



Australian Government

VET Student Loans

APPLICANT GUIDE

Guide for applicants seeking to become a VET Student Loans approved course provider

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CONTENTS

1. Introduction	3
Applicant Guide	3
Privacy and provision of information	3
2. Applying for approval	3
2.1 Registering interest.....	3
2.2 Application fee.....	4
2.3 Support	4
3. Course provider requirements	5
3.1 Guiding documents.....	5
3.2 Central management and control.....	5
3.3 Listed course providers.....	6
4. Credentials Information Form	6
5. Application Form	6
5.1 Section A - Entity details	7
5.2 Section B - Financial and Insurance details.....	7
5.3 Section C - Key personnel	8
5.4 Section D - Applicant’s experience and completion rates	8
5.5 Section E - Proposed VSL courses	9
5.6 Section F - Provider suitability	9
5.7 Fit and Proper Person Declaration (Key Personnel)	10
5.8 Statutory Declaration (Applicant).....	10
5.9 Other matters	10
6. Submitting an application	11
6.1 Documentary evidence.....	11
6.2 Word and document limits	11
6.3 Applications must be uploaded to the HITS portal.....	11
6.4 Deadline for applications	11
6.5 Authorised contact person	11
7. Assessment of applications	12
7.1 Assessment	12
7.2 Conditions of approval.....	12
8. External dispute resolution scheme and tuition Assurance	12
8.1 Approved external dispute resolution scheme.....	12
8.2 Tuition assurance.....	12
Appendix A: eSAM and HITS information for applicants	14

1. INTRODUCTION

Vocational education and training (VET) is central to Australia's economic growth, business opportunities and employment outcomes for students. Income contingent loans support Australians to access higher level VET qualifications.

The VET Student Loans (VSL) program assists eligible students pay tuition fees for approved higher-level (diploma and above) vocational education and training (VET) courses, when studying at VET Student Loans (VSL) approved course providers.

More information about the VSL program is also available from the [VET Student Loans](#) webpage.

1.1 Applicant Guide

This Applicant Guide (the guide) sets out the process (and information required) for applying to become a VSL approved course provider, and other relevant information. The guide should be used together with the form titled 'Application to become an approved course provider under the VET Student Loans Act 2016' (Application Form).

1.2 Privacy and provision of information

Privacy

Your personal information is protected by law. Part 9 of the *VET Student Loans Act 2016* (the Act) allows for the use and disclosure of VET information (which may include personal information).

You can find more information about the way in which the department will manage your personal information, including how to access and correct your information, and how to make a complaint, in our [Privacy Policy](#). You can obtain a copy of the department's Privacy Policy on the department's website, or by requesting a copy from the department at privacy@dewr.gov.au.

Provision of information

Section 19 of the VET Student Rules 2016 (the Rules) provides that for the purposes of deciding whether the applicant is a fit and proper person, the Secretary (or delegate) may have regard to whether the provider or any of its key personnel has provided false or misleading information to the department in circumstances where it is reasonable to assume that the provider or key personnel knew that the information was false or misleading. Please ensure all material information is disclosed in your application, that is, any fact that would be likely to influence the decision-maker. Failure to provide this information may delay the assessment of your application and impact on the application outcome. If clarification is needed regarding any information provided, the department will contact you.

2. APPLYING FOR APPROVAL

2.1 Registering interest

Prospective VSL provider applicants should complete the [VET Student Loans provider eligibility](#) quiz to self-assess eligibility to become a VSL approved course provider. At the end of the quiz, you can click *Submit notice to apply* and the department will contact you. Alternatively, if you are already familiar with the requirements that must be met by a body seeking to become an approved course

provider and matters the Secretary (or delegate) may regard when considering an application for approval, you can email VSLProgramIntegrity@dewr.gov.au and request an application pack.

Applications must be lodged using the department's HELP Information Technology System (HITS). There is no closing date for an application to be submitted. However, an application received on, or after, 30 September will not be finalised until early the following year.

Only complete applications will be considered as valid, and only when the application fee has been paid can the assessment begin. To ensure an application is valid you must complete all components of the pack as outlined in this guide. The pack will comprise the following:

- Fit and Proper Person Declaration (Key Personnel)
- Registering in HITS for new HELP providers Quick Reference Guide
- Statutory Declaration (Applicant)
- VSL Provider Application Form
- VSL Applicant Guide
- Credentials Information Form
- VSL Key Personnel Curriculum Vitae template

2.2 Application fee

An application fee, currently \$5,110, is payable each time you apply to become a VSL approved course provider. The application fee assists with recovering the costs associated with processing and assessing an application.

The department issues an invoice when:

- an application is submitted correctly in HITS and
- the application is deemed ready for assessment.

Please note that the application fee must be paid within 14 days of the date of the invoice. If the application fee is not paid within this time, the Secretary is not required to consider the application.

The application fee is non-refundable. If the Secretary (or delegate), after consideration, decides to not approve you as an approved course provider, a summary of reasons will be provided for your decision. For more information please refer to [Application fee and annual charge](#).

We may, at any time, amend the Guide, Application Form or application process. If such changes occur before 24 October of the current year, all applicants will be notified by email and directed to information on the [VET Student Loans](#) webpage. We may, if appropriate, give applicants, who have submitted an application which is under consideration, the opportunity to update their applications.

2.3 Support

For any questions regarding the application process, please email VSLProgramIntegrity@dewr.gov.au. Information about systems access is at **Appendix A**.

If you are having difficulty accessing HITS, or your user account has been disabled, or you have general questions about HITS, please email VETStudentLoans@dewr.gov.au for assistance. Alternatively, you can call the VSL Applicant's Enquiry Line on (02) 6240 0650 between 9:00am and 5:00pm (AEST) Monday to Friday.

3. COURSE PROVIDER REQUIREMENTS

3.1 Guiding documents

The *VET Student Loans Act 2016* (the Act) and the *VET Student Loans Rules 2016* (the Rules) set out the requirements that must be met by a body seeking to become a VSL approved course provider and matters the Secretary (or delegate) may regard when considering an application for approval.

The Secretary (or delegate) must be satisfied that you meet the course provider requirements (section 25 of the Act) to approve it as an approved course provider. To meet the course provider requirements, you must meet the provider suitability requirements (sections 22 to 35 of the Rules). You need to understand the requirements before commencing an application and that you must continue to meet them for the duration of your approval.

To meet the **course provider requirements** the body must:

- a) be a body corporate that is not a trustee of a trust and
- b) be established under the law of the Commonwealth, a State or a Territory and
- c) carry on business in Australia and have its central management and control in Australia and
- d) be a registered training organisation and
- e) meet the provider suitability requirements and
- f) be a fit and proper person.

Sections 15-20 of the Rules provide more detail about the fit and proper person requirements.

Your application will be assessed based upon information given in the Application Form and evidence provided to demonstrate that you meet these requirements.

3.2 Central management and control

Central management and control refers to the control and direction of your operation. This may involve:

- setting investment and operational policy
- appointing company officers and agents and granting them power to carry on the company's business
- overseeing and controlling those appointed to carry out the day-to-day business of the organisation
- making decisions in matters of finance, including determining how profits are used (for guidance and further information, please visit TD 2017/26 | Legal database (ato.gov.au)).

Confirmation will need to be provided that you:

- have your central management and control in Australia (for guidance in relation to identifying where a company's central management and control is located, you may wish to read a Practical Compliance Guideline developed by the Australian Taxation Office at PCG 2018/9 | Legal database (ato.gov.au) and
- the person(s) who make(s) the high-level decisions that sets your general policies, and determine the direction of your operations and the type of transactions you will enter, is also based in Australia.

You may provide the following documents to demonstrate you have your central management and control in Australia:

- minutes and/or other documents showing that high-level decisions are made in Australia
- evidence that you declare and pay dividends in Australia.

3.3 Listed course providers

Due to the different risk profiles of **government-owned** (listed course providers) and **privately-owned** training organisations (non-listed course providers), the Commonwealth exempts listed course providers from providing certain information that is required from an applicant.

A registered training organisation will be a 'listed course provider' if it is a body of the kind listed in subsection 27(2) of the Act. Examples of a 'listed course provider' include a registered training organisation that is: named as a Table A provider (public university) or Table B provider (private university) in sections 16-15 and 16-20 of the Higher Education Support Act 2003; a TAFE established under State or Territory legislation; a training organisation owned by the Commonwealth, a State or a Territory; or a body specified in the Rules.

4. CREDENTIALS INFORMATION FORM

An applicant must be a *fit and proper person* (refer section 25(2)(f) of the Act) to be approved as an approved course provider. In making this assessment, the Secretary, or delegate, may have regard to the history of you and your key personnel to determine whether they are *fit and proper persons* for the purposes of the Act (sections 14 to 20 of the Rules).

Each person listed as key personnel will need to complete the Credentials Information Form (CIF). The purpose of the CIF is to gather certain information and authorisation to obtain an EQUIFAX IN-Depth Company Trading History Report on you and your key personnel. The information contained in the EQUIFAX report, and from other sources, will be used to assess your entity and your key personnel against the matters set out in sections 14 to 20 of the Rules.

5. APPLICATION FORM

All sections of the Application Form must be completed:

- Section A - Entity details
- Section B - Financial and insurance details
- Section C - Key personnel
- Section D - Applicant's experience and completion rates
- Section E - Proposed VSL courses
- Section F - Provider suitability.

The completed Application Form, Credentials Information Form and accompanying statutory declarations and Curriculum Vitae template must be uploaded to HITS in PDF format. No other format will be accepted.

Note: The Act provides for third parties to deliver courses for an approved course provider in certain circumstances. A third party may only deliver an approved course in this way if the third party is

itself a VSL approved VSL course provider, a person or body registered by TEQSA or a person, or body, approved in writing by the Secretary to deliver the course (s 15(1)(b) of the Act.

If you intend for one or more of your proposed approved courses, or parts of courses, to be delivered by a third party that is not already an approved VSL course provider or a person or body registered by TEQSA, you will need to request and complete a separate Third Party Application form.

If the third party used is another VSL approved course provider or a body registered by TEQSA, you do not need to complete a third party application. However, details of the arrangement need to be provided in writing, by email, to the department.

You must be committed to the delivery of high quality vocational education and training and to achieving the best outcomes for students. You must act efficiently, honestly and fairly in all dealings with the Commonwealth, students and stakeholders. Additionally, you must have a record of satisfactory conduct in relation to any previous vocational education and training provided by the provider and for which the Commonwealth, a State or a Territory provided funding. For example, this means to meet the suitability requirements for an approved course provider, you must have had a satisfactory record as a VET provider under the VET FEE-HELP scheme (section 22 of the Rules).

5.1 Section A - Entity details

This section of the Application Form requires basic information about the organisation, including contact details.

5.2 Section B - Financial and Insurance details

Providing the documents requested at subsections 2.1, 2.2 and 2.3 of the Application Form is how you will demonstrate you meet sections 23, 24 and 25 of the Rules. Details about these sections of the Rules are set out below.

It is important that you carefully read and understand the requirements in relation financial statements. The financial statements must comply with the requirements of subsection 2.1 and must be accompanied by the documents set out in subsection 2.2 of the Application Form.

You must be able to pay your debts as and when they are due and payable and must be financially viable (section 23 of the Rules).

Your total dividend distributions during a financial year must not exceed your after-tax profits for the previous financial year. Additionally, your payments to key personnel and related parties for the provision of goods and services must be only for goods and services that are reasonably necessary for your operations and on terms that comply with the accounting standard, including in relation to arm's length transactions. Accounting standard has the same meaning as in the *Corporations Act 2001*. Accounting standards are legislative instruments (section 24 of the Rules).

You must also provide a certificate of currency for workers compensation and public liability insurance (section 25 of the Rules).

Note: applicants applying for a further period of approval that have at least 100 enrolments in courses leading to awards of qualifications in the Australian Qualifications Framework are required to complete the attachment *Financial Performance – Breakdown of applicant revenue sources* supplied with the application pack. This is required for the purposes of section 23(3)(d) of the Rules. The benchmark of 20% of trading revenue from non-government sources is an indicator that you are financially viable.

Note: a listed course provider applicant is taken to meet sections 23 and 24 of the Rules and therefore is not required to provide the documents sought in subsections 2.1 and 2.2 of the Application Form. However, it must still provide a certificate of currency for workers compensation and public liability insurance.

5.3 Section C - Key personnel

Your key personnel and advisers must have experience and expertise necessary to perform your duties and responsibilities (section 27 of the Rules). The experience of your key personnel may also be relevant to whether you have sufficient experience in providing vocational education and training (sections 31(1) and 31(2)(b)-(d) of the Rules).

Key personnel means: a director, officer or member of your governing body; a person or body that is concerned with, or takes part in, your executive or senior management or that exercises control or influence over your management or direction; a person who exercises control or influence over the allocation of your resources (section 16 of the Rules).

You must list all your key personnel and advisers in the table at 3.1 of the Application Form, and list them in HITS in the Key Personnel List. Every person listed as key personnel must match those listed on the Credentials Information Form.

Key personnel also need to complete the Fit and Proper Person (Key Personnel) statutory declaration. Note, advisers do not need to complete this statutory declaration.

You are encouraged to provide curricula vitae of educators and trainers to indicate your experience in providing vocational education for the courses you intend to apply, or reapply, for.

5.4 Section D - Applicant's experience and completion rates

You must have experience in providing vocational education and training as an RTO (section 31(1) of the Rules).

In addition to the experience of your key personnel and advisers (see Section C), there are a range of factors which the Secretary will regard in assessing the applicant's experience.

These include:

- a) the length of time for which you have been registered as a registered training organisation
- b) your history in delivering vocational education and training to genuine students
- c) your history in delivering education through subsidy funding arrangements with a State or Territory and
- d) the scope of courses you have experience in providing and the levels of qualification provided by those courses.

Information about your experience will be obtained from the course completion rates table and other sections of the Application Form. However, if you wish to provide further evidence (documents) in support of your satisfaction of section 31(1), you are welcome to do so.

You must also have adequate completion rates for each of your courses, or parts of courses, that lead to a Diploma, Advanced Diploma, Graduate Certificate or Graduate Diploma as set out in the Australian Qualifications Framework (section 33 of the Rules).

The course completion rates table must be completed to provide details of the courses, and completion rates, offered by you in the three most recent calendar years (or as many years as are available if you have not been operating for at least three years).

If you are already a VSL approved course provider and are applying for a further period of approval, you do not need to complete the course completion rates table in the Application Form as completion rate data can be sourced from the department's Tertiary Collection of Student Information (TSCI) portal. Please ensure completions data is up to date prior to submitting this application.

In calculating completion rates the department may regard the National Centre for Vocational Education Research's (NCVER) observed actual completion rate for nationally recognised VET qualifications (Diploma or higher). The NCVER observed actual completion rate for Diploma or higher is currently 56.2%, based on 2017 data.

For more information about VET qualification completion rates, please visit [VET qualification completion rates 2021 \(ncver.edu.au\)](https://ncver.edu.au).

Note: the course completion rates table in the Application Form has limited rows. If you have offered more than six courses in any of the three most recent calendar years, please use the course completion rates table attachment provided with the application pack.

5.5 Section E - Proposed VSL courses

You must be providing at least one course set out in the VET Student Loans (Courses and Loan Caps) Determination 2016 (the Determination) as amended from time to time (section 32(1) of the Rules). The course must be on the applicant's scope of registration on the national register available at www.training.gov.au.

The maximum VSL loan amount for each course listed on the Determination is indexed annually. Please refer to the indexed amount for 'maximum VSL loan amount' column. The current maximum VSL loan amounts are available at [VET Student Loans Course Caps Indexed Amounts \(for providers\) - \(dewr.gov.au\)](https://dewr.gov.au).

Please complete the table of courses for which you are seeking VSL approval. The estimated loan amount is for the proposed calendar year only.

Note: the proposed VSL courses table in the Application Form has limited rows. If you are seeking to offer VSL for more than ten courses, please use the proposed VSL courses table attachment supplied with the application pack.

5.6 Section F - Provider suitability

This section of the Application Form requests additional information and documents, relevant to the applicant's suitability to be approved as an approved course provider for the purposes of the Act.

To assist the Secretary (or delegate) to make a timely decision in respect of your application, please ensure that documents provided for each of the provider suitability requirements listed, include the requested information, and exclude irrelevant material.

Responses and evidence should address each of the following:

- management and governance (section 26 of the Rules)
- student support (section 34 of the Rules)
- workplace relevance (section 35(1) of the Rules)

5.7 Fit and Proper Person Declaration (Key Personnel)

You must be a *fit and proper person* to be approved as an approved course provider (section 25(2)(f) of the Act). In making this assessment, the Secretary (or delegate) may regard the history of the your key personnel to determine whether they are *fit and proper persons* for the purposes of the Act (see sections 14 to 20 of the Rules).

A statutory declaration must be completed by each of your organisation's key personnel to demonstrate that they are *fit and proper persons* for the purposes of the Rules. To facilitate this, please provide details of all key personnel involved with the organisation. *Key personnel* are those people or bodies with the potential to exert significant influence over the management and operation of the organisation and the use and recording of funds (see definition at clause 16 of the Rules). Examples of key personnel include the organisation's directors, office holders, presidents, council members, Chief Executive Officer and Chief Financial Officer.

To assist the Secretary, or delegate, to determine whether your organisation is a *fit and proper person*, please ensure that the statutory declaration is completed and uploaded to HITS by each of your organisation's key personnel as identified in Section C of this application.

Each key personnel must carefully read each statement contained in the statutory declaration. If any of the statements are not true and correct, please strike out and provide further details.

5.8 Statutory Declaration (Applicant)

This statutory declaration must be completed to demonstrate that your entity is a *fit and proper person* to be approved as an approved course provider (see section 25(2)(f) of the Act and sections 14 to 20 of the Rules), and to provide information relevant to your suitability to be an approved course provider not captured elsewhere in the Application Form (see Part 4, Division 3 of the Rules).

The statutory declaration is effective only if it is executed by a person who is legally authorised to give assurances and enter into commitments on your behalf. For example, the Director or Chief Executive Officer.

By signing the statutory declaration, the signee declares that – amongst other things – the information provided in the Application Form about you is true and correct.

The person legally authorised to give assurances must carefully read each statement contained in the statutory declaration. If any of the statements are not true and correct, please strike out and provide further details.

Once fully executed (signed, dated and properly witnessed), this statutory declaration must be uploaded to HITS as a PDF file.

To find more information about statutory declarations, including who can witness a statutory declaration, please visit [Statutory declarations | Attorney-General's Department \(ag.gov.au\)](https://www.ag.gov.au/statutory-declarations).

5.9 Other matters

Section 116 of the Rules imposes an annual reporting requirement upon approved course providers and requires they provide the information specified in subsection 116(1) to the Secretary each year.

VSL approved course providers applying for a further period of approval have the option to complete and submit their annual forecast with their application. Please complete the table titled *Annual Forecast for Financial Year 2023-2024* in the application pack if you wish to complete your annual forecast with your application.

However, if you would prefer to complete your annual forecast at the time when it is sent out by the department in the third quarter of the year, you are able to do so.

6. SUBMITTING AN APPLICATION

6.1 Documentary evidence

To assist the Secretary, or delegate, make a timely decision in respect of your application, please ensure that documents provided are relevant to each of the provider suitability requirements listed, include the requested information and exclude irrelevant material.

6.2 Word and document limits

There is a word limit to sections where a written response is required in the Application Form. There is no limit to the number of documents you can provide in support of your application.

6.3 Applications must be uploaded to the HITS portal

A completed application and supporting documents must be uploaded to HITS. Please ensure you have access to HITS or you will not be able to submit application.

If you encounter an issue submitting your application you should notify the department by email via VSLProgramIntegrity@dewr.gov.au.

Note: All HITS logons and passwords are automatically deactivated after 40 days. If the organisation does not have an active HITS logon ID or password, it should immediately obtain new or reactivated HITS credentials (see Appendix A). Initial HITS access will take at least 24 hours to activate.

6.4 Deadline for applications

To receive a decision outcome by the end of the year, your application must be submitted by 30 September. Applications received after 30 September will be considered early the following year.

Note: delays in the assessment of applications are generally due to insufficient supporting documentation or an incomplete application. This leads to a request for further information and the expected outcome date will be adjusted accordingly.

6.5 Authorised contact person

The HITS portal requires you to nominate at least five contacts to be an authorised contact person, including one or more who will be authorised to communicate with the department during the application process. Please refer to the *Contacts – Adding a contact* section of the [HITS User Guide](#) for further information.

The primary contact person(s) (Primary contact – VET) nominated by you must also be listed in the Key Personnel section of the Application Form and accompanying Credentials Information Form.

7. ASSESSMENT OF APPLICATIONS

7.1 Assessment

An application will be assessed based upon the information contained in the Application Form and supporting evidence provided.

The ordinary processing timeframe is 8 weeks. Note, the clock resets each time the department requires further information regarding your application.

The Secretary, or delegate, will give you written notice of their decision. If the Secretary, or delegate, decides to approve you for a period of less than 7 years, the notice will include the reasons for the period being less than 7 years.

7.2 Conditions of approval

Section 34 of the Act enables the Secretary to impose conditions on or vary a condition of the approval of an approved course provider. The Secretary may do so at any time, including when first approving the provider. Generally speaking, conditions will be imposed on a provider's approval to maintain the integrity and sustainability of the VET Student Loans program. The Secretary may, for example, decide that a particular provider's non-compliance with the Act is best addressed by imposing a condition on the provider, rather than suspending or revoking the provider's approval, (or other compliance action).

A provider fee limit is imposed on all VSL approved course providers. This is a limit (currently an annual limit) on the loan amounts that can be paid to a provider in a calendar year. Course fee limits may also be imposed on providers – this is a limit on the loan amounts available for a particular course(s).

Providers can, at any time, apply to vary a provider fee limit imposed on their approval or to offer VET Student Loans for additional courses, by requesting an application form to vary conditions of approval.

8. EXTERNAL DISPUTE RESOLUTION SCHEME AND TUITION ASSURANCE

8.1 Approved external dispute resolution scheme

Paragraph 25(2)(h) of the Act requires a body applying to become a VSL approved course provider to be a member of an approved external dispute resolution scheme. However, all VSL approved course providers are taken to be members of the approved external dispute resolution scheme operated by the VSL Ombudsman (see further section 42BA of the Act and the VSL (External Dispute Resolution Scheme) Specification 2017). This enables providers to satisfy the course provider requirement at paragraph 25(2)(h) of the Act, if approved.

8.2 Tuition assurance

Approved course providers, other than Table A providers or providers of a kind prescribed by the Rules, must be a party to tuition assurance arrangement. Tuition assurance protects students in the

event a course provided by an approved course provider is not delivered to completion. Part 5A of the Act sets out information about tuition protection.

The Tuition Protection Service (TPS) helps international and domestic students if their education provider closes, stops offering their course, fails to start their course or discontinues units of study they are enrolled in. It is primarily funded by a levy paid by the education providers of the students it is designed to assist. All non-exempt VSL approved course providers pay an annual TPS levy. Information about the TPS is available at [Tuition Protection Service - Department of Education, Australian Government](#).

The [VET Student Loans \(VSL Tuition Protection Levy\) Act 2020](#) is the statutory authority for this levy.

APPENDIX A: ESAM AND HITS INFORMATION FOR APPLICANTS

How to obtain mandatory HELP IT System (HITS) user access credentials

You must use HITS to lodge applications to become VSL providers. It is important you allow sufficient time to complete and apply for access using the required form. You will not be able to submit your application to become a VSL provider without obtaining HITS access in advance.

If you are registered in HITS and have current eSAM login credentials, you will be able to proceed with your application.

New HITS users

Organisations that do not have an existing record in HITS are New HITS users. If you are a new applicant, please follow the instructions below to set up your HITS user access credentials.

Click on [Register and Apply](#) on HITS. Complete all **required** fields and click *Submit*.

Please note: If you receive the below error message, your organisation is **already registered** in the system, and you should proceed to the next steps:

The Organisation details provided has a matching record in the system. Please contact your Organisation security administrator to access the application. Contact VETStudentLoans@dewr.gov.au if you need further assistance.

Within two (2) business days of submitting your registration, the department will email an ICT Security Pack to the person listed as your contact during your HITS registration. The ICT pack must be completed and returned to the department as soon as possible.

The department has developed an IT user security arrangement for HITS access whereby each organisation will manage their own staff's access to HITS through 2 nominated Provider Security Contact (PSC) administrators. The ICT pack requires you to nominate 2 PSC administrators on the Initial Access Request form. Each nominated PSC must also complete the ICT Security Declaration form.

Upon receipt of the completed Initial Access Request form and ICT Security Declaration forms, an eSAM registration email and confirmation key will be sent via SMS to each nominated PSC. This will initiate the set-up of their HITS user access credentials. When the organisation's registration is completed, you will be able to log into HITS with your eSAM details via the page.

If your organisation is already registered in HITS

If you are already registered in HITS and have current eSAM login credentials, you will be able to update your HITS profile and proceed with an application.

If your organisation was previously registered in HITS but you do not have eSAM secure identification credentials, or if they have expired, you must request an ICT pack via the enquiry form on [How to become a VET Student Loans provider \(dewr.gov.au\)](#) to gain access to HITS. The department will send you the appropriate forms to nominate new PSCs for them to gain access to HITS. The PSCs will then be able to manage HITS access for other staff in your organisation.

IT system requirements for applicants

To use HITS, and to complete the Application Form, you must use a computer with Windows 7, or above, and be able to scan and send documents in support of your application. Documents should be in colour and in PDF.

Note: the HITS URL has an embedded anti-phishing rule that times out the URL for 30 minutes after it is first used. The link must always be refreshed, otherwise a user may experience an error or must enter their password several times before they can log in.

It is the responsibility of the applicant to ensure its IT systems support the HITS compatible software.

Tips for HITS

Five tips to avoid common HITS user errors:

1. Only a member of your staff with CEO or SAO user access privileges to the HITS system will be able to click on the *Lodge* button to apply. You **must** click on *Lodge* to submit your application. Until this is done your VSL application will be treated as an **incomplete** draft.

Note: If the *Lodge* button in HITS is either greyed-out or invisible, this means you are not logged-on to HITS with user access privileges high enough to apply in HITS. Your PSC officer, not the department, can upgrade your HITS access privileges for you.

2. You must **not** click on *Lodge* in HITS until you have uploaded every document and completed every required field in HITS. After you click on *Lodge* your organisation will be **locked out** of editing or uploading documents to HITS.

Note: If you inadvertently click on *Lodge*, and wish to add to, or amend, the application you submitted, please call the department on (02) 6240 0650 between 9:00am and 5:00pm AEST for your application to be unlocked.

3. Documents uploaded to HITS must have names, (including the file extension, of less than 100 characters. For example, *Audited Financial Statements 2019.pdf* (35 characters) can be uploaded to HITS without risk of corrupting the file, whereas *Revised and Annotated Audited Special Purpose Financial Statements for the period ending 31 December 2019.pdf* (112 characters) cannot.
4. Do not zip documents with names longer than 99 characters into a zip file with a 20-character name as the system will not allow unzipping of files containing lengthy file names.
5. HITS enables you to upload up to 5 documents simultaneously. Individual documents must not exceed 15MB. Some individual documents of over 15MB in size may appear to upload successfully to HITS, but typically become damaged and are unreadable.

Document naming convention in HITS

The Application Form including supporting documentation should use short (less than 100 characters in length), standardised file names comprising:

Example of name	Example of naming convention
<ul style="list-style-type: none">Your four-character HITS ID number	4567
<ul style="list-style-type: none">The document name	Employer Endorsement from XYZ
<ul style="list-style-type: none">The date of the document	20200327
<ul style="list-style-type: none">Full document name	4567-Employer Endorsement from XYZ-20200327

All attachments uploaded to HITS should be listed by title in your application submission.