



HELP IT Application - User Guide

For Applicants and Approved Providers

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Change Control

Version	Date	Summary of Changes
7.0	August 2016	<p>Following sections added or updated.</p> <ul style="list-style-type: none"> Updated all URL links to log into I:AM to: www.deewr.gov.au/iam/logon/Login.aspx?
7.1	May 2017	<ul style="list-style-type: none"> Amending VET to include/replace VSL information Correcting spelling/grammar Updating hyperlinks Changing contact email addresses from tsenquiries@education.gov.au to www.education.gov.au/vet-fee-help-providers forms including information on contact forms for various types of enquiries specific to VET providers (new VSL and old VFH providers) Add contact email link for Higher Ed applications Noted that Estimate functions are no longer used
7.2	July 2017	<ul style="list-style-type: none"> Update guide to include link for VET Student Loans approved Provider information: www.education.gov.au/information-vet-student-loans-approved-providers Update contents to provide a note to all VSL providers concerning application status and business processes
7.3	October 2017	<ul style="list-style-type: none"> Updated guide to include the section on viewing VSL approval status, approved courses, course and provider fee limits
8.0	November 2017	Published
8.1	February 2018	<ul style="list-style-type: none"> <u>Higher Education Sector only</u> Changing contact email addresses from HEenquiries@education.gov.au to Fee-Help@education.gov.au
8.2	April 2018	<ul style="list-style-type: none"> Incorporating update from IAMS to eSAM authentication
9.0	July 2018	<ul style="list-style-type: none"> Updated Reports, removed references to functionality no longer in use.
9.2	Aug 2018	<ul style="list-style-type: none"> Minor updates to remove references to outdated functionality and improve usability of information.

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Special Note to VET Student Loans (VSL) and VET FEE-HELP (VFH) Providers re HITS Approval Status

An upgrade to HITS occurred on 1 July 2017 to reflect VET Student Loans (VSL) approvals. The Provider 'status' in HITS will reflect the latest change in HITS for either VSL or VFH applications.

For example:

1. A provider that is VFH approved, and was VSL approved during the transitional period which concluded on 30/6/17, and is not currently approved for the full VSL, will now have a status of 'Revoked' in HITS. This 'revoked' status reflects the last change in HITS (i.e. the completion of the VSL approval on 30/6/17). The provider may still be VFH approved;
2. A provider that is VFH approved, and did not apply for VSL approval at all (i.e. was not approved for VSL for the transitional period), will still have the status of 'Approved';
3. A provider that was never involved in VFH, was not VSL approved during the transitional period, but has been approved for VSL from 1/7/17, will have the status of 'Approved'.

In addition, the approval status in HITS may reflect a business change.

For example:

1. If a provider has requested revocation, the status will be adjusted to 'Revoked' with notes added reflecting the request;
2. If a provider has closed and is subject to a tuition assurance activation, the status will be adjusted to 'Revoked' with notes added reflecting the change.

If you have any queries on the above, please contact the department via the online enquiry form under the Frequently Asked Questions section at www.education.gov.au/information-vet-student-loans-approved-providers.

Introduction

The HELP Information Technology System (HITS) is the IT application that organisations must use to lodge applications to become approved HELP providers. HITS also manages contact information and ongoing compliance with the VET Student Loans/VET FEE-HELP and FEE-HELP loan schemes.

Further information:

For further information on provider applications, refer to:

VET Student Loans: www.education.gov.au/vet-student-loans/vet-student-loans-applicants;

FEE-HELP: www.education.gov.au/applying-become-higher-education-provider.

Provider queries should be directed to the department's online enquiry forms at:

VET Student Loans providers: www.education.gov.au/information-vet-student-loans-approved-providers;

VET FEE-HELP providers: www.education.gov.au/vet-fee-help-providers.

For further information, there is a VET Student Loans Manual for Providers on the website:

<https://docs.education.gov.au/node/43921>.

For all Higher Education Providers, please direct any enquiries to Fee-Help@education.gov.au.

HITS is accessed via the department's delegated identity management application *Employment Security Access Management* (eSAM). HITS and the ARF (AMEP reporting facility) use eSAM. Once you log in to eSAM, you will be able to access the HELP IT System (HITS) via the **System for Higher Ed** which is the Department of Education and Training's portal for the HITS application. HITS is currently the only application that is active within the **System for Higher Ed**. HITS is used for VET Student Loans; VET FEE-HELP; and for FEE-HELP applications.

If you already have your user details, click on 'Sign In' at following link to access HITS: ecsn.gov.au/ESAM/Home/Index; or <https://extranet.education.gov.au/FrontDoor>.

This user guide and the revised information on the Education and Training [website](#) is intended to assist both Higher Education (HE) and Vocational Education and Training (VET) providers with using HITS to manage their applications and ongoing compliance requirements under the *Higher Education Support Act 2003* (HESA) and the *VET Student Loans Act 2016* (VSL Act).

VET Student Loans: www.education.gov.au/vet-student-loans/vet-student-loans-applicants.

The user guide is set out in alphabetical order of the main components within HITS and eSAM to make it easier to find the information.

Each section is structured so that the instructions are outlined first and then an example is displayed to provide a visual representation of the instructions.

Instructions

-
- The instructions are listed first and then the screen the instructions relate to is displayed

Setting up an account in eSAM to access HITS

To access HITS, you first have to register in eSAM. You will need to contact the Provider Security Contact (PSC) officer within your organisation to initiate the registration process for you.

If there are no current eSAM users or a PSC officer within your organisation

You will need to contact the department to have the relevant access request and ICT security forms sent to you for completion. You can contact the department by completing the online form at the foot of the following page: www.education.gov.au/information-vet-student-loans-approved-providers.

The completed access request and ICT security forms (see Attachments C and D) must be completed by you and returned to the department. After receiving and processing these forms, the Registration email and Confirmation Key (via SMS) will be sent to you. The access request form will nominate the PSC for your organisation.

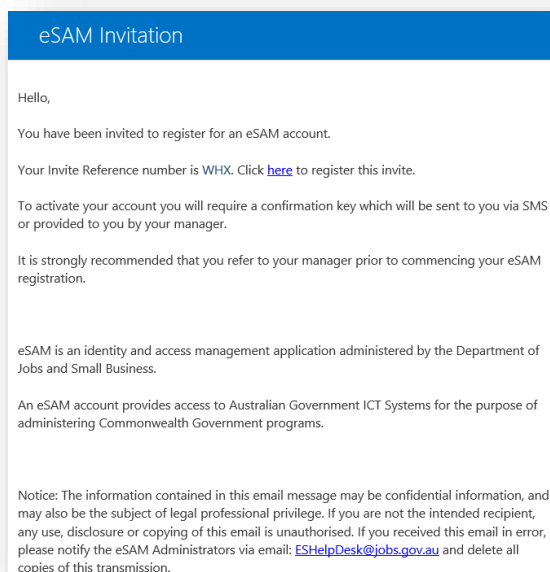
If there is an existing PSC officer within your organisation

See **PSC – Invite a user to register in eSAM** section on page 28. The PSC officer can initiate the registration process for other users within their organisation. The PSC officer can contact the department via the online enquiry form under the Frequently Asked Questions section at www.education.gov.au/information-vet-student-loans-approved-providers.

Setting up your account

HITS and eSAM are only compatible with Internet Explorer 11. If you use Google Chrome for example, you will not be able to reset your password or update any field where a date is required such as the date of birth field. Google Chrome and Mozilla Firefox use an American date format i.e. MM/DD/YYYY which is incompatible with HITS.

1. Upon clicking the [here](#) link in the email invitation, the user is directed to the eSAM site and the Sign-Up – Confirmation Key page is displayed:



Note: the invitation reference on this page must match the invitation reference in the email invitation. If the reference does not match, you will not be able to complete the registration process.

2. Enter the Confirmation Key that you received via SMS into the **Confirmation Key** field and click the **Confirm** button.

If an incorrect confirmation key is entered, the user will receive a *'Bad registration or confirmation code. Event ID: XXXXXX'* error message. An eSAM Invitation becomes invalid if a user makes five (5) incorrect Confirmation Key attempts. In this case, users will need to contact their PSC officers to arrange for another invitation to be sent.

3. You will be prompted to enter a Username, set and confirm a password. The user name and password that you register will be used to access both eSAM and HITS – you will therefore need to remember these details for subsequent logging in:

Username:

Sign Up - Account Details

1. Confirmation Key 2. Account Details 3. Multi Factor Authentication 4. Complete

1. Enter a Username, Password and Confirmation Password.
2. Enter an Email address then select 'Send verification code'.
3. Receive email with verification code; enter the code into 'Verification Code' field and select 'Verify Code' then 'Create'.

Username

New Password

Confirm New Password

Email Address

Verification code [Send verification code](#)

[Create](#) [Cancel](#)

[Home](#) [Conditions of Use](#) [Privacy](#) [Help](#) [Accessibility](#) © 2016 - Department of Employment

Enter a **Username** into the Username field – please note the following when creating your user name:

- The username must be unique, eSAM will return an error if you are trying to register a username that is already in use.
- You cannot use an email address as the @ symbol is not a valid character in this field.
- The total length of the Username must not exceed 113 characters.
- Can **include** the following characters: A – Z; a – z; 0 – 9; and - _ ! # ^ ~

Password

Enter a password into **New Password** field and confirm your password in the **Confirm New Password** field.

Passwords must contain a minimum of 10 characters that include at least three of the following:

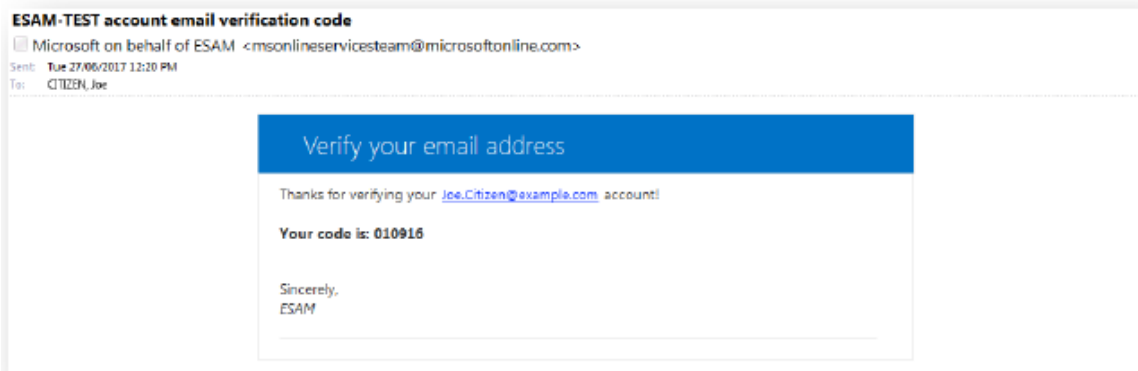
- Lowercase characters
- Uppercase characters
- Digits (0-9)
- @ # \$ % ^ & * - _ + = [] { } | \ : ' , ? / ~ " () ; .

4. Register your email address in the **Email Address** field and click on the **Send Verification Code** button. You will be sent a verification code from msonlineserviceteam@microsoftonline.com to this address to continue with the registration process.

Please note that the email address entered does not need to be the same email address used for the invitation. However, the email address entered must be an email address that you have continued access to.

Recommended tip: use your work email address.

Note: Store your username and password securely, and do not share with others. Note the information on IT security in the documents you signed. Sharing passwords/accounts is a breach of the department's ICT systems policy (See Attachment C of this User Guide – User Security Declaration). Organisations that access HITS are responsible for maintaining the integrity of HITS by not sharing user IDs and passwords with any other person.



5. Enter the Verification code and click the **Verify code** button:

Please note that the email address entered for the multi-factor authentication process cannot be updated in eSAM, even after the account has been successfully registered. To update multi-factor authentication details, the current account must be disabled and a new invite must be initiated to register a new account.

6. The Create button will be enabled if the correct code is entered. Click the **Create** button to continue:

7. You will then need to complete the multi factor authentication process by entering a phone number:

Australian Government eSAM

Sign Up - Multi Factor Authentication

1 Confirmation Key 2 Account Details 3 Multi Factor Authentication 4 Complete

Provide a mobile number or land line number.
For **mobile numbers**, select either 'Send Code' or 'Call Me'.
For **land line numbers**, only select 'Call Me'.
By selecting 'Send Code' you will receive a 6 digit code via SMS. Enter code then wait for the system to verify the code.
By selecting 'Call me' you will receive an automated call with instructions for verification.

Australia (+61) ☐

[Send Code](#) [Call Me](#) [Cancel](#)

[Home](#) [Conditions of Use](#) [Privacy](#) [Help](#) [Accessibility](#) © 2016 - Department of Employment

Please note that the phone number entered for the multi-factor authentication process cannot be updated in eSAM, even after the account has been successfully registered. To update multi-factor authentication details, the current account must be disabled and a new invite must be initiated to register a new account.

8. Enter your phone number into the phone number field.

Please Note: The phone number entered is automatically used for the Multi Factor Authentication process for every subsequent eSAM Sign In. For this reason, the phone number entered must be a phone number that you have ongoing access to. It is recommended where possible that the phone number entered is your mobile phone number. If using a landline, it must be a direct number, not a switchboard number.

The following methods can be used for this multi factor authentication:

Send Code A text message, originating from an international number (either USA or UK), containing a six-digit code will be sent to the mobile phone entered. Click the **Send Code** button to receive the text message containing the code. You will have approximately three minutes from the time you click Send Code button, to enter the verification code and click Verify Code button.

Note: this method is only available if you enter a mobile number.

Call Me If you select the **Call Me** button, a call will be placed to the phone number entered. The call will be from an international number (USA) asking you to verify the sign up process by pressing the 'pound' key (# hash). You will have approximately 15 seconds from the start of the call to press the # (hash) key. If you press the incorrect button you will need to restart the process. Once you have completed the call the multi factor authentication process will be complete, no code is required.

9. If you select the Send Code option, you will receive a verification code via SMS. Enter the verification code and click the **Verify Code** button to complete the multi factor authentication process:

Sign Up - Multi Factor Authentication

1 Confirmation Key 2 Account Details 3 Multi Factor Authentication 4 Complete

Provide a mobile number or land line number.
For **mobile numbers**, select either 'Send Code' or 'Call Me'.
For **land line numbers**, only select 'Call Me'.
By selecting 'Send Code' you will receive a 6 digit code via SMS. Enter code then wait for the system to verify the code.
By selecting 'Call me' you will receive an automated call with instructions for verification.

Australia (+61)

Enter your verification code below, or [send a new code](#)

Verify Code **Cancel**

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If you require a new verification code to be sent, click the **send a new code** link. This will invalidate the previous code.

10. Upon completion of the verification process, the User Security Declaration Acceptance page will be displayed:

HITS / [Home](#) / User Security Declaration Acceptance

⚙️ User Security Declaration Acceptance

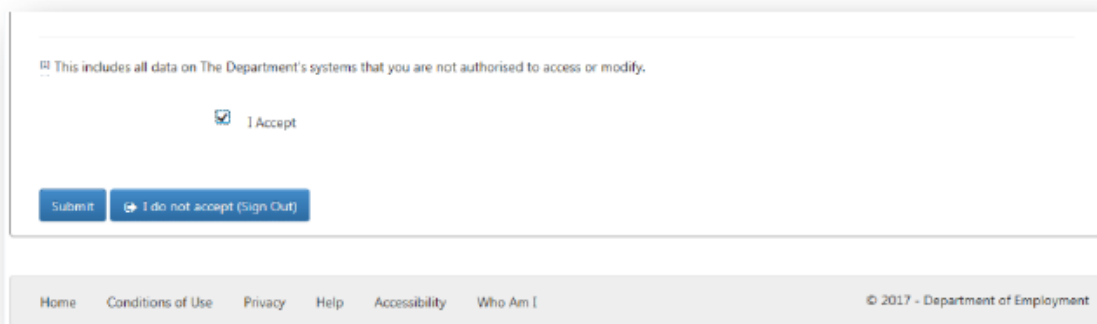
User Security Declaration

I acknowledge that I have been provided access to Australian Government (hereafter referred to as 'Government') ICT Systems for the purpose of administering Commonwealth Government programs and have the following obligations:

- I will only access Government ICT Systems for which I have authorisation and for purposes which are relevant to my work.
- I am solely responsible for all action taken on Government ICT Systems under my UserID.
- I will maintain the integrity of access to these Systems including, but not limited to:
 - a. not sharing my UserID, nor using another person's UserID
 - b. ensuring the safekeeping and confidentiality of my personal identification number/s (PIN) / passwords.
- I will not illegally access Government ICT Systems, download or distribute inappropriate, undesirable or offensive material.
- I will not use Government ICT systems to violate copyright or infringe the intellectual property of software and the integrity of systems configurations and software.
- I will identify and avoid **conflicts of interest**. Where there is a perceived or actual conflict of interest I will notify my supervisor or manager and follow appropriate advice before accessing Government ICT Systems.

I understand that:

11. Please ensure you read the User Security Declaration, if you agree check the **I Accept** box and click the **Submit** button:



The screenshot shows a web form for the User Security Declaration. At the top, there is a warning icon and text: "This includes all data on The Department's systems that you are not authorised to access or modify." Below this, there is a checkbox with a checkmark and the text "I Accept". At the bottom of the form, there are two buttons: "Submit" and "I do not accept (Sign Out)". Below the form, there is a footer with links: "Home", "Conditions of Use", "Privacy", "Help", "Accessibility", and "Who Am I". On the right side of the footer, it says "© 2017 - Department of Employment".

If you do not accept the User Security Declaration, click on the 'I do not accept (Sign Out)' button to cancel the registration process. You will be unable to access eSAM or HITS without accepting the terms of the User Security Declaration.

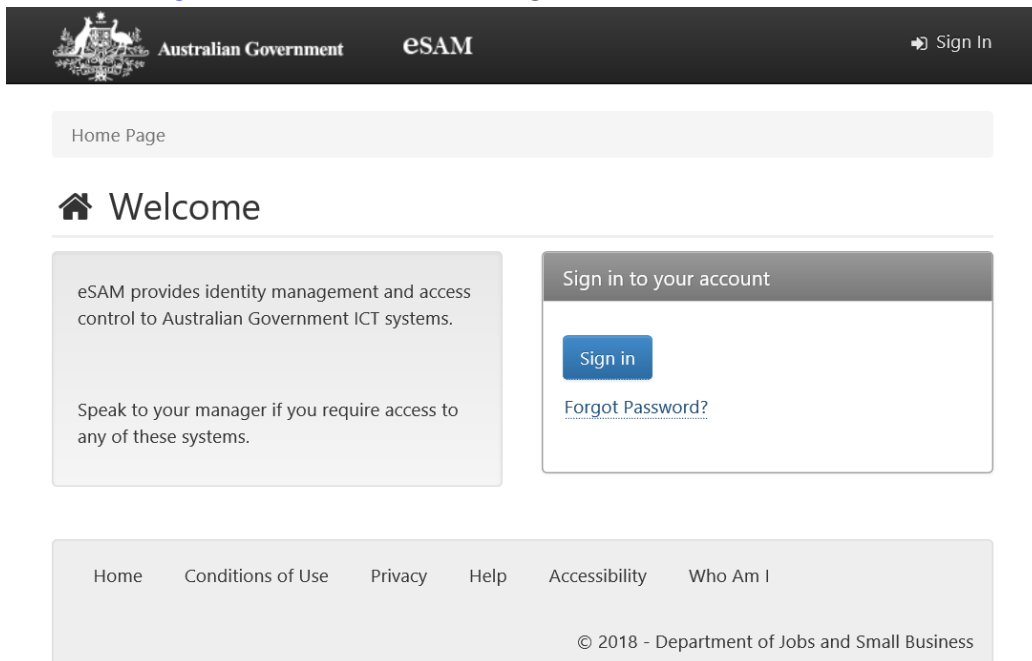
12. The eSAM registration is now complete and you access to HITS has been enabled.

Please note that you will be required to go through the multi-factor authentication process each time you sign into eSAM (not HITS) or if you need to reset/change your password.

eSAM - Sign-In and Authentication

Once you have completed the registration process and have an active eSAM account, you will be able to sign into the eSAM portal (ecsn.gov.au/ESAM/) to update your account details (see next section 'eSAM – managing your details'). If you are a PSC user you can initiate invitations for new users within your organisation to register eSAM accounts in order to access HITS.

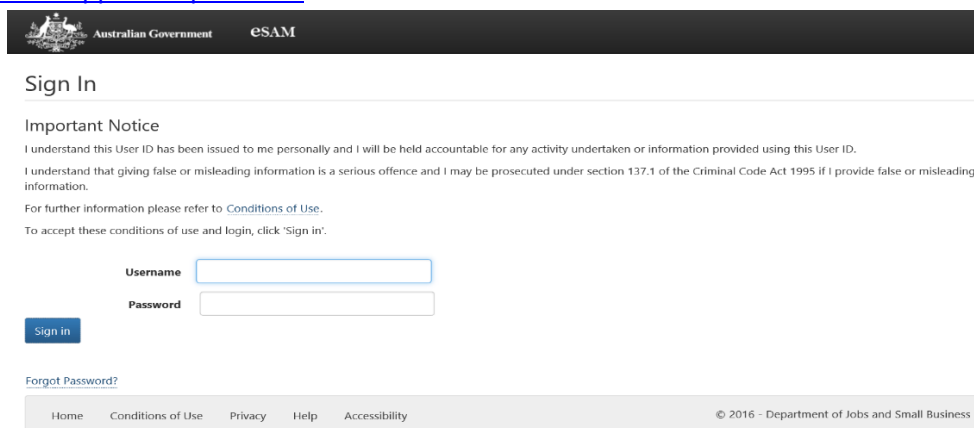
1. Go to eSAM at ecsn.gov.au/ESAM/ and click the **Sign in** button:



The screenshot shows the eSAM Home Page. At the top is a dark header with the Australian Government crest, the text 'Australian Government', the 'eSAM' logo, and a 'Sign In' button with a right-pointing arrow. Below the header is a light gray bar with 'Home Page'. The main content area has a 'Welcome' heading with a house icon. To the left, a box contains the text: 'eSAM provides identity management and access control to Australian Government ICT systems.' and 'Speak to your manager if you require access to any of these systems.' To the right, a box titled 'Sign in to your account' contains a blue 'Sign in' button and a link for 'Forgot Password?'. At the bottom, a light gray footer bar contains links: 'Home', 'Conditions of Use', 'Privacy', 'Help', 'Accessibility', and 'Who Am I', followed by the copyright notice '© 2018 - Department of Jobs and Small Business'.

2. Enter your eSAM Username into the **Username** field and your Password into the **Password** field and click on the **Sign In** button.

Please note that your username is not recoverable and you will need to contact the department via the online enquiry form under the Frequently Asked Questions section at www.education.gov.au/information-vet-student-loans-approved-providers.



The screenshot shows the eSAM Sign In page. It has the same header as the home page. Below the header is a 'Sign In' heading. An 'Important Notice' section follows, stating that the user ID is issued personally and that providing false information is an offence. It includes a link to 'Conditions of Use' and instructs the user to click 'Sign in' to accept the conditions. Below this are two input fields: 'Username' and 'Password'. A blue 'Sign in' button is positioned below the 'Username' field. A link for 'Forgot Password?' is located below the 'Password' field. The footer bar is identical to the home page, with links and the copyright notice '© 2016 - Department of Jobs and Small Business'.

3. You will now be prompted to complete Multi Factor Authentication. The page displays the last four digits of the registered phone number. You can elect to receive a verification code via SMS by clicking the Send Code button if you have registered a mobile number, or receive a phone call by clicking the Call Me button.

The Send Code option will only work if the registered phone number is a mobile phone number. If the registered phone number is not a mobile phone number, you must use the Call Me option.

Multi Factor Authentication

Phone Number - XXX-XXX-0200

Send Code Call Me Cancel

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Multi factor authentication via Send Code

- If you click the Send Code button, a text message, originating from an international number (either USA or UK), containing a verification code is sent to the mobile phone registered.
- Enter the verification code, the code is validated automatically upon entry (there is no submit or verify button).

Multi Factor Authentication

Phone Number - XXX-XXX-0200

Enter your verification code
below, or [send a new code](#)

Cancel

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Multi factor authentication via Call Me

- Click the **Call Me** button.
- A call will be placed to the registered phone number from an international phone number (USA). To continue press the # (hash) key. The call will automatically end once you have pressed the # key. If you press the incorrect key you will have to restart the process.



When multi factor authentication is completed successfully, the eSAM Home page is displayed.

If you no longer have access to the phone number that you registered, you will need to contact your PSC officer to have your current eSAM account disabled, and have a new eSAM account invitation sent to register a new user account. You must complete the Multi Factor Authentication during the registration of the new account so please ensure you enter a phone number that you have ongoing access to.

eSAM Home page

Upon successful sign in, the following eSAM Home page is displayed:

Home

	My Details View or edit your personal details.
	Settings Change eSAM user interface settings.
	Sign out Log out of this web site.

[Home](#) [Conditions of Use](#) [Privacy](#) [Help](#) [Accessibility](#) [Who Am I](#)

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Users with the PSC role will have the following home page:

Home

	Manage Invites Invite new users/manage invitations.
	Search People Search for users to view/manage.
	My Details View or edit your personal details.
	Settings Change eSAM user interface settings.
	Sign out Log out of this web site.

[Home](#) [Conditions of Use](#) [Privacy](#) [Help](#) [Accessibility](#) [Who Am I](#)

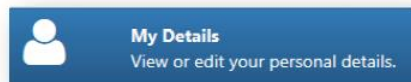
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eSAM - Managing your details

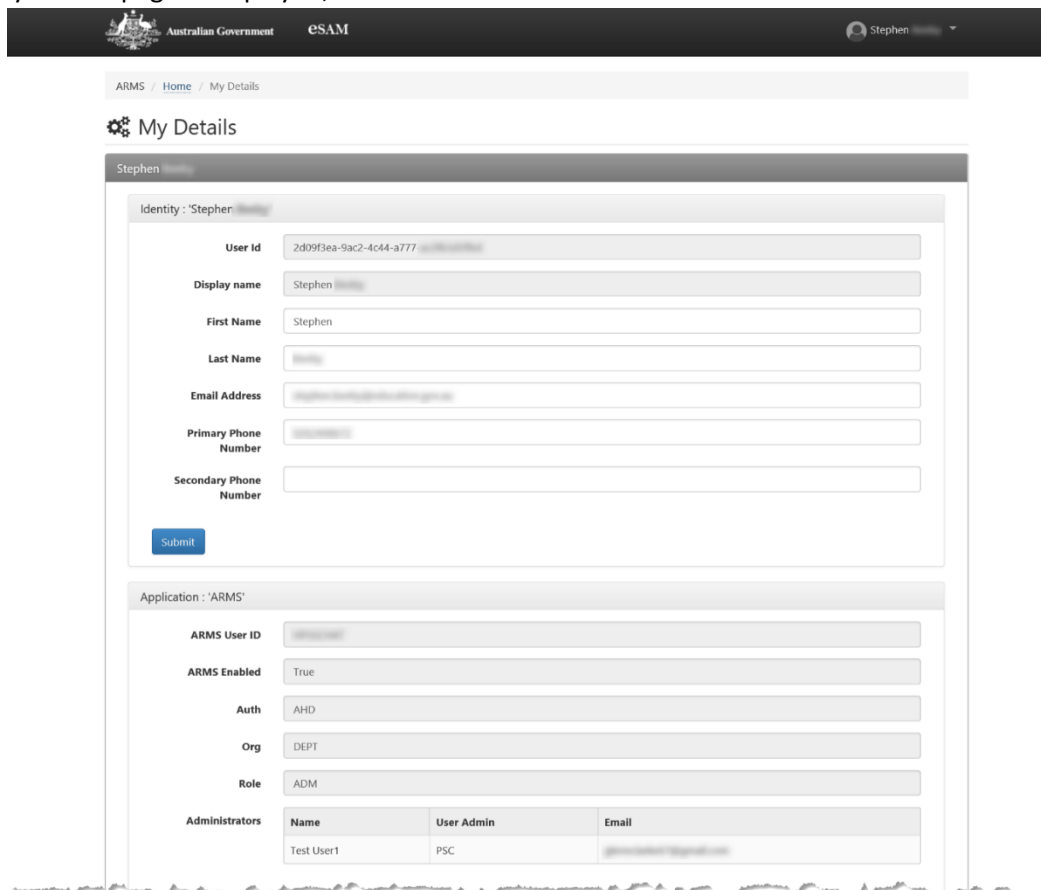
eSAM allows you to view and amend your own personal details.

Accessing My Details

1. From the eSAM Home page, click the My Details menu option:



2. The My Details page is displayed, as below:

A screenshot of the eSAM "My Details" page. The page has a dark header with the Australian Government logo, "eSAM", and a user profile for "Stephen". Below the header is a breadcrumb trail: "ARMS / Home / My Details". The main content area is titled "My Details" with a gear icon. It shows the user's identity as "Stephen" and a list of fields for personal details: User Id (2d09f3ea-9ac2-4c44-a777), Display name (Stephen), First Name (Stephen), Last Name (Smith), Email Address (stephen.smith@psc.gov.au), Primary Phone Number (08 0000 0000), and Secondary Phone Number. A "Submit" button is at the bottom of this section. Below this is the "Application : 'ARMS'" section, which includes fields for ARMS User ID, ARMS Enabled (True), Auth (AHD), Org (DEPT), and Role (ADM). At the bottom is an "Administrators" table with columns for Name, User Admin, and Email.

Identity : 'Stephen'		
User Id	2d09f3ea-9ac2-4c44-a777	
Display name	Stephen	
First Name	Stephen	
Last Name	Smith	
Email Address	stephen.smith@psc.gov.au	
Primary Phone Number	08 0000 0000	
Secondary Phone Number		
<input type="button" value="Submit"/>		
Application : 'ARMS'		
ARMS User ID	2d09f3ea-9ac2-4c44-a777	
ARMS Enabled	True	
Auth	AHD	
Org	DEPT	
Role	ADM	
Administrators		
	Name	User Admin
	Test User1	PSC
		stephen.smith@psc.gov.au

From the My Details page you can:

- View and update your name and contact details.
- View your HITS Application Role.
- View your Administrator details (if applicable).

Update my details

View and update your details as described in Table 1 – My Details - user details:

Table 1 – My Details - user details

Field	Comments
Identity – Personal Details	
User ID	Displays your eSAM UserID. The UserID is a system reference number and is a unique identifier for each user in the eSAM system. The UserID cannot be updated by any user. This field cannot be amended.
Display Name	Displays your current Display Name. The Display Name is a concatenation of your First Name and Last Name. This is the name that will be displayed in HITS. The Display Name is not amendable, but will change to reflect any changes in the First Name and Last Name fields.
First Name	Displays your current First Name as recorded in eSAM. Update the First Name field to change the First Name. First Name is not mandatory. If the user has only one name, that name should be entered in the Last Name field.
Last Name	Displays your current Last Name as recorded in eSAM. Update the Last Name field to change the Last Name. Last Name is mandatory.
Email Address	Displays your current Email Address as currently recorded in eSAM. Update the Email Address field to change the Email Address. Email Address is mandatory.
Primary Phone Number	Displays your current Primary Phone Number as recorded in eSAM. Update the Primary Phone Number field to change the Primary Phone Number. Primary Phone Number is a mandatory field. It should be recorded as numbers only (without spaces). Please Note: Changing the Primary Phone Number does not change the phone number used for Multi Factor Authentication ¹ during the eSAM Sign In Process.
Secondary Phone Number	Displays your current Secondary Phone Number in eSAM. Update the Secondary Phone Number field to change the Secondary Phone Number. Secondary Phone Number is not mandatory. If recorded, it should be recorded as numbers only (without spaces).
Application Details	
(Application) ² User ID	Auto-generated by the system. (Application) User ID is a mandatory field and is not amendable.
(Application) Enabled (not applicable to HITS or ARF users)	The (Application) Enabled field displays False if your access to the application is disabled. Users disabled for applications cannot access that application but can still view their details in eSAM. This field is not amendable.
Org	Displays the organisation code for your Organisation. This field is not amendable.

¹ If the user no longer has access to the phone number used for eSAM Registration, they will need to contact their PSC officer to have their current eSAM account disabled, and have a new eSAM account invitation sent to them. Multi Factor Authentication during the registration of the new account would then need to be completed with a phone number that the user has ongoing access to.

² The "User ID" field label is prefixed with the name of the application you access.

Field	Comments
Site (if applicable)	Displays the site code for your site. This field is not amendable.
User Admin	Displays your administration role. For managers, this is the PSC officer. This is blank for users that are not managers. This field is not amendable.
Base Role	Displays your current base role. This field is not amendable.
Training Role	Displays your current training role. This field is not amendable.
Administrators³	
Name	Displays the name of your administrator. The Name field is not amendable.
User Admin	Displays the administration role of your administrator. It is set to HHD. The User Admin field is not amendable.
Email	Displays the contact email address for your administrator. The Email field is not amendable.

³ The Administrators fields are listed for each of your administrators.

Submit updated details

1. Once all required updates have been made on the My Details page, click the **Submit** button to save the details.



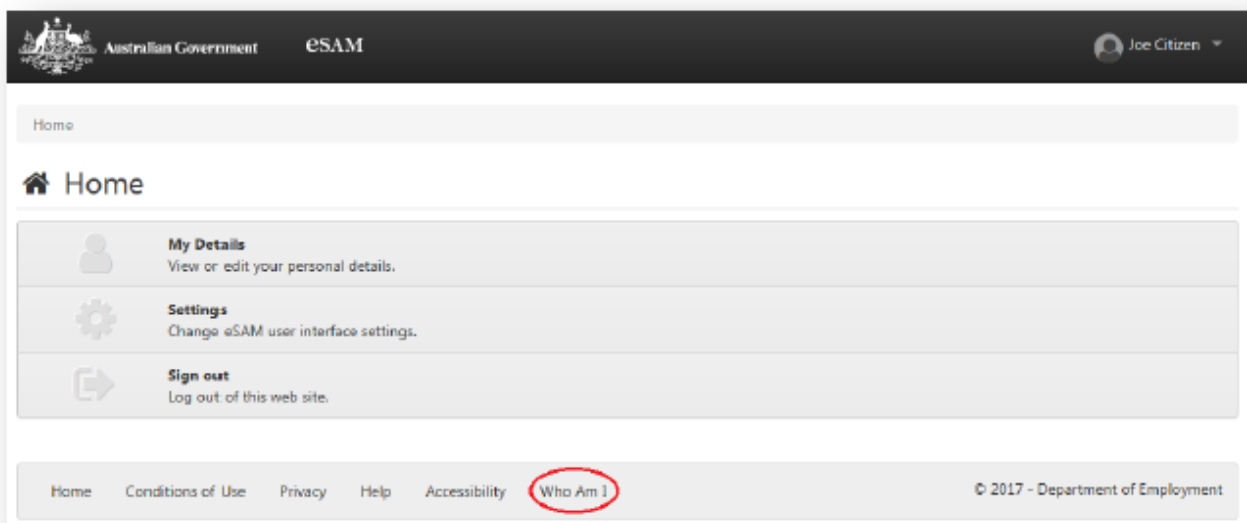
Identity :

Userid	c2a155ec-d997-4371-bd1a-edd3
Display name	Demonstration
First Name	Demonstration
Last Name	Demonstration
Email Address	Demonstration@dev.construction.snet
Primary Phone Number	0400000002
Secondary Phone Number	

[Submit](#)

'Who Am I'

The Who Am I page is accessible from any page within eSAM. It provides technical details relating to your eSAM user profile:



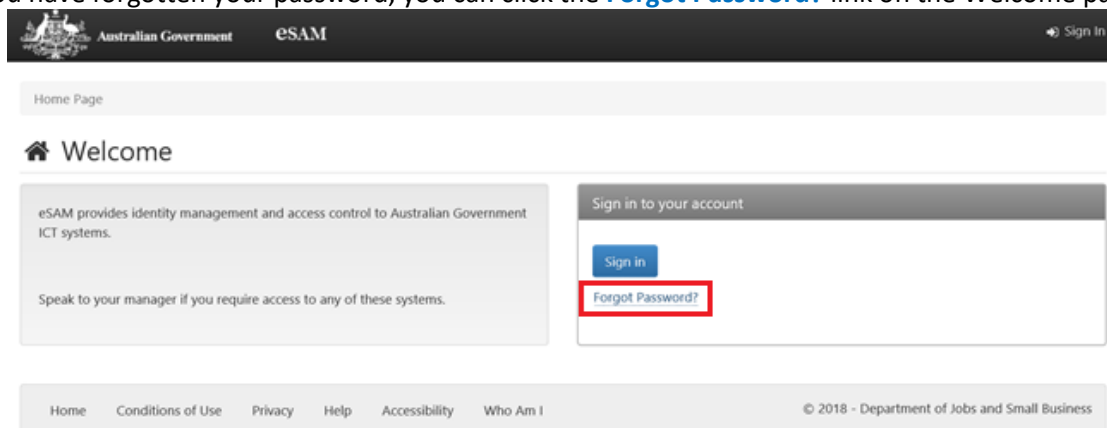
To view the Who Am I page, click the **Who Am I** link from any page within eSAM.

The details in the Who Am I page may be useful for troubleshooting with Help Desk. Help Desk staff may ask for screen shots from this page, to assist with problem resolution.

eSAM – Forgotten your password

Resetting your password

1. If you have forgotten your password, you can click the **Forgot Password?** link on the Welcome page.



2. The Reset Password page will be displayed:

Reset Password

Username

Verification is necessary. Please click Send button.

Email Address

Verification code

The username you provided is not valid. It must begin with an alphabet or number and can contain alphabets, numbers and the following symbols: _ -

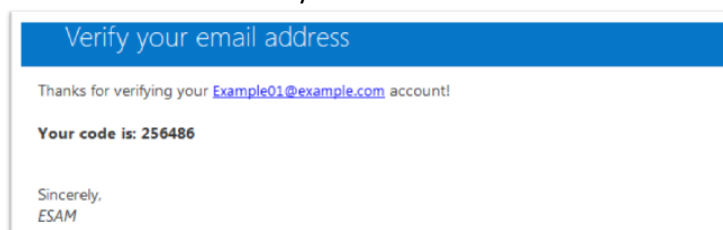
Please enter a valid email address.

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3. Enter your Username into the **Username** field and the Email Address into the **Email Address** field.
Note: The Username and Email Address must be the same as those used to register the eSAM account.

Your username is not recoverable and you will need to contact the department via the online enquiry form under the Frequently Asked Questions section at www.education.gov.au/information-vet-student-loans-approved-providers.

4. Click the **Send verification code** button. If the Username and Email Address are valid, an email containing a Verification code will be sent to you:



5. The Reset Password page will refresh to allow you to enter the verification code:

Reset Password

Username

Verification code has been sent to your inbox. Please copy it to the input box below.

Email Address

Verification code [Verify code](#) [Send new code](#)

[Continue](#) [Cancel](#)

[Home](#) [Conditions of Use](#) [Privacy](#) [Help](#) [Accessibility](#)

6. Enter the verification code received in the email into the **Verification code** field and click the **Verify code** button. You will only need to click the **Send new code** button if a new verification code is required. The most recent code must be used in the verification process.
7. When the Verification code has been validated, the page will refresh and the **Continue** button will be enabled:

Reset Password

Username

E-mail address verified. You can now continue.

Email Address

Verification code [Change e-mail](#)

[Continue](#) [Cancel](#)

[Home](#) [Conditions of Use](#) [Privacy](#) [Help](#) [Accessibility](#) © 2016 - Department of Jobs and Small Business

8. Click the Continue button.
9. The Multi Factor Authentication page is displayed:

Multi Factor Authentication

Phone Number - XXX-XXX-0200

[Send Code](#) [Call Me](#) [Cancel](#)

[Home](#) [Conditions of Use](#) [Privacy](#) [Help](#) [Accessibility](#) © 2016 - Department of Jobs and Small Business

The page displays the last four digits of the registered phone number. You can elect to receive a verification code via SMS by clicking the **Send Code** button, or receive a phone call by clicking the **Call Me** button. The **Send Code** option will only work if the registered phone number is a mobile phone number. If the registered phone number is not a mobile phone number, you must use the **Call Me** option.

Multi factor authentication via Send Code

- a) If you click the Send Code button, a text message, originating from an international number (either USA or UK), containing a verification code is sent to the mobile phone registered.
- b) Enter the verification code, the code is validated automatically upon entry (there is no submit or verify button).

Multi Factor Authentication

Phone Number - XXX-XXX-0200

Enter your verification code

below, or [send a new code](#)

Cancel

[Home](#) [Conditions of Use](#) [Privacy](#) [Help](#) [Accessibility](#)

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Multi factor authentication via Call Me

- a) Click the **Call Me** button.
 - b) A call will be placed to the registered phone number from an international phone number (USA). To continue press the # (hash) key. The call will automatically end once you have pressed the # key. If you press the incorrect key you will have to restart the process.
10. After verifying the call or entering in the SMS code, the user will be directed to the Reset Password page.

Reset Password

New Password

Confirm New Password

Continue

Cancel

[Home](#) [Conditions of Use](#) [Privacy](#) [Help](#) [Accessibility](#)

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11. Enter a password into **New Password** field. Enter the same password into the **Confirm New Password** field.
12. If the passwords entered are valid and match, click on the **Continue** button to register the new password. The Sign-In page is then displayed.



[Home Page](#)

Welcome

eSAM provides identity management and access control to Australian Government ICT systems.

Speak to your manager if you require access to any of these systems.

Sign in to your account

Sign in

[Forgot Password?](#)

[Home](#) [Conditions of Use](#) [Privacy](#) [Help](#) [Accessibility](#) [Who Am I](#)

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eSAM – HITS User roles

eSAM is the authentication management system for HITS.

The following table details the user roles that can be assigned in eSAM for HITS users. It is important for PSC administrators to consider the role to be assigned to each user as HITS notifications are assigned to user roles – see Notifications for further details.

USER ROLES		ACCESS
Provider Corporate Officer	CEO	As per SAO with the addition of being able to submit an estimates to the Department.
Provider Senior Officer	SAO	As per PFO with the addition of being able to edit/view Key Personnel and submit application, request for further information and bank account to the Department.
Provider Finance Officer	PFO	As per PEO with the addition of being able to view/edit bank account, Estimates and payments.
Provider Editing Officer	PEO	As per PVO and can also edit modules.
Provider View Only	PVO	Can view all modules in HITS except Payments and Key Personnel.

Note – only a HITS CEO or SAO user rol can lodge an application in HITS.

PSC – Administrators responsibilities

The department has an IT user security arrangement whereby each organisation will manage their own staff's access to HITS through two nominated Provider Security Contact Officer (PSC) administrators. PSC administrators will be responsible for managing all access to HITS including;

- Inviting new users within their organisation to register for eSAM in order to access HITS;
- Updating user roles; and
- Disabling, suspending and re-enabling access for users.

Organisations may have up to two PSC administrators at any one time and for newly approved providers, forms will be provided by the department after registering a new organisation in HITS. **Note:** Only the department can add or remove the PSC role for registered users.

Senior User Roles

The CEO and SAO security roles are senior user roles which enable higher level tasks in HITS to be undertaken, such as providing bank account details and declarations pertaining to provision of personal information. Only senior officers of the organisation, such as the Chief Executive Officer, who have the requisite authority to bind the organisation, must be assigned to these two security roles.

New Applicants

If you are a new provider applicant the **Department Information, Communications and Technology (ICT) Systems – User Security Declaration form** [Attachment C] and the **Initial Access Request Form** [Attachment D] will be sent to you by the department after you have registered your organisation in HITS. Completing these forms will nominate the Provider Security Contact officer/s for your organisation. The nominated officer will receive an email invitation and confirmation key via SMS to complete the eSAM registration process.

Completed IAR and USD forms for each PSC officer must be scanned and returned to the department. The nominated officer will receive an email invitation and confirmation key via SMS to commence the eSAM registration process.

Change in PSC officers

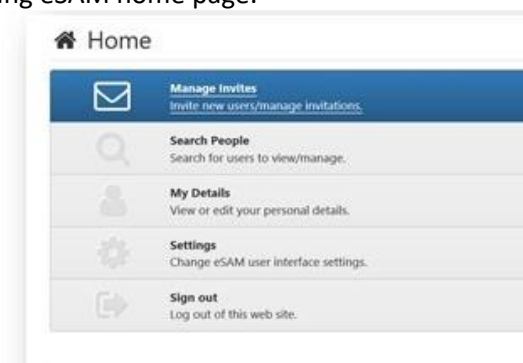
You may update your PSC officers at any time by completing a new IAR form with the details of the officer/s to have this administration role assigned to their eSAM user account. A signed User Security Declaration must also be completed for each new PSC officer.

Note: the user must have already have a registered account in eSAM before the PSC role can be assigned to it. If they do not have an eSAM account the current PSC officer must invite them to register, if there is no PSC officer within your organisation please notify the department to create the user account and initiate the registration process.

All users who are no longer employed with your organisation must have their accounts disabled. Users who are leaving your organisation must not share their passwords when they leave. Sharing passwords/accounts is a breach of the department's ICT systems policy (See Attachment C of this User Guide – User Security Declaration). Organisations that access HITS are responsible for maintaining the integrity of HITS by not sharing user IDs and passwords with any other person.

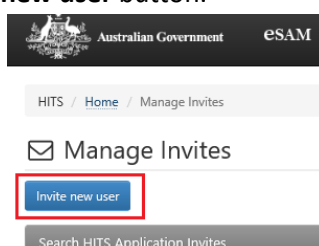
PSC – Invite a user to register in eSAM

PSC officers will have the following eSAM home page.



Before inviting a new user, you may want to check if the user already exists (under Search People) or if there is an existing invitation (using the search function under Manage Invites) pending for the user to be invited.

1. Click **Manage Invites** button. A list of users with pending invitations (if any) will be displayed.
2. To invite new users, click the **Invite new user** button.



On the Invite New User screen:

1. Complete all the mandatory fields.
2. If the invitee does not have a mobile phone number, you can enter a landline but you will need to change “Send Confirmation Key To” dropdown to “My Email ”.
3. Scroll down to the Role section and assign the desired role for the user being invited.
4. Click **Confirm**.

Locating the Confirmation Key

The Invited user, after clicking **Confirm** will be added to the Invited user list below with their Confirmation Key (1). If a user did not receive their key or the user did not provide a mobile phone number, you can email their Confirmation Key to them.

You can also perform management actions available in the Action column (2) to the right of the list that include resending the invitation or creating a new Confirmation Key. You can delete an invitation if it is not going to be registered or an error was made when creating the invitation.

Invited users - HITS Application

Showing 1 to 18 of 18 entries Show 25 entries

Last Name	First Name	Email	Org	Confirmation Key	Invite Reference	Details	Status	Action
				WJKSD6	GTQ	+	Current ✓ Expiry: 17/04/2018	Resend invite Send new confirmation Suspend Extend Delete

Managing a user account

From the main menu, the “Search People” menu option will allow you to see the list of registered users within your organisation and have the option to manage user accounts.

Last Name	First Name	HITS User ID	Email Address	Org	Auth	HITS Enabled	User Enabled	Last Logon	Action
	Jemma	JA	jac	60	PCS	Yes ✓	Yes ✓		Manage HITS User
AutomatedEducation	AutomatedEducation	00	JL3036_E	60		Yes ✓	Yes ✓		Manage HITS User
AutomatedEducation	AutomatedEducation	BG	JL3036_E	DEPT		Yes ✓	Yes ✓		Manage HITS User

Notes

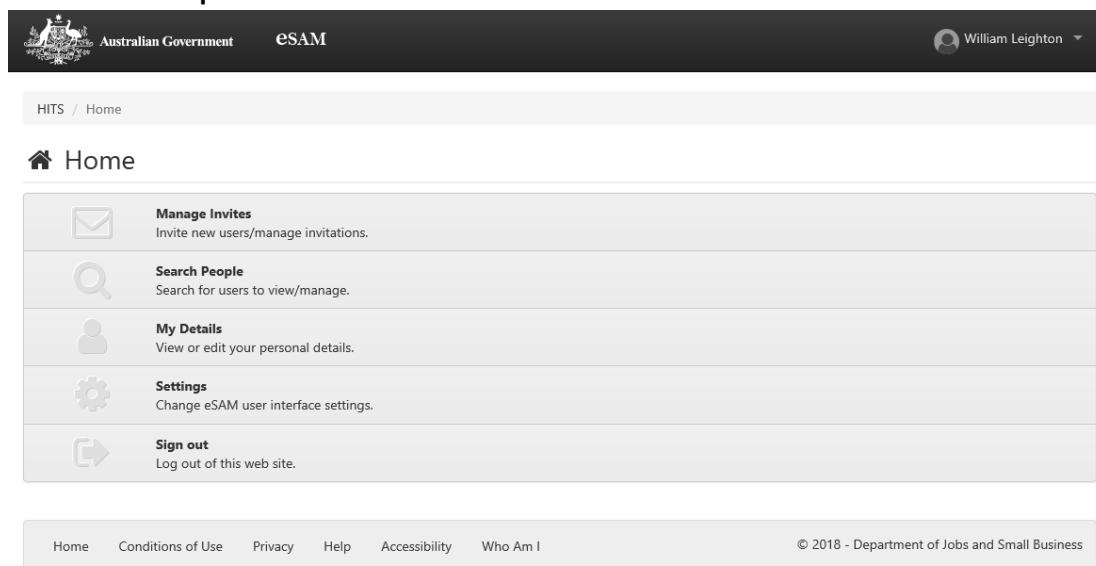
- You can search for a user by any of the following:
 - Given name
 - Surname
 - Email address
- eSAM log in information is the same as what is used to log into HITS.
- Sharing your password is a breach of ICT systems policy as you are responsible for maintaining the integrity of HITS by not sharing your user ID and password with any other person.

PSC – User – Update details

You may update the following details about a user:

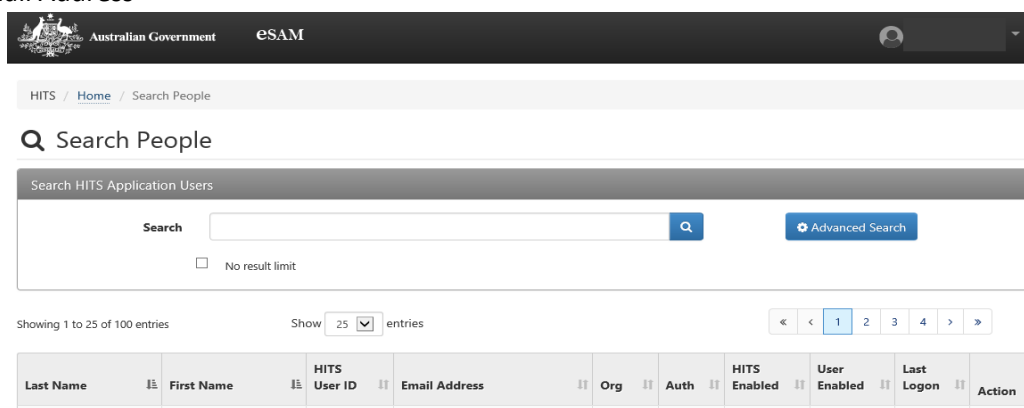
- First Name
- Last Name
- Email Address
- Primary Phone Number
- Secondary Phone Number
- Access role

1. [Log into eSAM](#) using your user name and password, this will display the eSAM Home screen.
2. Click on **Search People**




3. Search for the user using one of the following 3 options and click on the **Select** button.

- First Name
- Last Name
- Email Address



4. When the User Details screen is displayed, click on the relevant fields to edit user information. Grey fields are not editable, but may be updated via other fields. When your changes are made click the submit button to finalise your changes.


Australian Government
eSAM
Eddie Citizen

[HITS](#) / [Home](#) / [Search People](#) / Manage HITS User

Manage HITS User

Manage User

Identity : *

Userid

Eddie Citizen

☒ User is Enabled

First Name ?

Eddie

Last Name *

Citizen

Email Address *

eddie.citizen@test.com.au

Primary Phone Number *

0400112233

Secondary Phone Number ?

Application : 'HITS'

HITS User ID ?

FFXXNT77

☒ Enabled for HITS

Updating roles

The roles section of the eSAM user account holds all available role types. Make necessary changes and click the **Submit** button.

Role

Role

CEO

Filter...

Clear filter

Deselect All

☒ CEO - Chief Executive Officer
 ☐ PEO - Provider Editing Officer

☐ PFO - Provider Finance Officer
 ☐ PVO - Provider View Only

☐ SAO - Provider Senior Officer

Submit

PSC – Disabling, suspending and re-enabling user accounts

Disabling user access

If a user has left their role or their organisation and no longer require access to HITS, their account should be disabled.

If the user is a PSC officer, you can notify the department via the online enquiry form at www.education.gov.au/information-vet-student-loans-approved-providers (for VET providers) or email Fee-Help@education.gov.au (for HE providers) to have this user account disabled.

To disable a user's account:

1. Navigate to the *Search People* page and conduct a user search.
2. From the search results, click the *Manage HITS User* link in the Action column .
3. Scroll to the Application section of the *Manage HITS User* page.
4. To disable the user account, untick the *Enabled for HITS* tickbox.
5. Enter reason in the *Enable/Disable Reason* field. A reason is mandatory if the user's status is changed.
6. Click **Submit** to save the changes.

Re-enabling user access

If a user has not logged into HITS within **40 days** of the previous log in, the system will automatically disable a user's access. The PSC officer within your organisation will need to re-enable a user's access.

If the user is a PSC officer, they will need to contact the department via the online enquiry form under Frequently Asked Questions section at www.education.gov.au/information-vet-student-loans-approved-providers for VET providers or Fee-Help@education.gov.au for HE providers, to have their access re-enabled.

If there has been no user activity for **90 days** or more, the user's access will be disabled at the core level and the re-enabling of access must be done by the department and will take a minimum of a week to be re-enabled.

To re-enable a user's account:

1. Obtain completed user security documentation.
2. Navigate to the *Search People* page and conduct a user search.
3. From the search results, click the *Manage HITS User* link in the Action column.
4. Scroll to the Application section of the *Manage HITS User* page.
5. To re-enable the user account, untick the *Enabled for HITS* tickbox.
6. Enter reason in the *Enable/Disable Reason* field. A reason is mandatory if the user's status is changed.
7. Click *Submit* to save the changes.

Suspending user access

PSC officers will be able to suspend user accounts when a user goes on extended leave. By suspending the user account, this will exclude the account from the 40 and 90 day auto-disable processes. As required or upon the user's return to work, the PSC officer can change the **Suspended** status back to **Enabled** to restore the user's access. Alternatively, if the user does not return from leave, the PSC officer can change the status from **Suspended** to **Disabled**.

To apply the Suspended status:

1. Navigate to the *Search People* page and conduct a user search
2. From the search results, click the *Manage HITS User* link in the Action column
3. Scroll to the Application section of the *Manage HITS User* page.
4. Select *Suspended* from the *HITS Status* dropdown.
5. Enter a suspension reason in the *Application Status Change Reason* field. A reason is mandatory if the user's status is changed.
6. Click *Submit* to save the changes.

A user can have their access suspended indefinitely. I.e. there is no limit to how long a user can have a Suspended status. However, a suspended user cannot logon to the HITS applications while their eSAM account is in Suspended status.

When an account is re-enabled after a period of suspension, the user will have seven (7) days to logon and refresh their last logon date before their account is auto-disabled.

This grace period also applies if a user's status changes from:

- Disabled to Enabled (HITS Status – application level)
- Suspended to Enabled (HITS Status – application level)
- Disabled to Enabled (User Status – core identity level)

HITS – Logging in

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

Instructions

1. Type or copy the URL link below into your web browser.

<https://extranet.deewr.gov.au/FrontDoor>

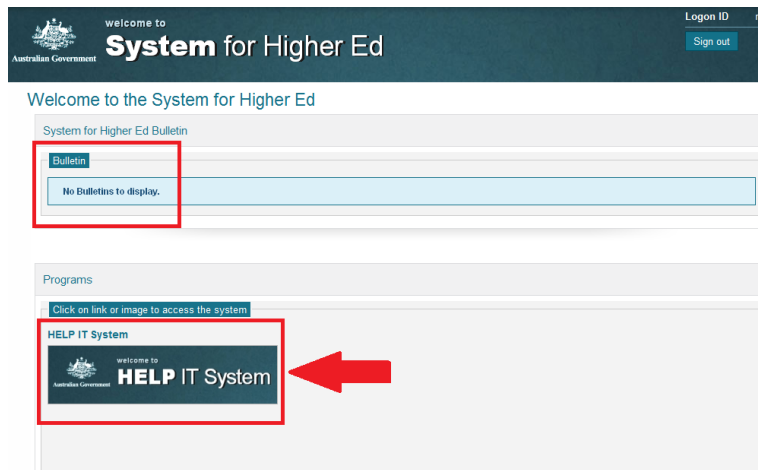


It is recommended that you save this link as either a favourite or bookmark for ease of access.

2. Enter your eSAM Username and Password and click on **Sign In**.

A screenshot of the eSAM Sign In page. The top header features the Australian Government crest and the text 'Australian Government eSAM'. Below this is the heading 'Sign In'. An 'Important Notice' section follows, containing text about User ID and conditions of use. There are two input fields: 'Username' and 'Password'. Below the 'Password' field is a blue 'Sign in' button. At the bottom left, there is a link for 'Forgot Password?'. The footer contains links for 'Home', 'Conditions of Use', 'Privacy', 'Help', and 'Accessibility', along with the copyright notice '© 2016 - Department of Jobs and Small Business'.


3. You will be navigated to the System for Higher Ed welcome page. Save the address for this page as either a bookmark or favourite. Saving this web address as your favourite/bookmark will refresh the anti-phishing rule and will ensure that you don't experience any errors when you log in.
4. The System for Higher Ed welcome page provides the following information.
 - a. A **Sign out** button in the top right-hand corner.
 - b. The **Bulletin** section provides information relating to the **System for Higher Ed** and HITS availability.
 - c. **System for Higher Ed** Programs section displays the **HELP IT System** logo used to sign into HITS.



5. To access HITS, select the HELP IT System logo and you will be navigated to the HITS Home page where the following information or links are displayed.
 - a. In the top right hand corner:
 - i. Your Logon ID – zz0000 (this can be different to your eSAM log in information)
 - ii. HITS ID – this is your organisation’s HITS/HEP ID – 9999
 - iii. Roles(s) – Displays your eSAM Organisation ID and your current role(s) – 700000, CEO; and
 - iv. Notifications - displays the total number of notifications
 - b. Under the HELP IT System banner, different options will be available based on your organisation’s status and by which user role you have. For example, the options below are:
 - v. Organisation;
 - vi. Compliance;
 - vii. Application;
 - viii. Payments;
 - ix. Publications; and
 - x. Reports.
 - c. **My To Do List** – navigates you to the Notification Centre.
 - d. **System Information** – links to User Guides and Quick Reference guides.
 - e. **Program Information** – links to provider program information.



Note:

1. The modules displayed in the banner are dependent upon the status of your application and the user role that you have been assigned.
2. Notes: To check which version you are using in internet explorer, click on  in the Tool bar, then 'About Internet Explorer'. A window will then open advising you on which version you have installed.
3. A user’s HITS access will be disabled after 40 days of inactivity. To re-enable access, users need to contact their PSC officers or if the user is a PSC officer, they will need to contact the department.

4. If users are planning to be on leave for 40 or more days, they should notify their PSC officer to have their account suspended. This will prevent the automatic disabling of accounts due to the long period of inactivity. Note: PSC officers should contact the department via the online enquiry form under the Frequently Asked Questions section at www.education.gov.au/information-vet-student-loans-approved-providers (VET providers) or FEE-HELP@education.gov.au (Higher Education providers).
5. When a user's account has been re-enabled after a period of suspension, they have to login within seven days. If this is not actioned, the user's account will no longer be excluded from the auto-disable process and the 40 day auto-disable rules will apply, using the existing last logon date.

Application – Application Status

Please see the section on page 5 - *Special Note to VET Student Loans (VSL) and VET FEE-HELP (VFH) Providers re HITS Approval Status* for additional information.

If in doubt, please contact the department via the online enquiry form under the Frequently Asked Questions section at www.education.gov.au/information-vet-student-loans-approved-providers.


On the home screen of HITS – click the Application tab then click the Application summary for the sector you have applied for to see the current status of your application. The Application summary screen lists the mandatory components that must be completed before an application can be submitted. Mandatory components are as follows:

Organisation

- Organisation details
- Contact details
- Key Personnel details

Courses

- Course details

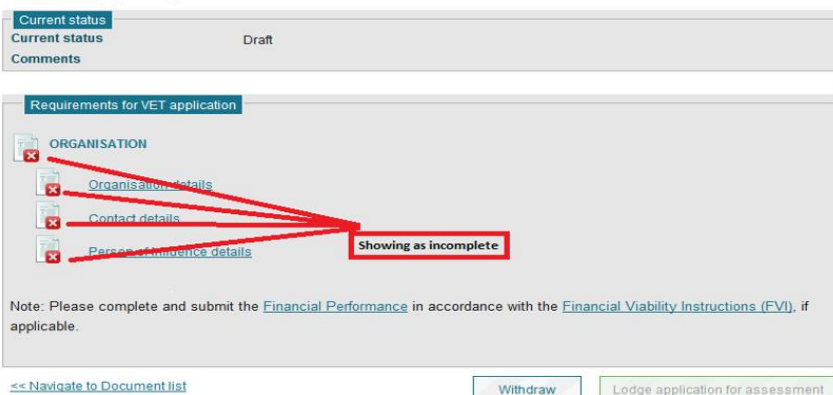
For new applicants, the Requirements will initially default to incomplete by displaying a  against each component however for previous applicants who re-apply; only the Course details will default to incomplete. This is because HITS does not delete any information previously added from a previous application.

Supporting documentation may also need to be uploaded in HITS. To upload supporting documentation, either select **Navigate to Document list** link illustrated or select the **Document list** from the left navigation bar.

Application summary

Before lodging an application, please refer to the [Application Guide](#) to ensure all requirements are complete in accordance with the legislation and guidelines. Other requirements may include mandatory forms, financial information and student policies. Incomplete applications will not be accepted by the Department.

Please be advised that an application must be lodged in HITS before any assessment can be undertaken. Only a HITS CEO or SAO user role can lodge an application in HITS.



Current status
Current status Draft
Comments

Requirements for VET application

ORGANISATION
Organisation details
Contact details
Personnel details

Showing as incomplete

Note: Please complete and submit the [Financial Performance](#) in accordance with the [Financial Viability Instructions \(FVI\)](#), if applicable.

<< [Navigate to Document list](#) [Withdraw](#) [Lodge application for assessment](#)

Application – Organisation already exists in HITS

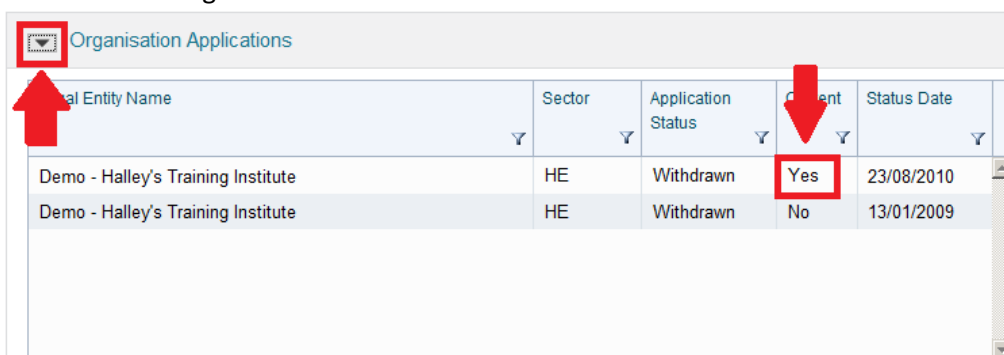
Organisations that have previously applied but were not approved, or are approved in a sector and wish to make an application in the other sector, must log into their HITS record to make an application. If you are a VET Student Loans/VET FEE-HELP Provider and unsure whether you have an existing HITS record you can contact the department via the online enquiry form under the Frequently Asked Questions section at www.education.gov.au/information-vet-student-loans-approved-providers. If you are a Higher Education Provider, please email Fee-Help@education.gov.au.

HITS will only permit a new application in a sector where no application exists or the current application has one of following application statuses:

- Discarded;
- Withdrawn; or
- Revoked.

You can check to see the current status of any application by selecting 'Organisation – view Organisation Details' on the navigation bar, then scrolling to the bottom of the screen and selecting the drop down arrow to display 'Organisation Applications'.

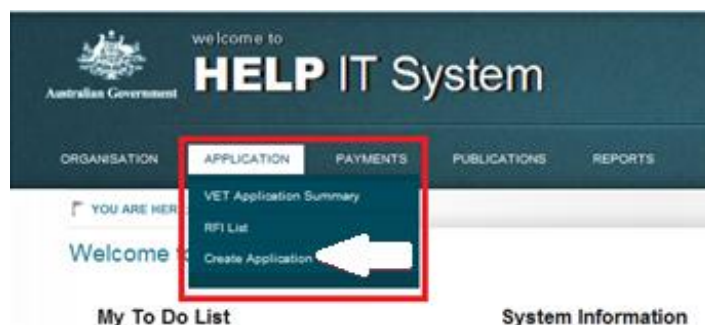
In the example below, the current application has a status of 'Withdrawn' so the organisation can make another application in the Higher Education sector.



Legal Entity Name	Sector	Application Status	Current	Status Date
Demo - Halley's Training Institute	HE	Withdrawn	Yes	23/08/2010
Demo - Halley's Training Institute	HE	Withdrawn	No	13/01/2009

Instructions

1. To make an application, select **Application**, then **Create Application** and you will be navigated to the 'Create Application' screen.



2. Select the sector then add your TGA and/or TEQSA ID and click **Submit**.

YOU ARE HERE: Home > Create Application

Create Application

Sector selection
Please select the sector related to this application
Higher Education Sector

Organisation National Register code information
Higher Education Sector National Register: Please provide Tertiary Education Quality and Standards Agency (TEQSA) code for your Organisation
If you do not know the TEQSA code of your organisation, please contact the Department: TSEnquiries@education.gov.au

Required

A new application will be created with an application status of 'Draft'. You will be able to confirm this by selecting the application via the **Application – VET (or HE) Application summary** screen.


Application summary


Before lodging an application, please refer to the [Application Guide](#) to ensure all requirements are complete in accordance with the legislation and guidelines. Other requirements may include mandatory forms, financial information and student policies. Incomplete applications will not be accepted by the Department.


Please be advised that an application must be lodged in HITS before any assessment can be undertaken. Only a HITS CEO or SAO user role can lodge an application in HITS.


Current status
Current status Draft
Comments

Requirements for Higher Education application

 **ORGANISATION**

 [Organisation details](#)

 [Contact details](#)

 [Key Personnel details](#)

Note: Please complete and submit the [Financial Performance](#) in accordance with the [Financial Viability Instructions \(FVI\)](#), if applicable.

[<< Navigate to Document list](#)

Notes

1. HITS will automatically default to the sector of a new application where a current application exists in the other sector. In the example above, HITS has defaulted to the 'Higher Education Sector' as the organisation already has an application in the VET Sector.
2. If you are reapplying, any information you added to your previous application will be preserved. This includes contacts, persons of influence and all documents that you uploaded. You must check to confirm the information previously added is still current, or adjust as appropriate.
3. You will not be able to delete any documents submitted with a previous application however, the Department can delete them on your behalf where they are out of date.
4. For VET Student Loans/VET FEE-HELP providers, you must contact the department via the online enquiry form under the Frequently Asked Questions section at www.education.gov.au/information-vet-student-loans-approved-providers to have documents removed. For all HE applications, please email Fee-Help@education.gov.au.
5. Please note, the VET Student Loans (VSL) program commenced on 1 January 2017, replacing the VET FEE-HELP scheme, which ceased on 31 December 2016. Information about the new program is available at www.education.gov.au/vet-student-loans.
6. Information for VSL Applicants is available at: www.education.gov.au/vet-student-loans/vet-student-loans-applicants.
7. The link for VSL Providers is available at: www.education.gov.au/information-vet-student-loans-approved-providers
8. Please see the section on page 5 - *Special Note to VET Student Loans (VSL) and VET FEE-HELP (VFH) Providers re HITS Approval Status* for additional information.

If in doubt, please contact the department via the online enquiry form under the Frequently Asked Questions section at www.education.gov.au/information-vet-student-loans-approved-providers.

Application – Lodging an application

USER ROLES		ACCESS
Provider Corporate Officer	CEO	Full access to lodge an application
Provider Senior Officer	SAO	Full access to lodge an application
Provider Finance Officer	PFO	No access to lodge an application
Provider Editing Officer	PEO	No access to lodge an application
Provider View Officer	PVO	No access to lodge an application

You may only lodge an application that has all components showing as 'Complete' on the Application Summary screen. You must be a senior officer within your organisation and have a User role of SAO or CEO to be able to lodge an application. It is up to the organisation to ensure all components of its application are complete in accordance with the Application Guide before lodging the application.

Instructions

1. From the Navigation menu click on **Application**.
2. Click <<sector>>**Application summary**; the system will navigate you to the selected sector Application Summary screen. If all the Categories and sub categories displayed on the Application summary are checked with a tick, your application is able to be lodged.
3. Click on **Lodge application for assessment** at the bottom of the screen; the system will generate a confirmation message box with the option of 'Yes' or 'No'.

Application summary

Before lodging an application, please refer to the [Application Guide](#) to ensure all requirements are complete in accordance with the legislation and guidelines. Other requirements may include mandatory forms, financial information and student policies. Incomplete applications will not be accepted by the Department.

Please be advised that an application must be lodged in HITS before any assessment can be undertaken. Only a HITS CEO or SAO user role can lodge an application in HITS.

Current status
Current status Draft
Comments

Requirements for VET application

ORGANISATION

Organisation details

Contact details

Key Personnel details

Note: Please complete and submit the [Financial Performance](#) in accordance with the [Financial Viability Test \(FVT\)](#), if applicable.

<< Navigate to Document list

Withdraw

Lodge application for assessment

4. Click **Yes** if you wish to submit your application. If you are not sure you have completed your application, click **NO** and you will be navigated back to the Application summary screen.
5. If you clicked **Yes**, HITS will display a confirmation message on the top of the same screen and the application status will change from Draft to Initial Completeness Check.

Application summary

SUBMITTED SUCCESSFULLY

Before lodging an application, please refer to the [Application Guide](#) to ensure all requirements are complete in accordance with the legislation and guidelines. Other requirements may include mandatory forms, financial information and student policies. Incomplete applications will not be accepted by the Department.

Please be advised that an application must be lodged in HITS before any assessment can be undertaken. Only a HITS CEO or SAO user role can lodge an application in HITS.

Current status
Current status
Comments

Initial Completeness Check

Requirements for VET application

ORGANISATION

Organisation details

Contact details

Key Personnel details

Note: Please complete and submit the [Financial Performance](#) in accordance with the [Financial Viability Instructions \(FVI\)](#), if applicable.

<< [Navigate to Document list](#)

Lodge application for assessment

Notes

1. An application can only be lodged where the status of the application is in Draft.
2. You must ensure that you have uploaded all documents as requested in the application guide.
3. Each sector application will have its own **Lodge application for assessment** button.
4. A HITS notification message is generated – see Notifications section for details.
5. You will not be able to update your application including uploading documents once it has been submitted. The only exception is your Financial Performance which can be submitted at any time.
6. The CEO and SAO security roles are senior user roles which enable higher level tasks in HITS to be undertaken, such as submitting your organisation's application, providing bank account details and declarations pertaining to provision of personal information. You should ensure that these user roles are assigned to senior officers of the organisation who have the requisite authority to bind the organisation.

Application – New applicants

New applicants are considered to be organisations that do not have an existing record in HITS. The reason for the separate process is that the initial registration of an application includes setting up a direct link with the organisation's TGA and/or TEQSA record to enable the population of details in HITS. Please note that any details populated from TGA and/or TEQSA cannot be updated.

Please note that you do not need to have access to HITS to complete the registration process for new provider applicants. However, access to HITS is needed to submit or lodge an application.

Instructions

1. To apply to become a HELP provider, the first step is to register your new application details in HITS. You can do this by clicking on [Register and Apply](#) by typing the following URL into your web browser:

<https://extranet.education.gov.au/HESystemHits/Registration/Eligibility>

2. Select the sector (or sectors) and Click **Next**. Sector options are 'Dual Sector', 'Higher Education Sector' or 'VET Sector'.

welcome to
Australian Government **HELP IT System**

Apply to be a HELP Provider - National Register details

Sector selection
Please select the sector related to this application

Required --Choose--

Next

3. Enter your organisation's Training.gov.au (TGA) and/or Tertiary Education Quality and Standards Agency (TEQSA) code and click **Next**.

Note: If you do not know your Organisation's TGA/TEQSA code, you can find your codes by searching on the **National Registers**:

www.training.gov.au/Home/Tga for **registered training organisations**; and

www.teqsa.gov.au/national-register for **higher education providers**.

welcome to
Australian Government **HELP IT System**

Apply to be a HELP Provider - National Register details

Sector selection
Please select the sector related to this application

Required VET Sector

Organisation National Register code information
VET Sector National Register: Please provide Training.gov.au (TGA) code for your Organisation
If you do not know the TGA code of your organisation, you can search for it [here](#)

Required

Cancel Next

4. Check and confirm that the TGA/TEQSA Registered entity name is the correct entity name of your organisation and click **Next**.

Note: If your registered entity name is not the correct entity name, click **Cancel** and contact the department via the online enquiry form under the Frequently Asked Questions section at

www.education.gov.au/information-vet-student-loans-approved-providers for VET providers or

Fee-Help@education.gov.au for Higher Education providers.

welcome to
HELP IT System

Australian Government

Account Confirmation

Help Text
If the following is the name of your Organisation, please continue by selecting 'Next' else select 'Back' and provide the correct code.

Organisation name
TGA Registered entity name: **Joe Bloggs Pty Ltd**

Back **Cancel** **Next**

- Complete all required fields, identified as **Required** and click **Submit**.

welcome to
HELP IT System

Australian Government

Registration

Help Text
Joe Smith Bloggs Company Lmtd has relevant sector registration enabling it to continue with this application to apply to offer HELP.
Please provide the contact details for the person in your organisation who will be completing the application. The name and email address you supply will be used to support the emailing of the ICT security and access forms.
Once we have received the returned forms, we can invite your nominated security officers to register their HITS access via the Security Access Management System (eSAM).
*for the VET Student Loans (VSL) program, the ICT security and access forms will only be sent out to providers upon the approval of their application to become a VSL provider.
Please note that if you are an existing user, you can use your existing User ID to login at <https://extranet.education.gov.au/ontdoor>

Organisation details
TGA Code: 123456 TEQSA Code
Registered name: Joe Smith Bloggs Company Lmtd

Contact details
Title: --Select--
First name **Required**
Surname **Required**
Contact email **Required**
Confirm email **Required**
Telephone: Mobile **Required**

Back **Cancel** **Submit**

- Once you have completed the registration process the department will send you the relevant forms to initiate the registration process in eSAM to allow you to access HITS. The Department will also provide you with information on how to register additional users.

Notes

1. You will not be able to access HITS until you have completed the registration process in eSAM.
2. For VSL applications, you will be contacted by the department to set up two Provider Security Contact (PSC) officers for your organisation when your application has been approved. PSC officers will be responsible for managing all access to your HITS application within your organisation including creating new users, assigning user roles, managing existing users, resetting passwords. Please contact the department via the online enquiry form under the Frequently Asked Questions section at www.education.gov.au/information-vet-student-loans-approved-providers.
3. For HE applications, you will be contacted by the department to set up two Provider Security Contact (PSC) officers for your organisation within a week of registering your application in HITS. PSC officers will be responsible for managing all access to your HITS application within your organisation including creating new users, assigning user roles, managing existing users, resetting passwords. Please contact the Department via Fee-Help@education.gov.au if you have not been contacted within a week of creating your new application in HITS.
4. If you have an existing record in HITS, the following error message will be displayed. You will need to follow the procedures in 'Application – Organisation already exists in HITS'.

Account Confirmation

Help Text

If the following is the name of your Organisation, please continue by selecting 'Next' else select 'Back' and provide the correct code.

There were errors found in the information you submitted:

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

Organisation name

TGA Registered entity name

Joe Bloggs Pty Ltd

Back

Cancel

Next

Application – Return to draft

The Department reserves the right to return a submitted application to draft where it is incomplete. Where an application is returned to Draft, the Application summary screen may include comments on why the application was returned. You must address any issues raised in the comments before you resubmit your application.

Application summary

Before lodging an application, please refer to the [Application Guide](#) to ensure all requirements are complete in accordance with the legislation and guidelines. Other requirements may include mandatory forms, financial information and student policies. Incomplete applications will not be accepted by the Department.

Please be advised that an application must be lodged in HITS before any assessment can be undertaken. Only a HITS CEO or SAO user role can lodge an application in HITS.

Current status	
Current status	Draft
Comments	Your application has not been accepted as it is substantially incomplete and an assessment cannot be undertaken. The Department's website at http://education.gov.au/applying-become-help-provider provides information on application requirements.

Application – Summary screen

USER ROLES		ACCESS
Provider Corporate Officer	CEO	Full access to view Application summary
Provider Senior Officer	SAO	Full access to view Application summary
Provider Finance Officer	PFO	Full access to view Application summary
Provider Editing Officer	PEO	Full access to view Application summary
Provider View Officer	PVO	Full access to view Application summary

If your organisation is applying to be a HELP provider, has an existing application or is an approved provider in HITS, you will be able to view the Application summary screen.

Instructions

1. From the Navigation menu click on **Application**.
2. Click '<<sector>>Application Summary'. The system will then navigate you to the selected sector 'Application summary' screen.



The Application summary screen has two parts, the 'Current status' and the Requirements for <sector> in which you have applied.

In the example below the current status of the application is Draft and the comments indicate that the application was returned to draft because the application was incomplete upon the initial submission.

The requirements for the VET application section indicates that all mandatory fields have been completed. It is important to note that where you re-apply HITS will reset all courses to 'Details required' however HITS will not remove any information that you previously uploaded or edited.

Application summary


Before lodging an application, please refer to the [Application Guide](#) to ensure all requirements are complete in accordance with the legislation and guidelines. Other requirements may include mandatory forms, financial information and student policies. Incomplete applications will not be accepted by the Department.


Please be advised that an applicant user role can lodge an application.


Current status' is Draft and comments indicate that application has been returned to applicant as it was substantially incomplete when initially submitted and Requirements for VET application' which indicates that from all mandatory fields have been completed.


Current status	Draft
Comments	Your application has not been accepted as it is substantially incomplete and an assessment cannot be undertaken. The Department's website at http://education.gov.au/applying-become-help-provider provides information on application requirements.

Requirements for VET application

 ORGANISATION

 [Organisation details](#)

 [Contact details](#)

 [Key Personnel details](#)

Note: Please complete and submit the [Financial Performance](#) in accordance with the [Financial Viability Instructions \(FVI\)](#), if applicable.

[<< Navigate to Document list](#)

[Lodge application for assessment](#)

Notes

1. All the categories and sub categories in the Requirements section are hyperlinked to the screen that requires actioning.
2. The availability of the **Lodge application for assessment** button is dependent on the all items listed in the Requirements for VET applications being ticked as complete. You must also have a CEO or SAO user role.

Application – Withdrawing your application

USER ROLES		ACCESS
Provider Corporate Officer	CEO	Full access to withdraw an application
Provider Senior Officer	SAO	Full access to withdraw an application
Provider Finance Officer	PFO	No access to withdraw an application
Provider Editing Officer	PEO	No access to withdraw an application
Provider View Officer	PVO	No access to withdraw an application

Withdrawing your application

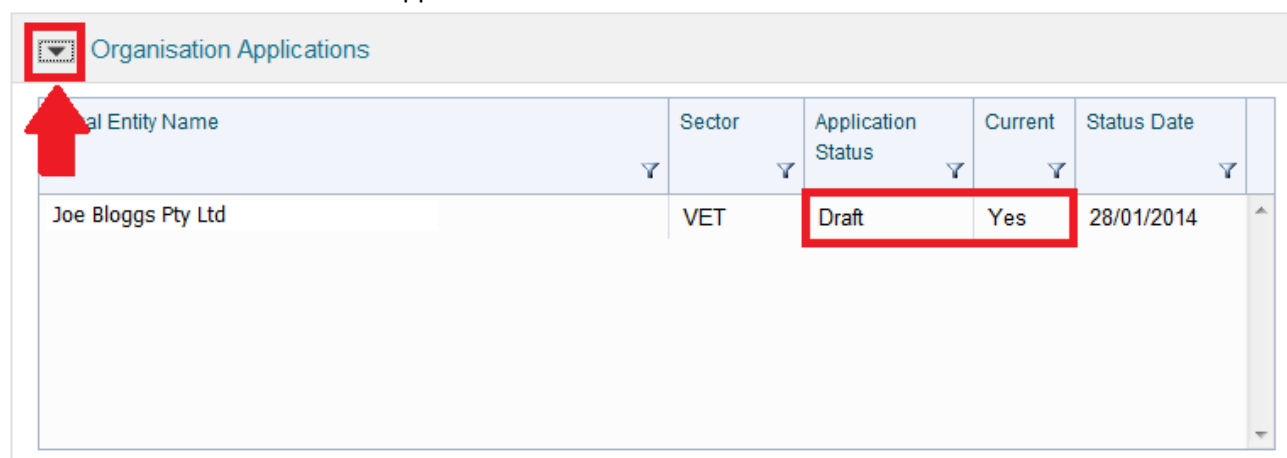
If your organisation has an application that has not yet been approved, you will be able to withdraw it.

You will only be able to withdraw your application in a sector where the application has one of the following application statuses:

- Draft
- Initial Completeness Check
- To be assessed
- Awaiting Further Information
- Recommended Decision

You can check to see the current status of your application by selecting **Organisation – view Organisation Details** on the navigation bar, then scrolling to the bottom of the screen and selecting the drop down arrow to display **Organisation Applications**.

Note: The Current status of the application must be set at 'Yes'.



Organisation Applications				
Legal Entity Name	Sector	Application Status	Current	Status Date
Joe Bloggs Pty Ltd	VET	Draft	Yes	28/01/2014

Instructions

1. From the Navigation menu, click on **Application** to view all available sub menu options.



1. Click '<<sector>>Application summary' - the system will navigate you to the selected sector Application Summary screen.

- Click on **Withdraw** at the bottom of the screen; the system will generate a confirmation message box with an option of 'Yes' or 'No'.

Application summary

Before lodging an application, please refer to the [Application Guide](#) to ensure all requirements are complete in accordance with the legislation and guidelines. Other requirements may include mandatory forms, financial information and student policies. Incomplete applications will not be accepted by the Department.

Please be advised that an application must be lodged in HITS before any assessment can be undertaken. Only a HITS CEO or SAO user role can lodge an application in HITS.

Current status	Draft
Current status	
Comments	Your application has not been accepted as it is substantially incomplete and an assessment cannot be undertaken. The Department's website at http://education.gov.au/applying-become-help-provider provides information on application requirements.

Requirements for VET application	
	ORGANISATION
	Organisation details
	Contact details
	Key Personnel details

Note: Please complete and submit the [Financial Performance](#) in accordance with the [Financial Viability Instructions \(FVI\)](#), if applicable.

<< [Navigate to Document list](#) **Withdraw** Lodge application for assessment

- Click **Yes** to complete the process of withdrawing your application.
- If successful, the system will display a confirmation message and the application status will change to Withdrawn.

YOU ARE HERE: [Home](#) > Application summary

Application summary

SUBMITTED SUCCESSFULLY

Before lodging an application, please refer to the [Application Guide](#) to ensure all requirements are complete in accordance with the legislation and guidelines. Other requirements may include mandatory forms, financial information and student policies. Incomplete applications will not be accepted by the Department.

Please be advised that an application must be lodged in HITS before any assessment can be undertaken. Only a HITS CEO or SAO user role can lodge an application in HITS.

Confirmation message that application has been withdrawn and status updated to 'Withdrawn' also.

Current status	Withdrawn
Current status	
Comments	

Requirements for VET application	
	ORGANISATION
	Organisation details
	Contact details
	Key Personnel details

Bank account – Creating a bank account

USER ROLES		ACCESS
Provider Corporate Officer	CEO	Can create, view and submit a Bank Account
Provider Senior Officer	SAO	Can create, view and submit a Bank Account
Provider Financial Officer	PFO	Can create, view and submit a Bank Account
Provider Editing Officer	PEO	Cannot view bank account module
Provider View Only	PVO	Cannot view bank account module

Your organisation must have an approved bank account before you can receive any VET Student Loans/VET FEE-HELP payments. Please note that you are not required to create a bank account for any Higher Education sector payments, as FEE-HELP payments are made through a different system.

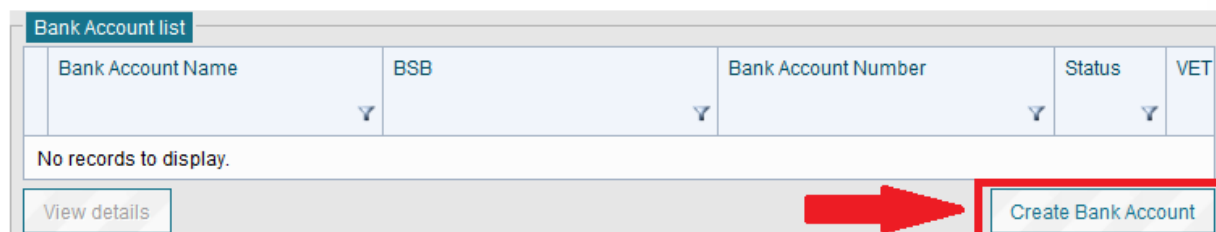
Instructions

1. Go to the Navigation menu and select **Payments** to display the sub menu items.
2. Select **Bank Account List**.



3. Click **Create Bank Account** and you will be navigated to the Create Bank Account screen.

Bank Account list



1. All fields on the screen which display the word '**Required**' are mandatory and must be completed.
2. Once all the required information is completed, click **Submit**.

Create Bank Account

Bank Account details

Required ☒ Account used for VET?

Provider Legal name
Joe Bloggs Pty Ltd

Bank Account name Required



BSB Required

Account number Required

<< Back to Bank Account list

Cancel

Submit




3. The Bank Account status will change to **'Submitted'**.

YOU ARE HERE: Home > Organisation Details > Bank Account list

Bank Account list

Bank Account list						
	Bank Account Name	BSB	Bank Account Number	Status	VET	HE
<input type="checkbox"/>	Joe Bloggs Pty Ltd	063244	012345678	Submitted	Yes	No
<div>View details</div>						



Notes

1. A bank account can only be submitted once the application is approved.
2. The bank account name field has a 32 character limit (this includes spaces). If your Bank Account name is greater than 32 characters you will only be able to record the first 32 characters/spaces.
3. The Department must approve a bank account before payments can be processed into that account.
4. A Provider can only have one approved bank account per sector at any one time.
5. A new bank account must be approved in order to replace an existing approved bank account.
6. A HITS notification message is generated when a new bank account is submitted by a provider – see Notifications section for details.

Compliance Notices – View and action

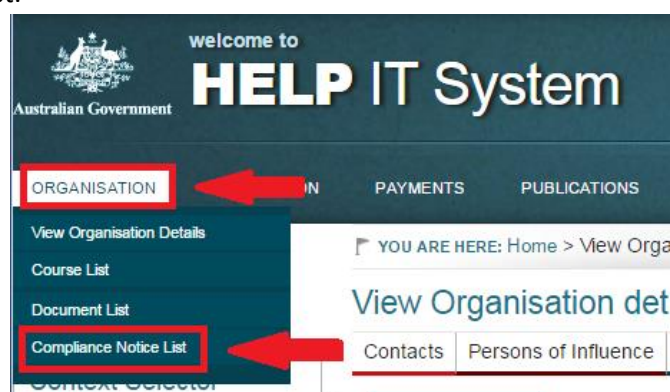
USER ROLES		ACCESS
Provider Corporate Officer	CEO	Can view and submit a compliance notice
Provider Senior Officer	SAO	Can view and submit a compliance notice
Provider Financial Officer	PFO	Can view a compliance notice
Provider Editing Officer	PEO	No view access
Provider View Only	PVO	No view access

The Department may, from time to time, request an organisation to respond to a compliance notice. A notification in HITS together with an email will be sent to the following contacts when a Compliance Notice is issued

- CEO/VC
- SAO
- Primary contact officer (for sector Compliance Notice is related to).

Instructions

1. Go to the Navigation menu and select **Organisation – Compliance Notice Lists** to display the Compliance Notice list.



2. The Compliance Notice list will display all notices issued to the provider with any 'Issued' notices listed first. Select the **View details** button to display the compliance Notice details page.

Compliance Notice list

VET Compliance Notice list						
<input type="checkbox"/>	Notice Type	Reason	Status	Status Date	Due Date	
<input checked="" type="checkbox"/>	Clause 12A	Quality	Issued	19/05/2016	20/05/2016	
<input type="checkbox"/>	Clause 12A	Agents	Submitted	17/05/2016	31/05/2016	
<input type="checkbox"/>	Clause 26	Enrolment	Submitted	17/05/2016	03/06/2016	

Check the box against the 'Issued' Compliance Notice then select 'View details' to view the notice

[View details](#)

3. The Compliance Notice details page provides the following information
 - a. Organisation details
 - b. Notice details
 - i. Hyperlink to the Compliance Notice
 - ii. Notice description (Department – optional)
 - iii. Comments section (Provider – optional)
 - iv. Confirmation text (mandatory)
 - v. Upload document – link to the upload document function
 1. Providers should upload documents related to Notices in the 'Compliance Requirements' category
4. Once you have actioned the requirements within the Compliance Notice, you should add comments where appropriate, check the 'Confirmation' checkbox and select the **Confirm** button to submit your Compliance Notice back to the department.

Compliance Notice details

Organisation details

HITS ID

9999

Legal Entity name

TEST Enterprises

Sector

VET

Current Application status

Approved

Notice details

Notice type

Clause 29C

Reason

Quality

Notice

[Testing Requirement 123.docx](#)

Status

Issued

Due date

20/05/2016

Revised Due date

Notice description (500 words)

Comments (500 words)

☒ confirm that the requested information for this Compliance Notice has been provided

[<< Back to Compliance Notice list](#)

Upload document

Confirm

1 of 1

5. You will be navigated back to the Compliance Notice list screen and a 'Submitted Successfully' message will display.

Compliance Notice list

SUBMITTED SUCCESSFULLY

VET Compliance Notice list					
<input type="checkbox"/>	Notice Type	Reason	Status	Status Date	Due Date
<input checked="" type="checkbox"/>	Clause 29C	Quality	Submitted	18/06/2016	20/05/2016
<input type="checkbox"/>	Clause 12A	Agents	Submitted	17/05/2016	31/05/2016
<input type="checkbox"/>	Clause 26	Enrolment	Submitted	17/05/2016	03/06/2016

Contacts – Adding a contact

USER ROLES		ACCESS
Provider Finance Officer	PFO	Full access to add/view contacts
Provider Corporate Officer	CEO	Full access to add/view contacts
Provider Senior Officer	SAO	Full access to add/view contacts
Provider Editing Officer	PEO	Full access to add/view contacts
Provider View Only	PVO	Can only view contacts

The contacts screen is where you provide information to the Department on all key contacts within your organisation for each sector you have an active application.

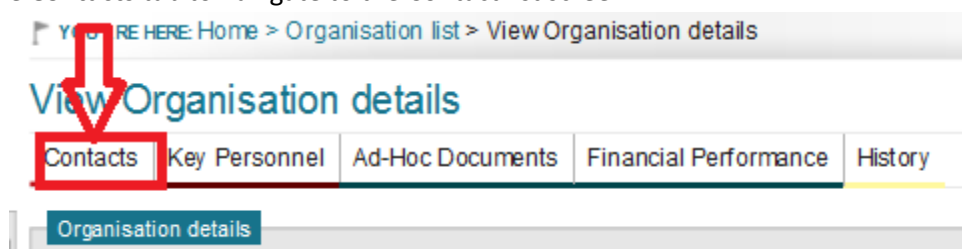
Only a person listed within the Contact List can request Commercial-In-Confidence or operational policy information from the Department.

For applicants, it is mandatory to have a minimum 5 contacts for a single sector application or 6 for a dual sector application. Minimum contacts are:

- CEO/VC
- Senior Authorised Officer
- Accountant
 - Internal and/or
 - External
- Auditor
 - Internal and/or
 - External
- Primary Contact Officer
 - VET and/or
 - HE

Instructions

1. From the Navigation menu click **Organisation - Organisation details** to view the Organisation Details screen.
2. Select the **Contacts** tab to navigate to the Contact list screen.



3. For new applicants, the Mandatory Contact summary details will display until such time as all the mandatory contacts have been created. Once they have been created, the Mandatory Contact summary details will disappear. Click the **Add contact** button.

Contact list

The screenshot shows a web application interface for managing contacts. At the top, a 'Mandatory Contact summary' box is highlighted with a red border. It contains five items, each with a document icon and a red 'X' in the top right corner: 'CEO/VC', 'Senior Authorised Officer', 'Accountant', 'Auditor', and 'Primary Contact For - VET'. Below this is a 'Contacts' table with columns: 'First Name', 'Surname', 'Type', 'Sector', 'Position Title', and 'Edit'. The table is currently empty, displaying 'No records to display.' A red arrow points from the 'Mandatory Contact summary' box to the 'Type' column header. Another red arrow points from the 'Add contact' button to the bottom right of the table. A text box with a red border is placed over the empty table area, stating: 'The Mandatory Contact summary field will display until all contacts have been created'. At the bottom left is a 'View details' button, and at the bottom right is an 'Add contact' button, which is highlighted with a red border. A link '<< Back to Organisation Details' is located at the bottom left of the interface.

Mandatory Contact summary

- CEO/VC
- Senior Authorised Officer
- Accountant
- Auditor
- Primary Contact For - VET

Contacts

	First Name	Surname	Type	Sector	Position Title	Edit
No records to display.						

[View details](#) [Add contact](#)

[<< Back to Organisation Details](#)

- Complete all required contact information fields and click the **Save** button.

Add Contact details

The screenshot shows the 'Add Contact details' form. Red boxes highlight the following required fields: 'Contact type', 'Sector', 'Title', 'First name', 'Surname', 'Position title', 'Contact email address', 'Email confirmation', 'Address line 1', 'Country', and 'Suburb or postcode search'. A callout box with a red border contains the text: 'At a minimum, you must complete all fields marked 'Required''. Red arrows point from this callout box to the highlighted required fields.

Contact details

Contact type *Required* –Choose– ▼ Sector *Required* –Choose– ▼

☐ Permission granted to contact for clarification of any queries regarding financial statements

Accounting company

Auditing company

Title *Required* –Choose– ▼

First name *Required* Surname *Required*

Position title *Required* –Choose– ▼

Description of role

Telephone Direct telephone

Mobile International telephone

Contact email address *Required*

Email confirmation *Required*

Physical address

Address line 1 *Required*

Address line 2

Address line 3 / City (if country not Australia)

Country *Required* Australia ▼

Suburb or postcode search *Required*

Aberdare NSW 2325

- When adding contacts for the first time, the Mandatory Contact Summary details will display above the contact list. The summary details will indicate which contact types have not been completed. Once all mandatory contacts have been completed, the Mandatory Contact summary details will stop displaying.

The screenshot shows the 'Mandatory Contact summary' section. It lists several contact types with status indicators: 'CEO/VC' (In-complete), 'Senior Authorised Officer' (In-complete), 'Accountant' (In-complete), 'Auditor' (In-complete), and 'Primary Contact For - VET' (Completed). Red boxes highlight the 'In-complete' and 'Completed' status labels. Red arrows point from these labels to the corresponding status indicators in the list.

Mandatory Contact summary

☒ CEO/VC ☒ Accountant ☒ Primary Contact For - VET

☒ Senior Authorised Officer ☒ Auditor

In-complete **Completed**

- Once you select **Save** you will be navigated back to the Contact list screen.
- Repeat above for all contacts.

Notes

1. The 'Mandatory Contact summary' screen will display until such time as all contacts have been created.
2. Where a mandatory contact changes, you must create a new contact for the contact type before you can delete the old contact details.
3. There is no limit on the number of contacts for the same contact type being created however notification emails will only be sent to the highest listed contact.
4. At least one contact phone/mobile number is required, either a telephone OR mobile phone number.
5. If your contact details are in another country, you must include the city in which you live.
6. Only a person listed within the Contact List can request Commercial-In-Confidence or operational policy information from the Department.

Contacts – Deleting a contact

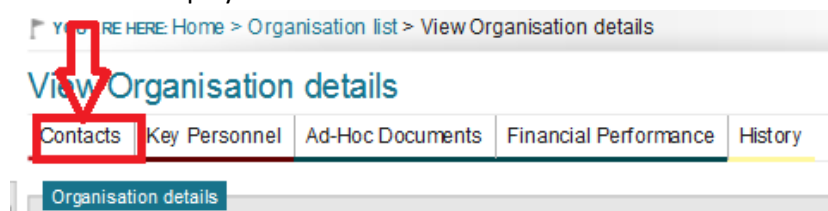
USER ROLES		ACCESS
Provider Corporate Officer	CEO	Full access to delete contacts
Provider Senior Officer	SAO	Full access to delete contacts
Provider Finance Officer	PFO	Full access to delete contacts
Provider Editing Officer	PEO	Full access to delete contacts
Provider View only	PVO	Can only view contacts

Contacts should be deleted from the contact list when they are no longer with the organisation or have moved to a different role.

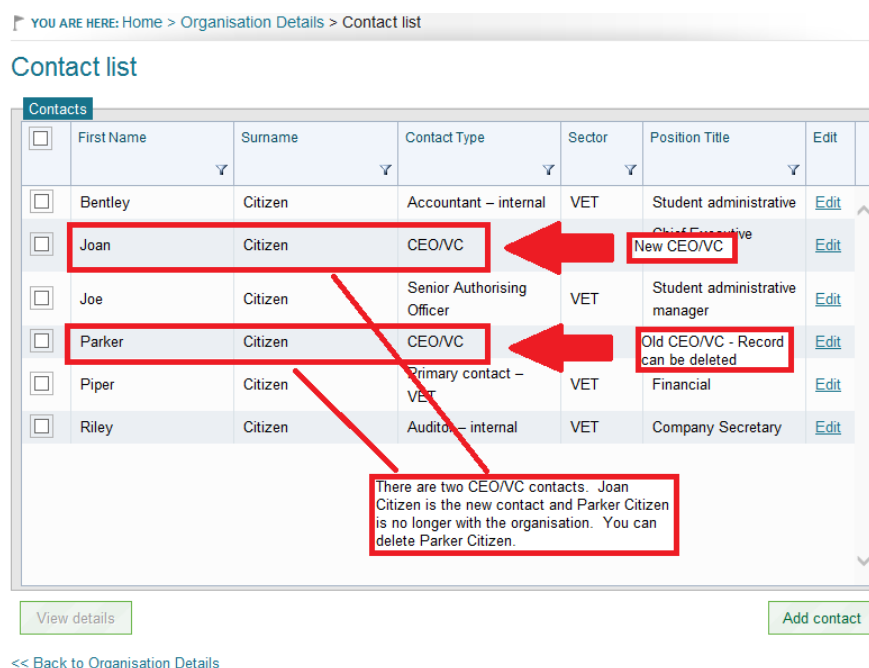
Please note you must always have at least one of the mandatory contacts so you must create a new mandatory contact before you can delete an old mandatory contact person. Alternatively, you can update the existing contact details.

Instructions

1. Click on **Organisation** then click on **Organisation details** to view the Organisation Details screen.
2. Select the **Contacts** tab to display the Contact list screen.



3. Make sure that you have added the new contact details before you continue to delete the old contact details.



- From the list of contacts, click the box for the contact that you wish to delete and then click on the **View details** button.

YOU ARE HERE: Home > Organisation Details > Contact list

Contact list

<input type="checkbox"/>	First Name	Surname	Contact Type	Sector	Position Title	Edit
<input type="checkbox"/>	Bentley	Citizen	Accountant – internal	VET	Student administrative	Edit
<input type="checkbox"/>	Joan	Citizen	CEO/VC	VET	Chief Executive Officer	Edit
<input type="checkbox"/>	Joe	Citizen	Senior Authorising Officer	VET	Student administrative manager	Edit
<input checked="" type="checkbox"/>	Parker	Citizen	CEO/VC	VET	Company Director	Edit
<input type="checkbox"/>	Piper	Citizen	Primary contact – VET	VET	Financial	Edit
<input type="checkbox"/>	Riley	Citizen	Auditor – internal	VET	Company Secretary	Edit

Check the box against the contact you wish to delete then select the 'View details' button

[View details](#) [Add contact](#)

[<< Back to Organisation Details](#)

- Click on the **Delete** button and then click the **yes** button on the pop-up notification.

YOU ARE HERE: Home > Organisation Details > Contact list > View Contact details

View Contact details

Contact details

Contact type: CEO/VC Sector: VET

Permission granted to contact for clarification of any queries regarding financial statements: ☐

Accounting company: Auditing company: Title: Mr

First name: Parker Surname: Citizen

Position title: Company Director

Description of role: Telephone: Direct telephone: International telephone: Mobile: 0423232323

Contact email address: NK2587_d@dev.construction.enet Email confirmation: NK2587_d@dev.construction.enet

System Audit Info: Physical address: Address line 1: Address line 2: Address line 3 / City (if country not Australia): Country: State: NSW Postcode: 2630

Postal address: Address line 1: 43 Green Street Address line 2: Address line 3 / City (if country not Australia): Country: Australia Suburb: Adaminaby State: NSW Postcode: 2630

[<< Back to Contact list](#) [Delete](#) [Edit](#)

6. If the contact is successfully deleted, there will be a green banner below the Contact list.

Contact list

DELETED SUCCESSFULLY

<input type="checkbox"/>	First Name	Surname	Contact Type	Sector	Position Title	Edit
<input type="checkbox"/>	Gianna	Doe	Accountant – internal	VET	Company Director	Edit
<input type="checkbox"/>	Ian	Doe	Senior Authorising Officer	VET	Director	Edit

7. If you attempt to delete a mandatory contact when only one contact type is present, you will receive an error message.

YOU ARE HERE: Home > Organisation Details > Contact list > View Contact details

View Contact details

There were errors found in the information you submitted:

- There is only one contact for this contact type. The contact cannot be deleted, it can be updated.

Contact details

Contact type	CEO/VC	Director	VET
Permission granted to contact for clarification of any queries regarding financial statements	<input type="checkbox"/>		
Accounting company			
Auditing company			
Title	Miss		
First name	Joan	Surname	Citizen
Position title	Chief Executive Officer		
Description of role			
Telephone		Direct telephone	
Mobile	0400000000	International telephone	
Contact email address	a@col.com		
Email confirmation	a@col.com		

System Audit Information

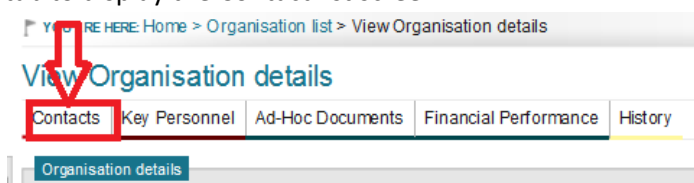
Contacts – Updating a contact

USER ROLES		ACCESS
Provider Corporate Officer	CEO	Full access to update contacts
Provider Senior Officer	SAO	Full access to update contacts
Provider Finance Officer	PFO	Full access to update contacts
Provider Editing Officer	PEO	Full access to update contacts
Provider View only	PVO	Can only view contacts

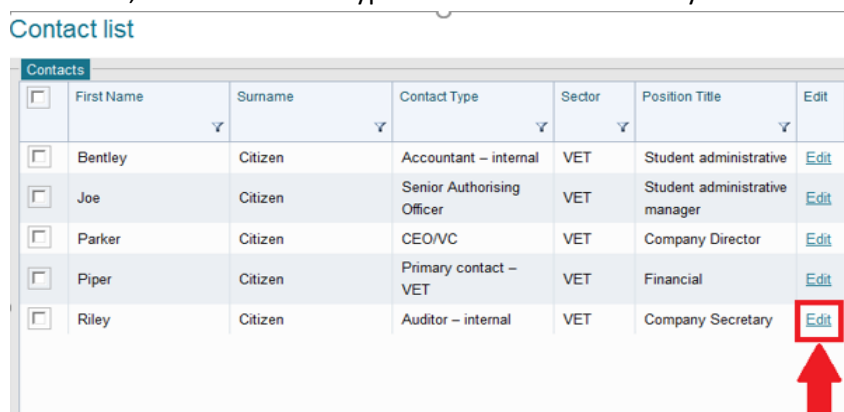
You should update contact details where appropriate however it is important to consider the order in which contacts with the same contact type are listed. This is due to HITS notifications and email notifications as where there is more than one contact with the same contact type; notifications/emails will be sent to the first listed contact.

Instructions

1. Click on **Organisation** then click on **Organisation details** to view the Organisation Details screen.
2. Select the **Contacts** tab to display the Contact list screen.



3. From the list of contacts, click on the **Edit** hyperlink for the record that you wish to update.



4. Update the relevant fields and click on the **Save** button.
5. You will be navigated back to the Contact list. Repeat this action if you need to update any further contacts.

Notes

1. Required fields are indicated with the word 'required' in red next to the field name.
2. At least one phone number, either a telephone OR mobile phone number is required.

Course – Viewing VSL approved fee limits, approved courses (start, end and teach out dates) and approved course fee limits

USER ROLES		ACCESS
Provider Corporate Officer	CEO	View Only
Provider Senior Officer	SAO	View Only
Provider Finance Officer	PFO	View Only
Provider Editing Officer	PEO	View Only
Provider View Only	PVO	View Only

VSL Qualifying Courses

Providers must only offer VET Student Loans for diploma level or above courses that have been agreed – i.e. the course must be on the [VET Student Loans \(Courses and Loan Caps\) Determination 2016](#), and must be approved for VET Student Loans as a condition of your organisation's approval.

Once approved, all courses a VSL provider has been granted approval to deliver will be visible in HITS – refer to Course – **Viewing VSL approved fee limits, approved courses (start, end and teach out dates) and approved course fee limits**. The listing should align with your organisation's conditions of approval.

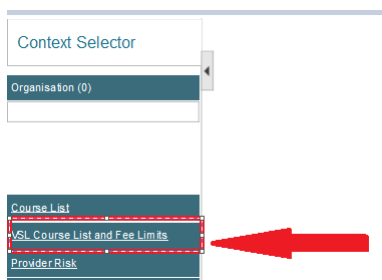
If you wish to offer an additional course under VET Student Loans to those outlined in your conditions of approval, you will need to apply to the Secretary's delegate. More information on this process is available on the department's website at www.education.gov.au/information-vet-student-loans-approved-providers.

For further information, there is a **VET Student Loans Manual for Providers** on the website: <https://docs.education.gov.au/node/43921>.

Once your organisation has received formal approval from the department, you can view the overall fee limit for your organisation, the list of VSL approved courses for your organisation, and if applicable, the associated course fee limit/s.

Instructions

1. From the Navigation menu click on **Organisation** and from the Context selector, click on **VSL Course List and Fee Limits**.



2. The VSL Course List and Fee Limits are displayed as below. The top table displays the Provider Overall Fee Limit by financial years and the table directly below that displays the list of approved courses for the provider.

VSL Course List and Fee Limits

Provider Overall Fee Limit list				
Amount	No Fee Limit	Start Date	End Date	Edit
\$50,000.00		01/07/2017	30/09/2017	Edit
	YES	01/10/2017	31/12/2017	Edit

[Add Provider Overall Fee Limit](#)

VSL Course list							
<input type="checkbox"/>	Determination Id	Course Code	Course Name	Determination Group	Active for VSL	Future approval	Edit
<input type="checkbox"/>	10033	BSB51915	Diploma of Leadership and Management	Schedule 2	Expired		Edit

[View details](#)
[Activate for VSL](#)
[Bulk Activate for VSL](#)

- To view the approval period and fee limit for that course, select the course by ticking the box and click View details.

VSL Course list		
<input type="checkbox"/>	Course Code	Course Name
<input checked="" type="checkbox"/>	BSB51915	Diploma of Leadership and Management

[View details](#)

- View of the VSL Course details.

Edit VSL Course details

VSL Course details

Course code BSB51915

Course name Diploma of Leadership and Management

Approval Periods

Start Date	End Date	Teachout Date
1/07/2017	30/09/2017	30/09/2017

Fee Limit list

Amount	No Fee Limit	Start Date	End Date
\$50.00		01/07/2017	30/09/2017

Displaying approved start, end and teachout dates, and approved course fee limit for that period

Documents – Additional notes

Ad Hoc document upload

Use the Ad Hoc document upload when you are **NOT** uploading documents against a Milestone. Using this method automatically submits the document to the Department.

Document List upload

Use the Document List upload function when you are uploading documents that are related to a Milestone. Using this method allows you to remove any document or change any information.

Locked documents

A locked document is a document that has been submitted to the Department. Locked documents can only be removed by the Department.

Unlocked documents

An unlocked document is a document that has been uploaded into HITS but has yet to be submitted. It can be removed from HITS at any time. Documents uploaded using the Document List or via a milestone are unlocked until a milestone is submitted. A submitted milestone will lock all unlocked documents against the provider.

Unlocked documents cannot be replaced by another document, they should be removed instead.

New Applicants to HITS

New applicants who have not registered in HITS previously will have no documents in their document list and whenever they upload a document, it will remain unlocked until such time as they submit their application. An unlocked document is a document which can be removed by the applicant.

Applicants with a previous application who re-apply

If your current application is inactive, i.e. it is withdrawn and you reapply any documents that you uploaded previously will still appear in your document list. You should immediately review these documents and request the Department to remove any that are out of date.

For VET providers, contact the department via the online enquiry form under the Frequently Asked Questions section at www.education.gov.au/information-vet-student-loans-approved-providers or for higher education providers, email Fee-Help@education.gov.au

Document Size

Maximum size for any document is 15 Megabytes (15 MB). If your document is close to this size, it is recommended that you split your document into two sections and upload separately.

User roles

HITS will permit all users to upload a document against any category/sub category however once uploaded, you may not be able to view the document if the category relates to a module in which you do not have access. For example, a PEO user may upload financial documents however as they do not have access to Financial information, they will not be able to view the document i.e. the URL link to the document will be disabled.

Documents – Archived

The Department will archive documents that are no longer current, i.e. they have been replaced by a more up-to-date version or a newer version of the document has been uploaded.

Archived documents will not appear in your documents list however if you wish to view any archived document follow the instructions below.

Instructions

1. From the Navigation menu click on **Organisation – View organisation details** to navigate to the View Organisation details screen. Click on **Document List** to view the Document list screen.

YOU ARE HERE: Home > Organisation list > View Organisation details

View Organisation details

Contacts | Persons of Influence | Ad-Hoc Documents | Fee Schedule | Upcoming Milestones | Financial Performance

Context Selector

Organisation (1)

Demo - Hubble Training Institute (745996082)

Demo - Hubble Training Institute (745996082)

Clear View

Course List

Provider Risk

Bank Account List

Estimate List

Payment Schedule List

Document List

Upcoming Milestones

Persons of Influence List

Contact List

Organisation details

HITS ID 15655

TGA Register Entity name Demo - Hubble Training Institute

Legal Entity name Demo - Hubble Training Institute

Registered Business name (s) Demo - Hubble Training Institute

Preferred Business name Demo - Hubble Training Institute

Former Entity names

3rd Party Arrangements / Partnerships

Parent body

Head Office address Demo - Hubble Training Institute St , BOX HILL VIC 3128

Australian Business Number 74599608295 Australian Company Number

TGA ID 87 TGA Registration expiry date 28/02/2015

TGA Registration status Current

CRICOS Number (if applicable) Year entity first began to operate as an RTO/HEI

Is the entity applying as a Trustee for a Trust? No

Organisation Entity type Australian Company limited by Shares - registered with ASIC (the Australian Securities and Investments Commission)

System Audit Information

2. Check the box against 'Include Archived' statement and select **Filter**.

Filters

Select category

--Select--

☐ Include Archived

Filter

Document list

☐ Sector Category Sub Category Document Date Reported Archived

☐ VET Persons of Influence Information Details [Test archive document no3 for UAT 90003.docx](#) 26/02/2014 REP

☐ VET Persons of Influence Information Details [test 1.docx](#) 06/03/2014

☐ VET Procedural Requirements Grievance Requirements [test 3.docx](#)

To view Archived documents, check the 'Include Archived' check box and then click on the 'Filter' button.

3. Document list with Archived documents included. Archived documents have a code of 'ARC'.

Document list

Filters

Select category

--Select--

☐ Include Archived

Filter

Document list

<input type="checkbox"/>	Sector	Category	Sub Category	Document Name	Submitted Date	Replaced Archived
<input type="checkbox"/>	VET	Persons of Influence Information	Details	<div>Archived document displayed</div> Test archive document no3 for UAT 90003.docx	26/02/2014	REP
<input type="checkbox"/>	VET	Persons of Influence Information	Details	test 1.docx	06/03/2014	
<input type="checkbox"/>	VET	Procedural Requirements	Grievance Requirements	test 3.docx		
<input type="checkbox"/>	VET	Persons of Influence Information	Details	DateAdd.docx	05/03/2014	ARC

Document categories

Each document uploaded into HITS must be attached to one of the following categories and their associated subcategories, depending on relevance:

2. Organisational Information
 - (a) Establishing documentation
 - (b) Other
3. Persons of Influence Information
 - (a) Details
 - (b) Other
4. Course Requirements
 - (a) Tuition Assurance Requirements
 - (b) Statement of VET Tuition Assurance (SVTA)
 - (c) Fee Schedules
 - (d) Other
 - (e) Variation with Ministerial approval
5. Procedural Requirements
 - (a) Fair Treatment and Equal Opportunity Requirements
 - (b) FEE Requirements
 - (c) Grievance Requirements
 - (d) Student Refund and Student Review Requirements
 - (e) Personal Information / Privacy Requirements
 - (f) Other
6. Financial Requirements
 - (a) Financial Statements
 - (b) Business Plan
 - (c) Project Budgets
 - (d) Declaration, Certificates and other supplementary information
 - (e) Risk Mitigation Strategies including Deeds of Guarantee
 - (f) Deed of Undertaking
 - (g) Estimate of Advance payments - First Year Survey and Estimate declaration
 - (h) Strategic Plan
 - (i) Other
7. Administration
 - (a) Applicant/provider correspondence
 - (b) Statutory declaration
 - (c) Other

Documents – Removing a document

USER ROLES		ACCESS
Provider Corporate Officer	CEO	Full access to remove documents
Provider Senior Officer	SAO	Full access to remove documents
Provider Finance Officer	PFO	Full access to remove documents
Provider Editing Officer	PEO	Full access to remove documents
Provider View Only	PVO	Can only view documents

Removing a document effectively deletes it from HITS and should only be used when the document was uploaded incorrectly.

You can remove any document that has not been submitted, i.e. there is no 'Submitted Date' (see example below).

Document list

The screenshot shows the 'Document list' interface. At the top, there is a 'Filters' section with a 'Select category' dropdown menu. Below this is a table with columns: Sector, Category, Sub Category, Document Name, Submitted Date, and Replaced/Archived. The table contains three rows of documents. Annotations with red boxes and arrows highlight specific features:

- A box around the 'Submitted Date' column header with the text: 'You can remove any document that is not submitted'.
- A box around the 'Submitted Date' for the document 'Test archive document no3 for UAT 90003.docx' with the text: 'Only Departmental users can remove a submitted document'.
- A red arrow points from the 'Submitted Date' column header to the 'Submitted Date' cell for the same document.

 At the bottom of the interface, there is a 'Help Text' section stating: 'If you are replacing a previously uploaded document, please ensure you select 'Replace' functionality on View Document screen'.

To remove a document, follow the instructions below.

Instructions

1. From the Navigation menu click on **Organisation** to navigate to the View Organisation details screen. Click on **Document List** to view the Document list screen.

The screenshot shows the 'View Organisation details' screen. On the left is a 'Context Selector' menu with options: Demo - Libra Training Institute, Course List, Bank Account List, Estimate List, Payment Schedule List, Document List (highlighted with a white arrow), Upcoming Milestones, Persons of Influence List, and Contact List. The main content area has tabs for 'Contacts', 'Persons of Influence', and 'Financial Performance'. The 'Organisation details' tab is active, showing fields like HITS ID, TGA Register Entity name, Legal Entity name, Registered Business name(s), Preferred Business name, Former Entity names, 3rd Party Arrangements / Partnerships, Parent body, Head Office address, Australian Business Number, and TGA ID.

- From the list of available documents, select the check box beside the document you want to remove and click on the **View details** button.

Document list

Filters

Select category
--Select-- ☐ Include Archived

Document list

<input type="checkbox"/>	Sector	Category	Sub Category	Document Name	Submitted Date	Replaced Archived
<input type="checkbox"/>	VET	Procedural Requirements	Grievance Requirements	test 3.docx		
<input checked="" type="checkbox"/>		Organisational Information	Establishing Documentation	test 1.docx		
<input type="checkbox"/>	VET	Persons of Influence Information	Details	Test archive document no3 for UAT 90003.docx	26/02/2014	

- The document details will be displayed for you to review. If you want to remove this document, click on the **Remove** button.

View Document details

Document details

Document name [test 1.docx](#)

Category Organisational Information

Sub category Establishing Documentation

Description

Replacement document

Replaced date

Archived NO

Replaced by

[<< Back to Document list](#)

Review details to ensure it is the document you wish to remove

4. You will be navigated back to the Document list screen and a confirmation message will display confirming that the document was successfully removed.

Document list

The screenshot shows the 'Document list' interface. At the top, a green banner displays the message 'DOCUMENT TEST 1.DOCX WAS REMOVED SUCCESSFULLY'. Below this, a filter bar contains a 'Filters' tab, a 'Select category' dropdown menu (currently showing '-Select-'), an 'Include Archived' checkbox, and a 'Filter' button. A red box highlights the text 'Confirmation that document removed from the Document list' with a red arrow pointing to the confirmation message above. Below the filter bar is a table titled 'Document list' with the following columns: Sector, Category, Sub Category, Document Name, Submitted Date, and Replaced Archived. The table contains two rows of data. Below the table are two buttons: 'View details' and 'Export to excel'.

Sector	Category	Sub Category	Document Name	Submitted Date	Replaced Archived
VET	Procedural Requirements	Grievance Requirements	test 3.docx		
VET	Persons of Influence Information	Details	Test archive document no3 for UAT 90003.docx	26/02/2014	

Notes

1. A document can be removed if your application status is 'Draft' or you uploaded the document when your application was in a status of 'Awaiting Further Information'. **Once the Application or an RFI is submitted the document cannot be removed by you, you must request the Department to remove it for you where the document is not required for assessment purposes.**
2. All documents uploaded but not submitted will be submitted with the milestone.
3. If you require a document to be removed and you do not have the functionality to remove it, please send a request via the online form at www.education.gov.au/information-vet-student-loans-approved-providers for VET providers or Fee-Help@education.gov.au for Higher Education providers providing all the necessary information. The Department will remove the document for you.
4. HITS will allow all users to upload documents against any category/sub category however once uploaded, you may not be able to view the document if the category relates to a module in which you do not have access. For example, a PEO user may upload financial documents however as they do not have access to Financial information, they will not be able to view the document i.e. the URL link to the document will be disabled. Where this occurs, you must request a user with the appropriate user access to view the documents and ensure they are submitted.

Documents – Replacing a document

USER ROLES		ACCESS
Provider Corporate Officer	CEO	Access to replace documents
Provider Senior Officer	SAO	Access to replace documents
Provider Finance Officer	PFO	Access to replace documents
Provider Editing Officer	PEO	Access to replace documents
Provider View Only	PVO	Cannot replace documents

Over time, documents that have been previously submitted by your organisation and assessed by the Department may become out of date. HITS will allow you to replace any document that has been submitted.

Replacing a document does not remove (or delete) the replaced document instead it links one or more replaced documents with the current version.

Please note that this functionality is only available to approved providers.

Instructions

- From the Navigation menu click on **Organisation** to navigate to the View Organisation details screen. Click on **Document List** to view the Document list screen.

YOU ARE HERE: Home > View Organisation details

View Organisation details

Contacts | Persons of Influence | Ad-Hoc Documents | Upcoming Milestones | Financial Performance

Organisation details

HITS ID 16882

TGA Register Entity name Demo - Aquarius Training Institute

Legal Entity name Demo - Aquarius Training Institute

Registered Business name (s) Demo - Aquarius Training Institute

Preferred Business name Demo - Aquarius Training Institute

Former Entity names

3rd Party Arrangements / Partnerships

Parent body

Head Office address Demo - Aquarius Training Institute St , SAMFORD VILLAGE QLD 4520

Australian Business Number 74599608295 Australian Company Number

TGA ID 199 TGA Registration expiry date 22/02/2017

TGA Registration status Current

CRICOS Number (if applicable) Year entity first began to operate as an RTO/HEI

Is the entity applying as a Trustee for a Trust? Yes

Organisation Entity type Australian Company limited by Guarantee - registered with ASIC (the Australian Securities and Investments Commission)

System Audit Information

- From the list of available document, select the check box beside the document you wish to replace and click on the **View details** button.

Document list

Filters

Select category
--Select-- ☐ Include Archived

Document list

<input type="checkbox"/>	Sector	Category	Sub Category	Document Name	Submitted Date	Replaced Archived
<input type="checkbox"/>	VET	Procedural Requirements	Grievance Requirements	test 3.docx		
<input checked="" type="checkbox"/>	VET	Persons of Influence Information	Details	Test archive document no3 for UAT 90003.docx	26/02/2014	

You can only replace a document that has been submitted

- The View Document details screen will be displayed for you to review. If you wish to replace a document, click on the **Select** button to upload your new document.

View Document details

Document details

Document name
[Test archive document no3 for UAT 90003.docx](#)

Category
Persons of Influence Information

Sub category
Details

Description

Replacement document

Replaced date

Archived NO

Replaced by

Replacement details

Maximum allowed file size: 15 MB

Confirm document is correct then select the 'Replacement details' button to upload new document

[<< Back to Document list](#)

1 of 1

- Choose the file to upload and click the **Open** button.

5. The filename will be displayed in the Replacement details section, click on the **Replace** button to confirm to save your replacement document in HITS.

View Document details

Document details

Document name	Test archive document no3 for UAT 90003.docx
Category	Persons of Influence Information
Sub category	Details
Description	
Replacement document	
Replaced date	
Archived	NO

[Remove](#)

Replacement details

Select...

[test 1.docx](#) [Remove](#)

Maximum allowed file size: 15 MB

[Replace](#)

[<< Back to Document list](#)

1 of 1

6. Once you have replaced the document, you will receive a confirmation message. It is important to note that replacing a document does not change the Category or Sub category of the replaced document.

View Document details

SAVED SUCCESSFULLY

Document details

Document name	Test archive document no3 for UAT 90003.docx
Category	Persons of Influence Information
Sub category	Details
Description	
Replacement document	test 1.docx
Replaced date	6/03/2014
Archived	NO

[Remove](#)

[<< Back to Document list](#)

Replaced

Confirmation message that document 'Test archive document no3 for UAT 90003.docx' has been replaced by 'test 1.docx'. It is important to note that the category and subcategory has not changed

7. The replaced document name and link will be displayed under the Document details section.

Document list

Filters

Select category
--Select--

☐ Include Archived

Filter

Document list

<input type="checkbox"/>	Sector	Category	Sub Category	Document Name	Submitted Date	Replaced Archived
<input type="checkbox"/>	VET	Persons of Influence Information	Details	Replaced document → Test archive document no3 for UAT 90003.docx	26/02/2014	REP
<input type="checkbox"/>	VET	Persons of Influence Information	Details	New document → test 1.docx	06/03/2014	
<input type="checkbox"/>	VET	Procedural Requirements	Grievance Requirements	test 3.docx		

View details

Export to excel

8. If you need to replace another document, click on the **Back to Document list** link and repeat.

Notes

1. Maximum size for any document is 15 Megabytes (15 MB). If your document is close to this size, it is recommended that you split your document into two sections and upload separately.
2. A document can only be replaced when it has been submitted.
3. The new document is automatically submitted when uploaded.

Documents – Uploading a document - Applicant

USER ROLES		ACCESS
Provider Corporate Officer	CEO	Access to upload documents
Provider Senior Officer	SAO	Access to upload documents
Provider Finance Officer	PFO	Access to upload documents
Provider Editing Officer	PEO	Access to upload documents
Provider View Only	PVO	Cannot upload documents

Instructions

- From the Navigation menu click on **Organisation** to view the Context Selector. Click on **Document List** to view the Document list screen.

YOU ARE HERE: Home > View Organisation details

View Organisation details

Contacts Persons of Influence Financial Performance

Context Selector

Demo - Virgo Training Institute

Course List

Bank Account List

Estimate List

Payment Schedule List

Document List

Upcoming Milestones

Persons of Influence List

Contact List

Organisation details

HITS ID 16692

TGA Register Entity name Demo - Virgo Training Institute

Legal Entity name Demo - Virgo Training Institute

Registered Business name (s) Demo - Virgo Training Institute

Preferred Business name Demo - Virgo Training Institute

Former Entity names

3rd Party Arrangements / Partnerships

Parent body

Head Office address Demo - Virgo Training Institute St , ANNERLEY QLD 4103

Australian Business Number 74599608295 Australian Company Number

TGA ID 171 TGA Registration expiry date 09/12/2013

TGA Registration status Current

CRICOS Number (if applicable) Year entity first began to operate as an RTO/HEI

Is the entity applying as a Trustee for a Trust? Yes

Organisation Entity type Australian Company limited by Guarantee - registered with ASIC (the Australian Securities and Investments Commission)

System Audit Information

- From the Upload Document section, select the relevant category for the document to be stored under and click on **Select** button.

Document list

Filters

Select category
--Select-- ☐ Include Archived

Document list

<input type="checkbox"/>	Sector	Category	Sub Category	Document Name	Submitted Date	Replaced	Archived
No records to display.							

Help Text
If you are replacing a previously uploaded document, please ensure you select 'Replace' functionality on View Document screen

Upload Document

Select category **Required**
--Select--
--Select--
Organisational Information
Persons of Influence Information
Course Requirements
Procedural Requirements
Financial Requirements
Administration

Choose a category then click on the Select button

Feedback Disclaimer Privacy Skills System Security Policy Accessibility
Copyright © 2014 Commonwealth of Australia
Local intranet | Protected Mode: Off 100%

- The Upload Documents screen will be displayed. All '**required**' fields must be completed.

YOU ARE HERE: Home > Organisation Details > Document list > Upload Documents

Upload Documents

Help Text
On successful submission, the document will be successfully submitted to the department

Context Selector
Demo - Virgo Training Institute
Course List
Document List
Upcoming Milestones
Contact List

Course Requirements

Sub Category	Document Name	Date Uploaded	Replacement Document	Replaced By Date
No records to display.				

Attachment details

Sector **Required**
--Choose--

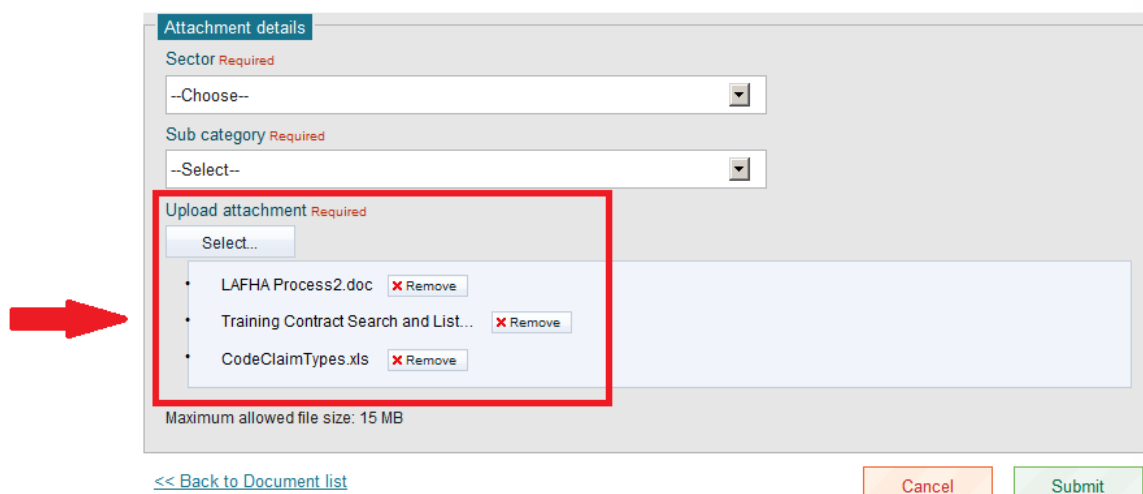
Sub category **Required**
--Select--

Upload attachment **Required**

Maximum allowed file size: 15 MB

[<< Back to Document list](#)

4. Select an appropriate Sector and Sub category for your document.
5. Choose the file to be uploaded by clicking on the **Select** button.
6. Once you have located the file, click on the **Open** button of the File Download popup window, the name will be displayed below the **Select** button.
7. If you need to upload more documents for the same category and sub category, repeat the above steps.



Attachment details

Sector Required
--Choose--

Sub category Required
--Select--

Upload attachment Required

Select...

- LAFHA Process2.doc ✖ Remove
- Training Contract Search and List... ✖ Remove
- CodeClaimTypes.xls ✖ Remove

Maximum allowed file size: 15 MB

[<< Back to Document list](#) Cancel Submit

8. Review the documents that you have uploaded. You can remove any document that is not appropriate by selecting the Remove button appropriate for the document.
9. Once you are satisfied you have uploaded all the documents for that category, click on the Submit button. You will receive a 'Saved Successfully' confirmation message if documents have been uploaded successfully.
10. If you need to upload more documents to a different category or sub category, from the HITS Upload Document screen click on the **Back to Document list** link and repeat above instructions.



Attachment details

Sector Required
--Choose--

Sub category Required
--Select--

Upload attachment Required

Select...

Maximum allowed file size: 15 MB

[<< Back to Document list](#) Cancel Submit

11. Your documents have been uploaded and will now appear in your document list.

Document list

Filters

Select category

--Select--

☐ Include Archived

Filter

Document list

<input type="checkbox"/>	Sector	Category	Sub Category	Document Name	Submitted Date	Replaced Archived
<input type="checkbox"/>	VET	Persons of Influence Information	Details	CodeClaimType.xlsx		
<input type="checkbox"/>	VET	Persons of Influence Information	Details	Training Contract Search and List.docx		
<input type="checkbox"/>	VET	Persons of Influence Information	Details	LAFHA Process2.docx		

View details

Export to excel

Notes

1. Maximum size for any document is 15 Megabytes (15 MB). If your document is close to this size, it is recommended that you split your document into two sections and upload separately.
2. You must ensure document names are no more than 100 characters in length. If they are too long, you will get the following error message similar to “An application error occurred and has been logged. Please advise your administrator and provide them with this error code: ada3827c-fc25-446a-bc49-c7a20”.
3. All documents uploaded during the preparation of your application will be submitted to the Department at the same time that you submit your application.

Documents – Uploading a document – Approved Provider

USER ROLES		ACCESS
Provider Corporate Officer	CEO	Access to upload documents
Provider Senior Officer	SAO	Access to upload documents
Provider Finance Officer	PFO	Access to upload documents
Provider Editing Officer	PEO	Access to upload documents
Provider View Only	PVO	Cannot upload documents

There are two ways in which documents can be uploaded into HITS.

Document List: Upload documents via the documents list when your documents relate to a milestone. Using the document list upload will not submit the document and should you decide a document is not relevant, you can remove it.

Ad-Hoc documents: Upload documents via the Ad-Hoc document upload when you are not uploading documents associated with a milestone. Documents uploaded via the Ad-Hoc upload will automatically be submitted to the Department.

Instructions

- From the Navigation menu click on **Organisation** to view all available sub menu options. Click on **Document List** to view the Document list screen.

View Organisation details

Context Selector

Demo - Libra Training Institute

Course List

Bank Account List

Estimate List

Payment Schedule List

Document List

Upcoming Milestones

Persons of Influence List

Contact List

Contacts

Persons of Influence

Ad-Hoc Documents

Upcoming Milestones

Financial Performance

Organisation details

HITS ID 1683

TGA Register Entity name Demo - Libra Training Institute

Legal Entity name Demo - Libra Training Institute

Registered Business name (s) Demo - Libra Training Institute

Preferred Business name Demo - Libra Training Institute

Former Entity names

Partnerships

Parent body

Head Office address Demo - Libra Training Institute St , KURWONGBAH QLD 4503

Australian Business Number 74599608295

Australian Company Number

TGA ID 190

TGA Registration expiry date 22/03/2017

TGA Registration status Current

CRICOS Number (if applicable)

Year entity first began to operate as an RTO/HEI

Is the entity applying as a Trustee for a Trust? No

Organisation Entity type Australian Company limited by Shares - registered with ASIC (the Australian Securities and Investments Commission)

System Audit Information

Approved providers can upload documents via Ad-Hoc or via the Document list.

- From the Upload Document section, select the relevant category for the document is to be uploaded to and click on **Select** button.

From Document List

Document list

Context Selector
 Demo - Virgo Training Institute
 Course List
 Bank Account List
 Estimate List
 Payment Schedule List
 Document List
 Upcoming Milestones
 Persons of Influence List
 Contact List

Filters
 Select category
 --Select--
☐ Include Archived
 Filter

<input type="checkbox"/>	Sector	Category	Sub Category	Document Name	Submitted Date	Replaced Archived
<input type="checkbox"/>	VET	Persons of Influence Information	Details	Test archive document no3 for UAT 90003.docx	26/02/2014	REP
<input type="checkbox"/>	VET	Persons of Influence Information	Details	test 1.docx	06/03/2014	
<input type="checkbox"/>	VET	Procedural Requirements	Grievance Requirements	test 3.docx		

View details Export to excel

Help Text
If you are replacing a previously uploaded document, please ensure you select 'Replace' functionality on View Document screen

Upload Document
 Select upload type Required
 --Choose--
 --Choose--
 Ad-Hoc upload
 Milestone upload

Select the appropriate upload type ie Ad-Hoc if you want your document to be submitted straight away or Milestone if you have a number of documents to upload and are subject to a Milestone
 --Select--
 Select

From Ad-Hoc Documents

Ad-Hoc documents

YOU ARE HERE: Home > Organisation Details > Ad-Hoc documents

Context Selector
 Demo - Virgo Training Institute
 Course List
 Document List
 Upcoming Milestones
 Contact List

Upload Document
 Select category Required
 --Select--
 --Select--
 Organisational Information
 Persons of Influence Information
 Course Requirements
 Procedural Requirements
 Financial Requirements
 Administration

Select

3. The Upload Documents screen will be displayed. All '**required**' fields must be completed before you can select the **Submit** button.

YOU ARE HERE: Home > Organisation Details > Document list > Upload Documents

Upload Documents

Context Selector
Demo - Virgo Training Institute
Course List
Document List
Upcoming Milestones
Contact List

Help Text
'On successful submission, the document will be successfully submitted to the department'

Course Requirements

Sub Category	Document Name	Date Uploaded	Replacement Document	Replaced By Date
No records to display.				

Attachment details
Sector **Required**
--Choose--
Sub category **Required**
--Select--
Upload attachment **Required**
Select...
Maximum allowed file size: 15 MB

<< Back to Document list

Cancel

Submit

4. Select the Sector(s) and sub category.
5. Search for the file to be uploaded by clicking on the **Select** button.
6. Once you have located the file, click on the **Open** button of the File Download popup window, the name will be displayed below the **Select** button.

Attachment details
Sector **Required**
--Choose--
Sub category **Required**
--Select--
Upload attachment **Required**
Select...
• LAFHA Process2.doc X Remove
• Training Contract Search and List... X Remove
• CodeClaimTypes.xls X Remove
Maximum allowed file size: 15 MB

<< Back to Document list

Cancel

Submit

7. If you need to upload more files to a different category or sub category, from the HITS Upload Document screen click on the **Back to Document list** link and repeat.

Attachment details
Sector **Required**
--Choose--
Sub category **Required**
--Select--
Upload attachment **Required**
Select...
Maximum allowed file size: 15 MB

<< Back to Document list

Cancel

Submit

- Submitted documents will have the date the document was submitted in the 'Submitted Date' field.

Document list

Filters

Select category

--Select--

☐ Include Archived

Filter

Document list

<input type="checkbox"/>	Sector	Category	Sub Category	Document Name	Submitted Date	Replaced Archived
<input type="checkbox"/>	VET	Persons of Influence Information	Details	Test archive document no3 for UAT 90003.docx	26/02/2014	REP
<input type="checkbox"/>	VET	Persons of Influence Information	Details	test 1.docx	06/03/2014	
<input type="checkbox"/>	VET	Procedural Requirements	Grievance Requirements	test 3.docx		

View details

Export to excel

Help Text

If you are replacing a previously uploaded document, please ensure you select 'Replace' functionality on View Document screen

Upload Document

Select upload type Required

--Choose--

Select category Required

--Select--

Select

Notes

- Maximum size for any document is 15 Megabytes (15 MB). If your document is close to this size, it is recommended that you split your document into two sections and upload separately.
- You must ensure document names are no more than 100 characters in length. If they are too long, you will get the following error message similar to the following:
"An application error occurred and has been logged. Please advise your administrator and provide them with this error code: ada3827c-fc25-446a-bc49-c7a20".
- Once you have submitted your documents, you have met your milestone obligations.
- The Ad-Hoc function is only enabled once an application has been approved. If your organisation has never registered in HITS previously and lodges a new application, you will only be able to upload documents via the Document List.
- If you upload a document via the Document list and you are not subject to a milestone, you will need to remove the document and then upload it via the Ad-Hoc function. If you leave the document un-submitted, it will only be submitted when you are next submit a milestone.

Documents – Viewing a document

USER ROLES		ACCESS
Provider Corporate Officer	CEO	Access to view documents
Provider Senior Officer	SAO	Access to view documents
Provider Finance Officer	PFO	Access to view documents
Provider Editing Officer	PEO	Access to view documents
Provider View Only	PVO	Access to view most documents

Instructions

1. From the Navigation menu click on **Organisation**, this will navigate you to the screen which will display all the sub menu options available under the Organisation menu. In the context selector click on **Document List** to view the Document list screen.
2. From the list of available documents, select the check box beside the document you wish to view and click on the **View details** button.

Document list

The screenshot shows the 'Document list' interface. At the top, there is a 'Filters' section with a 'Select category' dropdown menu (currently showing '--Select--'), an 'Include Archived' checkbox, and a 'Filter' button. Below this is a table titled 'Document list' with the following columns: Sector, Category, Sub Category, Document Name, Submitted Date, and Replaced Archived. The table contains three rows of data. The second row is highlighted with a red box around its checkbox, and a red arrow points to it from the left. Below the table, there is a 'View details' button, which is also highlighted with a red box, and a red arrow points to it from the right.

	Sector	Category	Sub Category	Document Name	Submitted Date	Replaced Archived
<input type="checkbox"/>	VET	Procedural Requirements	Grievance Requirements	test 2.docx	19/03/2014	
<input checked="" type="checkbox"/>	VET	Procedural Requirements	FEE Requirements	test 3.docx	19/03/2014	
<input type="checkbox"/>	VET	Organisational Information	Establishing Documentation	test 1.docx	19/03/2014	

[View details](#)

3. The document details will be displayed for you to review, click on the filename link. You will be asked whether you wish to Open or Save the document.

View Document details

Document details	
Document name	test 3.docx
Category	Procedural Requirements
Sub category	FEE Requirements
Description	
Replacement document	
Replaced date	Replaced by
Archived	NO

[Remove](#)

Replacement details	
Select...	
Maximum allowed file size: 15 MB	
Replace	

[<< Back to Document list](#)

1 of 1

4. Click the **Open** button on the File Download popup window.
5. If you need to access more documents, from the HITS View Document details screen, click on the **Back to Document list** link and repeat above steps.

View Document details

Document details	
Document name	test 3.docx
Category	Procedural Requirements
Sub category	FEE Requirements
Description	
Replacement document	
Replaced date	Replaced by
Archived	NO

[Remove](#)

Replacement details	
Select...	
Maximum allowed file size: 15 MB	
Replace	

[<< Back to Document list](#)

1 of 1

Financial Performance – Create a Financial Performance

USER ROLES		ACCESS
Provider Corporate Officer	CEO	Can create a Financial Performance
Provider Senior Officer	SAO	Can create a Financial Performance
Provider Finance Officer	PFO	Can create a Financial Performance
Provider Editing Officer	PEO	Not able to view this module
Provider View Only	PVO	Not able to view this module

Instructions

From the Navigation menu select **Organisation, View Organisation details** from the Sub menu items to display the **Organisation Details** screen. Then click on the **Financial Performance** tab to display the **Financial Performance list** screen.

1. Click **Create** to navigate to the **Create Financial Performance**.

Financial Performance list

Select Legal name Financial Reporting Period End Status Edit

No records to display.

View details


<< Back to Organisation Details

Create

2. Input the information in the fields marked **required**.

3. You must enter a value or '0' in all of the 75 fields of the Financial Performance.

Create Financial Performance

Legal Name Required	
Joe Bloggs Pty Ltd	
ABN Required	ACN
74 599 608 295	
Reporting Period End Date Required	TEQSA Provider Code
31/12/2015  (DD/MM/YYYY)	199

All questions are mandatory and require whole numbers or zero

Ref	Description	Current
Revenue		
Full Fee Overseas Student Income		
1	Overseas Student Fee Income - Higher Education (revenue received for higher education courses delivered to students who are NOT (i) Australian Citizens; (ii) Permanent Residents; or (iii) humanitarian Visa holders). Includes on-shore and off-shore delivery.	0
2	Overseas Student Fee Income - VET (revenue received for vocational education courses delivered to students who are NOT (i) Australian Citizens; (ii) Permanent Residents; or (iii) humanitarian Visa holders). Includes on-shore and off-shore delivery.	0
Full Fee Domestic Student Income		
3	Domestic Student Fee Income (HECS-HELP) (HECS-HELP revenue received from the department for higher education courses only; do not include any vocational education revenue on this line)	0
4	Domestic Student Fee Income (FEE-HELP) (FEE-HELP revenue received from the department for higher education courses; do not include any vocational education revenue on this line)	0
5	Domestic Student Fee Income (VET FEE-HELP) from "Direct" Training Delivery (VET FEE-HELP revenue received from the department for vocational education courses delivered directly to students by the RTO; do not include any higher education revenue on this line)	1,253,524
6	Domestic Student Fee Income (VET FEE-HELP) from "3rd Party" Training Delivery (VET FEE-HELP revenue received from the department for vocational education courses not delivered directly to students by the RTO)	530,124

You must complete all fields by entering a value or entering "0"

- It is recommended that you regularly click the **Save** button to ensure you are not timed out of HITS. When you are satisfied that you have uploaded all information, select **Submit** to lodge your Financial Performance.

	<i>Net Cash Inflow/(Outflow) From Investing Activities</i>	194885
	<i>Cash Flows From Financing</i>	
107	Proceeds from borrowings	0
108	Proceeds from issue of share capital	0
109	Dividends paid	21,585
110	Repayment of borrowings	0
111	Repayment of finance leases	0
112	Loans granted	0
	<i>Net Cash Inflow/(Outflow) From Financing Activities</i>	-21585
	<i>Net Increase / (Decrease) In Cash And Cash Equivalents</i>	173,300
113	Cash And Cash Equivalents At Beginning Of Year	201,521
	<i>Cash And Cash Equivalents At The End Of The Year</i>	374,821

Save as you go and Submit when all fields have been completed

Cancel Save Submit

- You will be navigated back to the Financial Performance List and your Financial Performance will have a status of **Submitted**.

Financial Performance list

SAVED SUCCESSFULLY

Select	Legal name	Financial Reporting Period End	Status	Edit
<input type="checkbox"/>	Joe Bloggs Pty Ltd	30/06/2015	Submitted	Edit

View details

<< Back to Organisation Details Create

Notes

- You can submit your Financial Performance (FP) at any time however once it has been submitted, it is locked for editing purposes. For VET providers, you must contact the department via the online enquiry form under the Frequently Asked Questions section at www.education.gov.au/information-vet-student-loans-approved-providers or for higher education providers, email Fee-Help@education.gov.au and request the FP be returned to draft, where the FP requires updating.
- Please ensure you regularly select the 'Save' button whilst you are preparing your FP. This is due to HITS which will time you out of the system every 20 minutes, even where you are regularly updating your FP. If you fail to save and are logged out, you will lose any information that you added after your last 'Saved' your FP.

Financial Performance – Updating and submitting

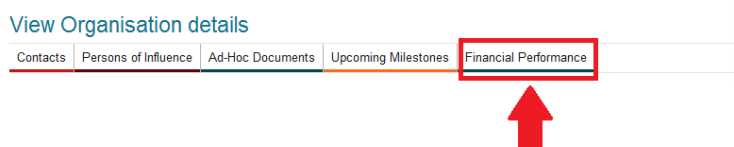
USER ROLES		ACCESS
Provider Corporate Officer	CEO	Can update and submit a Financial Performance
Provider Senior Officer	SAO	Can update and submit a Financial Performance
Provider Finance Officer	PFO	Can update and submit a Financial Performance
Provider Editing Officer	PEO	Not able to access this module
Provider View Only	PVO	Not able to access this module

How to Update Financial Performance

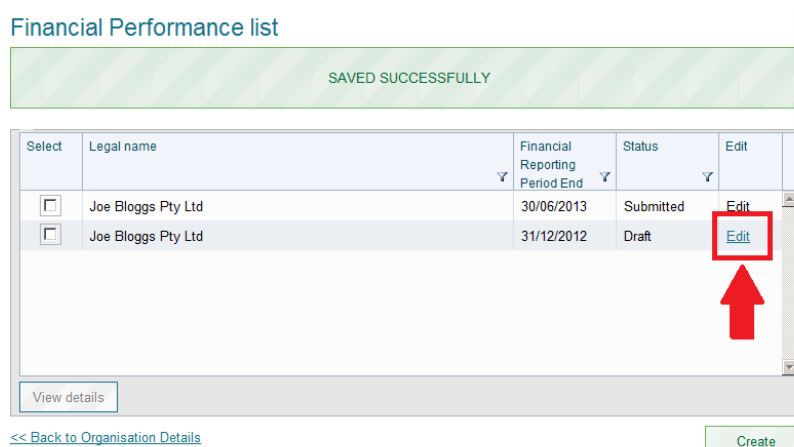
A Financial Performance record can only be updated if it has a status of **Draft**. You can view the status of your Financial Performance from the Financial Performance list.

Instructions

1. From the Navigation menu select **Organisation, Organisation Details** from the Sub menu items to display the Organisation Details screen. Then select the **Financial Performance** tab to display the Financial Performance list screen.



2. Click the **Edit** button for the selected Financial Performance, the Edit Financial Performance screen will be displayed.



3. Update any information in the Financial Performance.
4. Click **Submit**.
5. The updates made to the Financial Performance will be saved, the Financial Performance will have a status of 'Submitted' and the Financial Performance list screen is displayed.

Notes

1. You will no longer be able to edit your Financial Performance once it has been submitted.
2. If your Financial Performance requires further editing, you must contact the department via the online enquiry form under the Frequently Asked Questions section at www.education.gov.au/information-vet-student-loans-approved-providers or for higher education providers, email Fee-Help@education.gov.au and request your FP status to be updated from 'Submitted' to 'Draft'.

Milestone – View/submit

USER ROLES		ACCESS
Provider Corporate Officer	CEO	Can View/update and submit a milestone
Provider Senior Officer	SAO	Can View/update and submit a milestone
Provider Finance Officer	PFO	Can View/update and submit a milestone
Provider Editing Officer	PEO	Can View/update and submit a milestone
Provider View Only	PVO	Can view a milestone only

There are two types of milestones that are generated by the Department:

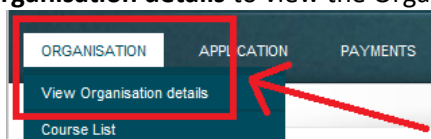
- Recurring Milestone; and
- A one off Milestone.

An example of a **recurring milestone** would be submission of audited financial statements either ending 30 June or 31 December of each year. A **one off milestone** example would be the completion of the New Provider Information Pack for newly approved providers.

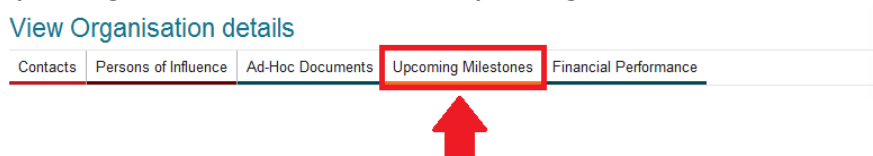
Applicants/Providers can action any milestones up to 3 months prior to the due date.

Instructions

1. Click on **Organisation – View Organisation details** to view the Organisation Details screen.

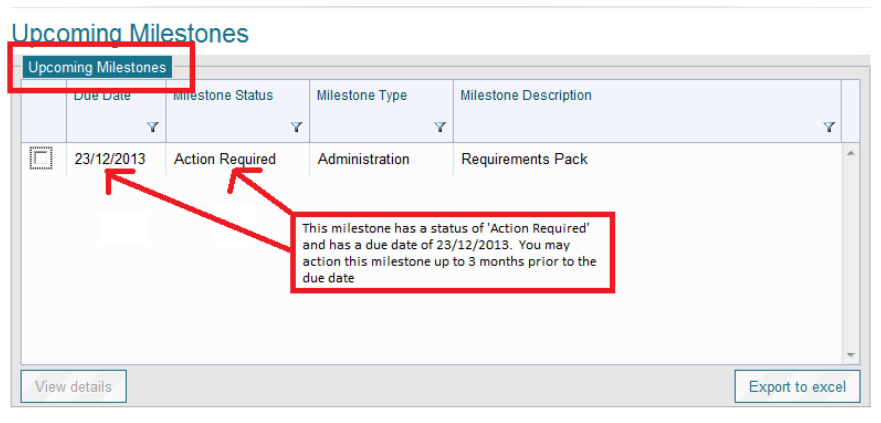


2. Click on the **Upcoming Milestones** tab to view the **Upcoming Milestones** screen.

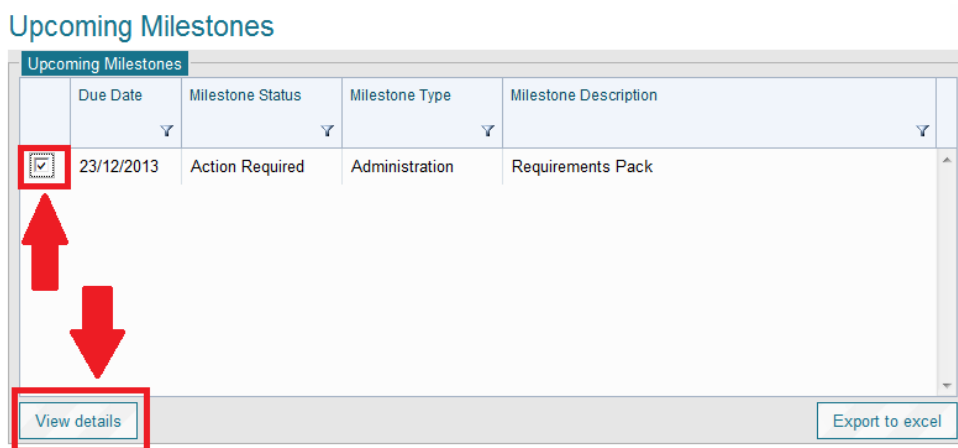


3. The Upcoming Milestones page has two sections, **Upcoming Milestones** and **Milestones**. The **Upcoming Milestones** section will display any milestone that requires action. The following fields are on this page:
 - a. Due Date
 - i. Is the date that the milestone must be actioned by
 - ii. You can action this milestone up to 3 months before the due date
 - b. Milestone Status
 - i. Action Required – Action is outstanding on this milestone
 - ii. Once you have actioned a milestone by submitting the milestone, the milestone will be removed from the Upcoming Milestones page. Please note that if the milestone is a recurring milestone, a new milestone will be added with a future date which is on the anniversary of the latest submitted milestone

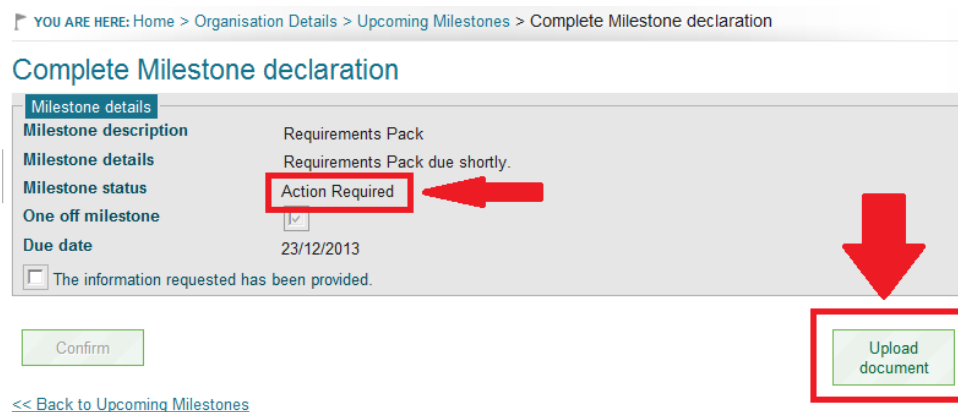
- c. Milestone Type
 - i. Administration
 - ii. Course
 - iii. Financial
 - iv. Organisational
 - v. Personnel
 - vi. Procedural
- d. Milestone description
 - i. A description of the milestone



4. To action a milestone click on the **check box** against the milestone you wish to action and select **View details** to view the **Milestone details** screen.



5. The **Milestone details** screen will display a short description and details on what is required to complete the milestone and also a link to upload documents via **Upload document**. It also displays the current status of the Milestone and in the example below, the status is **Action Required**.



- Once you have completed all the requirements of the Milestone, you must check the box against the statement *"The information requested has been provided"*. Once the statement has been checked, the **Confirm** button will be enabled for you to select to submit the milestone back to the Department.

YOU ARE HERE: Home > Organisation Details > Upcoming Milestones > Complete Milestone declaration

Complete Milestone declaration

Milestone details

Milestone description

Requirements Pack

Milestone details

Requirements Pack due shortly.

Milestone status

Action Required

One off milestone

☒

Due date

23/12/2013

☒ The information requested has been provided.

Confirm

Upload document

[<< Back to Upcoming Milestones](#)

- To view Milestones via the Milestone Filter, select the Milestone Type, Status and/or Year and the list will appear in the **Milestones** section. Check the box next to the Milestone and click on **View Details** if you wish to see further information.

Milestone Filters

Milestone Type

Financial

Milestone Status

Submitted

Year

--Select--

Milestones

	Due Date	Milestone Status	Milestone Type	Milestone Description
<input checked="" type="checkbox"/>	01/10/2014	Submitted	Financial	Submission of 2015 HELP Estimate of Advance Payment
<input checked="" type="checkbox"/>	31/12/2014	Submitted	Financial	Submission of audited financial statements for the year ending 30 June
<input checked="" type="checkbox"/>	31/12/2015	Submitted	Financial	Submission of audited financial statements for the year ending 30 June

View details

Notes

- Any documents uploaded against your organisation via a Milestone will not be submitted to the Department until the Milestone has been submitted.
- You can only action a milestone where the Due date is within 3 months of today's date.

Notifications

Notifications are used in HITS to notify certain user roles whenever an action is required or where an action has occurred. Notifications can either be in the form of a systems notification, email or can be a combination of the two.

There are three types of notifications

- Program Notifications;
- Action notifications; and
- Information notifications.

1. Program Notifications

Program Notifications are generated by the Department and are used to advise users of any issues that may impact on the HELP program, the **System for Higher Ed**, eSAM or HITS.

2. Action Notifications

Action notifications are notifications that require the organisation to undertake an action in HITS. The notification will specify what action is required.

3. Information Notifications

Information notifications are used to confirm an action has occurred.

Please see Attachment E for the complete breakdown of notifications.

Organisation details – Update details

USER ROLES		ACCESS
Provider Corporate Officer	CEO	Full access to update organisation details
Provider Senior Officer	SAO	Full access to update organisation details
Provider Finance Officer	PFO	Full access to update organisation details
Provider Editing Officer	PEO	Full access to update organisation details
Provider View Only	PVO	Cannot update organisation details

Instructions

- From the Navigation menu click on **Organisation – View Organisation details**, this will navigate you to the View Organisation details screen.

View Organisation details

Contacts | Persons of Influence | Ad-Hoc Documents | Upcoming Milestones | Financial Performance

Organisation details

HITS ID 16882

TGA Register Entity name Demo - Aquarius Training Institute

Legal Entity name Demo - Aquarius Training Institute

If you add more than one business name, please separate each Registered Business name with a semi colon (;)

Registered Business name(s) Demo - Aquarius Training Institute

Preferred Business name Demo - Aquarius Training Institute

Former Entity names

3rd Party Arrangements / Partnerships

Parent body

Head Office address Demo - Aquarius Training Institute St , SAMFORD VILLAGE QLD 4520

Australian Business Number 74599608295 Australian Company Number

TGA ID 199 TGA Registration expiry date 22/02/2017

TGA Registration status Current

CRICOS Number (if applicable) Year entity first began to operate as an RTO/HEI

Is the entity applying as a Trustee for a Trust? Yes

Organisation Entity type Australian Company limited by Guarantee - registered with ASIC (the Australian Securities and Investments Commission)

System Audit Information

▼ VET sector FRLI details

▼ Organisation Applications

Edit

- Scroll to the bottom of the screen and click on **Edit** button

Organisation Entity type Other type of Entity

If the Applicant / approved provider is not a company registered with ASIC, please provide the following information

Name of the State/Territory Act or Regulation

State/Territory jurisdiction

Identification number

System Audit Information

▼ VET sector FRLI details

▼ Organisation Applications

Edit

3. You can update any field that is not 'greyed' out.

YOU ARE HERE: Home > Organisation details > Edit Organisation details

Edit Organisation details

Contacts Persons of Influence Ad-Hoc Documents Upcoming Milestones Financial Performance

Organisation details

HITS ID **Required**

16882

TGA Register Entity name

Demo - Aquarius Training Institute

Legal Entity name **Required**

Demo - Aquarius Training Institute

If you add more than one business name, please separate each Registered Business name with a semi colon (;)

Registered Business name(s)

Demo - Aquarius Training Institute; Demo - Aquarius

Preferred Business name

Demo - Aquarius Training Institute

Former Entity names

3rd Party Arrangements / Partnerships

Parent body

You can edit any field that is not 'Greyed' out. Please note that if you add more than one Registered Business name, please separate each name with a (;).

This information is used by eCAF to enable students to find their correct provider.

4. When validating your Head Office address, HITS will return the closest match. If this match is not your correct address, you can check the 'Confirm this address is correct' box to update your details with the details that you input.

Head Office address

Demo - Libra Training Institute St , KURWONGBAH QLD 4503

Modify Head Office address (Do not include post office boxes)

Building Information/ Level number / Shop number /Room number

Unit number Street number Street name

Suburb/Postcode search

Forrest ACT 2603

☐ Confirm this address is correct

If you know the address you entered is correct, check this box to

Validate Address

HUGHES ACT 2605
KINGSTON ACT 2604
NARRABUNDIA ACT 2604
O'MALLEY ACT 2606

5. After all details have been added/updated select the **Save** button.

Organisation details – View details

USER ROLES		ACCESS
Provider Corporate Officer	CEO	Full access to view organisation details
Provider Senior Officer	SAO	Full access to view organisation details
Provider Finance Officer	PFO	Full access to view organisation details
Provider Editing Officer	PEO	Full access to view organisation details
Provider View Only	PVO	Full access to view organisation details

View of Organisational Details

Once your organisation is registered and available in HITS you will be able to view your organisation's details.

Instructions

1. From the Navigation menu click on **Organisation**, this will navigate you to the screen which will display all the sub menu options available under the Organisation menu.
2. Click on **Organisation details** to view the Organisation Details screen.

Notes

1. The main part of the screen displays your organisation information, TGA and/or TEQSA details and information about the type of organisation that you have provided.

The screenshot shows the 'Organisation details' screen. On the left, a 'Context Selector' sidebar lists various menu items. On the right, the main content area displays the organisation's details. Red boxes and arrows highlight specific menu items and their access permissions:

- Bank Account List**: CEO, SAO & PFO can view these modules
- Persons of Influence List**: CEO & SAO can view this module
- Compliance Notice List**: CEO, SAO & PFO can view this module

The main content area displays the following details for 'Joe Bloggs Pty Ltd':

- HITS ID**
- TGA Register Entity name**: Joe Bloggs Pty Ltd
- Legal Entity name**: Joe Bloggs Pty Ltd
- Preferred Business name**: Joe Bloggs Pty Ltd
- Former Entity names**: N/A
- 3rd Party Arrangements / Partnerships**: None
- Parent body**: Joe Bloggs Pty Ltd
- Australian Business Number**: 0000000000
- TGA Registration status**: Current
- TEQSA ID**
- CRICOS Number (if applicable)**
- Australian Company Number**
- TGA Registration expiry date**
- TEQSA Registration expiry date**
- Year entity first began to operate as an RTO/HEI**

2. The panels towards the bottom of the screen display Federal Register of Legislation (FRL) details and a list of applications that has been submitted by your organisation and their current status.

VET Federal Register of Legislation

VET sector FRL details			
FRL Reference number	1234	FRL Reference date	24/02/2014
Disallowance date		Approval date	25/02/2014
Revocation number		Revocation date	

HE Federal Register of Legislation

FRLI Reference number	1234	FRLI Reference date	24/02/2014
Disallowance date		Approval date	25/02/2014
Revocation number		Revocation date	

Organisation Application History

Organisation Applications					
Legal Entity Name	Sector	Application Status	Current	Status Date	
Demo - Halley's Training Institute	VET	Approved	Yes	23/08/2010	
Demo - Halley's Training Institute	VET	Withdrawn	No	13/01/2009	

3. Panels within the organisation details screen can be opened and closed by clicking on the arrow symbol.

Organisation details – Viewing VSL approved provider start, end and teach out dates

USER ROLES		ACCESS
Provider Corporate Officer	CEO	View Only
Provider Senior Officer	SAO	View Only
Provider Finance Officer	PFO	View Only
Provider Editing Officer	PEO	View Only
Provider View Only	PVO	View Only

Once your organisation has received formal approval from the department, you can view the approval start, end, and teach out dates.

Instructions

To view VSL approval start, end and teach out dates

1. From the Navigation menu click on **Organisation** and select **View Organisation Details** from the drop down list.
2. The **VSL Details** panel is directly below the **Organisation Details** panel.

View Organisation details

Contacts | Key Personnel | Ad-Hoc Documents | Fee Schedule | Upcoming Milestones | Financial Performance

Assign Milestones | History

Organisation details

HITS ID

TGA Register Entity name

Legal Entity name

If you add more than one business name, please separate each Registered Business name with a semi colon (,)

Registered Business name (s)

Preferred Business name

Former Entity names

3rd Party Arrangements / Partnerships

Parent body

Head Office address , Sydney NSW 2000

Australian Business Number

Australian Company Number

TGA ID

TGA Registration expiry date 17/09/2018

TGA Registration status Current

CRICOS Number (if applicable)

Year entity first began to operate as an RTO/HEI 2003

Is the entity applying as a Trustee for a Trust? No

Organisation Entity type Australian Company limited by Shares - registered with ASIC (the Australian Securities and Investments Commission)

VSL Details

Start Date 01/07/2017 End Date 31/12/2019 Teach Out Date 31/12/2019

System Audit Information

Payment Schedule List – Viewing a Payment Schedule (HED)

Higher Education providers other than those who are dual sector providers (see next section for dual providers) do not have any payments processed in HITS.

Payment Schedule List – Viewing a Payment Schedule (VET)

USER ROLES		ACCESS
Provider Corporate Officer	CEO	Can view a Payment Schedule
Provider Senior Officer	SAO	Can view a Payment Schedule
Provider Finance Officer	PFO	Can view a Payment Schedule
Provider Editing Officer	PEO	Cannot view a Payment Schedule
Provider View Only	PVO	Cannot view a Payment Schedule

Viewing VET Sector Payments

You can check the status of a payment at any time:

1. Select **Payment Schedule List** from the Context Selector to view the Payment Schedule List.

Payment Schedule list

Payment Schedule ID	Calendar Year	Sector	Schedule Status	Status Date	Payment Schedule type	Updated By
<input checked="" type="checkbox"/>	2016	VET	Approved	04/05/2016	12 Payments per annum	dpo7878
<input type="checkbox"/>	2016	VET	Replaced	12/02/2016	Advance Payments	
<input type="checkbox"/>	2015	VET	Approved	13/11/2015	Advance Payments	
<input type="checkbox"/>	2015	VET	Replaced	13/03/2015	Advance Payments	
<input type="checkbox"/>	2015	VET	Replaced	13/02/2015	Advance Payments	
<input type="checkbox"/>	2015	VET	Replaced	09/02/2015	Advance Payments	
<input type="checkbox"/>	2015	VET	Replaced	24/12/2014	Advance Payments	
<input type="checkbox"/>	2014	VET	Approved	08/07/2015	Advance Payments	
<input type="checkbox"/>	2014	VET	Replaced	06/02/2015	Advance Payments	
<input type="checkbox"/>	2014	VET	Replaced	11/07/2014	Advance Payments	
<input type="checkbox"/>	2014	VET	Replaced	20/12/2013	Advance Payments	
<input type="checkbox"/>	2013	VET	Approved	13/02/2014	Advance Payments	
<input type="checkbox"/>	2013	VET	Replaced	03/12/2013	Advance Payments	

[View details](#)

2. Tick the row of the Payment Schedule you wish to check and click **View Details**.

Payment Schedule details

Payment Schedule ID	Calendar Year	Schedule status
245	2013	Approved
Total schedule amount (no GST)	Amount paid to date	Amount pending
\$244,500.00	\$142,625.00	\$101,875.00

Payment list

	Due date	Payment type	Amount (no GST)	Status	Status date
<input type="checkbox"/>	15/01/2013	Monthly	\$20,375.00	Paid	16/01/2013
<input type="checkbox"/>	15/02/2013	Monthly	\$20,375.00	Paid	16/02/2013
<input type="checkbox"/>	15/03/2013	Monthly	\$20,375.00	Paid	16/03/2013
<input checked="" type="checkbox"/>	15/04/2013	Monthly	\$20,375.00	Paid	17/04/2013
<input type="checkbox"/>	6/05/2013	Monthly	\$20,375.00	Paid	07/05/2013
<input type="checkbox"/>	15/06/2013	Monthly	\$20,375.00	Paid	16/04/2013
<input type="checkbox"/>	15/07/2013	Monthly	\$20,375.00	Paid	16/04/2013
<input type="checkbox"/>	15/08/2013	Monthly	\$20,375.00	Approved	16/04/2013
<input type="checkbox"/>	15/09/2013	Monthly	\$20,375.00	Approved	16/04/2013
<input type="checkbox"/>	15/10/2013	Monthly	\$20,375.00	Approved	16/04/2013
<input type="checkbox"/>	15/11/2013	Monthly	\$20,375.00	Approved	16/04/2013

View details

3. View the 'Payment list' box, if the status of the payment is 'Paid' then the payment has been cleared by the Reserve Bank of Australia.

Payment details

Payment status			
Date	Status	Amount (no GST)	SAP ID
15/05/2013	Paid	\$20,375.00	6900011039

Payment details		
Payment / Recovery type	Due date	Payment / Recovery
Monthly	15/04/2013	Payment
Amount (no GST)	Status/ Action	
\$20,375.00	Paid	

Notes

1. If the status is Bank Rejected then you will need to update your bank account details.
2. A Payment record status will change in HITS when the finance system processes the payment and sends HITS an update for that payment record.
3. You will also receive a notification message after each monthly payment is processed.

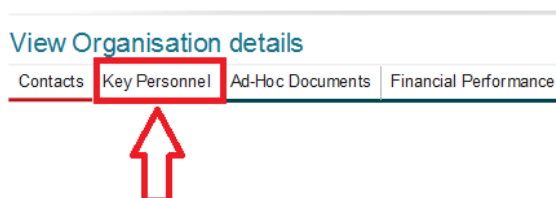
Key Personnel – Adding a Key Personnel

USER ROLES		ACCESS
Provider Corporate Officer	CEO	Full access to add Key Personnel information
Provider Senior Officer	SAO	Full access to add Key Personnel information
Provider Finance Officer	PFO	No access to this module
Provider Editing Officer	PEO	No access to this module
Provider View Only	PVO	No access to this module

Information that is required to be inputted into this component is considered sensitive. To add/update or view the information you must have a senior user role of SAO or CEO. You must also be a senior officer within your organisation such as a Chief Executive Officer or Company Secretary as you have legal obligations under the Privacy and Criminal acts that you cannot delegate to another person.

Instructions

1. From the Navigation menu, click on **Organisation**, this will navigate you to the screen which will display all the sub menu options available under the Organisation menu. Click on **Organisation details** to view the Organisation Details screen.



2. Go to the Key **Personnel** tab and click; the Key Personnel list screen will be displayed.
3. Click the **Add Key Personnel** button.



4. There are 4 parts to the Key Personnel section that you must complete before you can save the update.

a. Part 1 – Personnel Information

The screenshot shows the 'Personnel Information' form. Red boxes and arrows highlight specific fields and instructions:

- A red box around the 'Driver's licence number' and 'Driver licence state' fields is accompanied by the text: "Please complete all required fields. It is important that a current driver's licence is provided".
- A red box around the 'Date no longer a Key personnel' field is accompanied by the text: "You should not complete this field when you first create a Key Personnel contact. This field should be completed after the person's details have been submitted to the Department and they are no longer a Key Personnel.".
- Arrows point from the 'Date no longer a Key personnel' field to the 'Driver's licence number' and 'Driver licence state' fields.

b. Part 2 – Residential address

The screenshot shows the 'Residential address' form. Red boxes and arrows highlight specific fields and instructions:

- A red box around the 'Country' dropdown menu is accompanied by the text: "Where the Country is NOT Australia, you must add the city in which the person lives in Address line 3".
- An arrow points from the 'Country' dropdown menu to the 'Address line 3 / City (if country not Australia)' field.

c. Part 3 – Postal address

The screenshot shows the 'Postal address' form. Red boxes and arrows highlight specific fields and instructions:

- A red box around the 'Same as above' checkbox is accompanied by the text: "If the person postal address is the same as their residential, click 'Same as above'".
- A red box around the 'Country' dropdown menu is accompanied by the text: "When the County is NOT Australia, you must add the city in which the person lives in Address line 3".
- An arrow points from the 'Country' dropdown menu to the 'Address line 3 / City (if country not Australia)' field.

d. Part 4 – Declaration. This section can only be completed by a senior person within your organisation who has been assigned SAO or CEO user role. It **MUST NOT** be completed by a junior officer who has been assigned SAO role. Once you have completed all fields, select the **SAVE** button.

Declaration

I warrant and declare that:

☐ the above named has been issued with a copy of the Privacy Notice available [here](#).

☐ the above named has consented to the Department of Education collecting their personal information (including sensitive information such as information about their criminal record) from my organisation, and other bodies or persons listed in the abovementioned Privacy Notice, for the purposes of determining whether they and my organisation are each fit and proper persons for the purposes of the *Higher Education Support Act 2003*.

☐ I am aware, and have made the above named aware, that giving false or misleading information is a serious offence under section 137.1 of the Schedule to the *Criminal Code Act 1995*.

[<< Back to Key Personnel list](#)

[Cancel](#) [Save](#)

This declaration must be completed by a senior officer such as CEO/Senior Authorised officer/ Company Secretary etc

- You will be navigated back to the Key Personnel List screen where a notification message will be displayed to confirm the person was created successfully.

Key Personnel list

SAVED SUCCESSFULLY

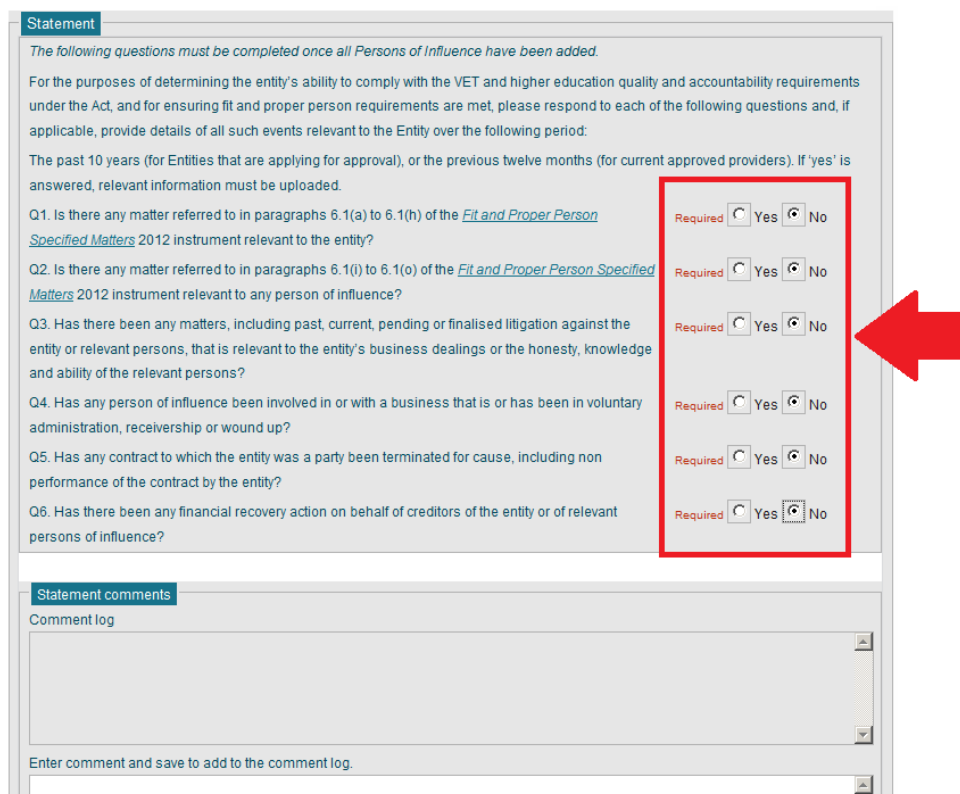
Key Personnel

Select	Title	First Name	Surname	Position	Status	Edit
<input type="checkbox"/>	Mrs	Roberta	Citizen	Chief Executive Officer	Active	Edit
<input type="checkbox"/>	Mr	Robert	Citizen	Company Secretary	Active	Edit

[View details](#) [Add Key Personnel](#)

- A check will also appear against Key Personnel requirement to acknowledge that the minimum requirement of one Key Personnel has been added successfully. If you need to add more Key Personnel, repeat above steps.

- After you have added all Key Personnel details, you must complete the statement, upload all relevant documents, enter comments if required and click **Save**.



Statement

The following questions must be completed once all Persons of Influence have been added.

For the purposes of determining the entity's ability to comply with the VET and higher education quality and accountability requirements under the Act, and for ensuring fit and proper person requirements are met, please respond to each of the following questions and, if applicable, provide details of all such events relevant to the Entity over the following period:

The past 10 years (for Entities that are applying for approval), or the previous twelve months (for current approved providers). If 'yes' is answered, relevant information must be uploaded.

Q1. Is there any matter referred to in paragraphs 6.1(a) to 6.1(h) of the [Fit and Proper Person Specified Matters](#) 2012 instrument relevant to the entity?

Required ☐ Yes ☐ No

Q2. Is there any matter referred to in paragraphs 6.1(i) to 6.1(o) of the [Fit and Proper Person Specified Matters](#) 2012 instrument relevant to any person of influence?

Required ☐ Yes ☐ No

Q3. Has there been any matters, including past, current, pending or finalised litigation against the entity or relevant persons, that is relevant to the entity's business dealings or the honesty, knowledge and ability of the relevant persons?

Required ☐ Yes ☐ No

Q4. Has any person of influence been involved in or with a business that is or has been in voluntary administration, receivership or wound up?

Required ☐ Yes ☐ No

Q5. Has any contract to which the entity was a party been terminated for cause, including non performance of the contract by the entity?

Required ☐ Yes ☐ No

Q6. Has there been any financial recovery action on behalf of creditors of the entity or of relevant persons of influence?

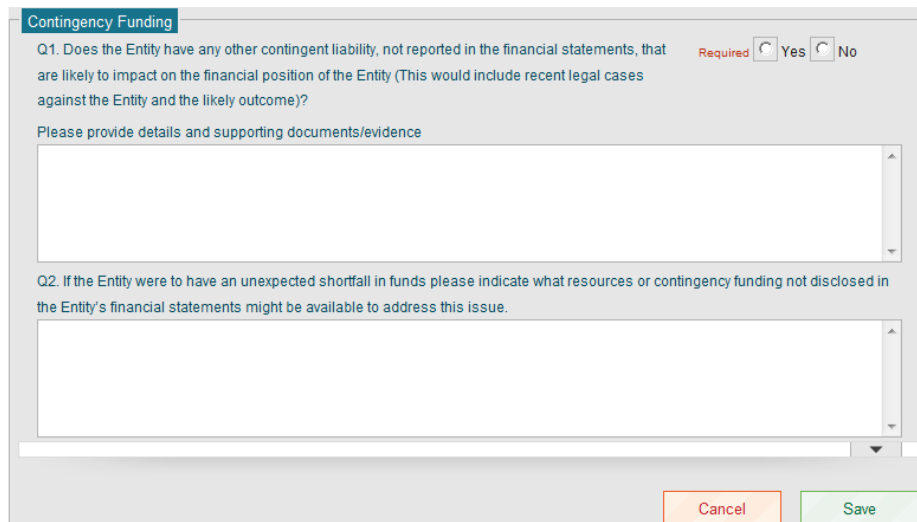
Required ☐ Yes ☐ No

Statement comments

Comment log

Enter comment and save to add to the comment log.

- Enter details regarding Contingency Funding and then select **Save**



Contingency Funding

Q1. Does the Entity have any other contingent liability, not reported in the financial statements, that are likely to impact on the financial position of the Entity (This would include recent legal cases against the Entity and the likely outcome)?

Required ☐ Yes ☐ No

Please provide details and supporting documents/evidence

Q2. If the Entity were to have an unexpected shortfall in funds please indicate what resources or contingency funding not disclosed in the Entity's financial statements might be available to address this issue.

Cancel Save

- Once you have completed all the fields, the Mandatory Key Personnel Summary screen will no longer display.

Notes

- If you are an applicant and you create a CEO or SAO contact, HITS will automatically create a Key Personnel record using some of the information from the Contacts screen. You must update these Key Personnel records further information is required.
- Required fields are indicated with the word **required** in red text next to the field name.
- Completing the field "Date no longer a Key Personnel" will inactivate that record.
- The Statement and Contingency Funding panels on the Key Personnel list screen must be reviewed and updated where appropriate after adding new Key Personnel record(s).

Key Personnel – Updating a Key Personnel

USER ROLES		ACCESS
Provider Corporate Officer	CEO	Full access to update Key Personnel information
Provider Senior Officer	SAO	Full access to update Key Personnel information

Updating a Key Personnel's details

From time to time you may be required to update existing key personnel information for your Organisation. To update existing information please follow the steps outlined below.

Instructions

1. Log into HITS with your assigned User ID and personal password. From the Navigation menu, click on **Organisation**, this will navigate you to the screen which will display all the sub menu options available under the Organisation menu. Click on **Organisation details** to view the Organisation Details screen.
2. Go to the **Key Personnel** tab and click; the Key Personnel list screen will be displayed.
3. From the Key Personnel list, find the one you would like to update and click the **Edit** hyperlink.



4. Update the relevant fields and click **Save**.
5. You will be navigated back to the Key Personnel list. If there is more than one existing Key Personnel whose details need to be updated repeat above steps.

Notes

1. Required fields are indicated with the word **required** in red next to the field name.
2. Completing the field "Date no longer a Key Personnel" will inactivate that record.
3. The Statement and Contingency Funding panels on the Key Personnel list screen may need to be reviewed or updated after editing a Key Personnel record.
4. Panels within the Key Personnel list screen can be opened and closed by clicking the arrow symbol.

Publications – Creating a publication request

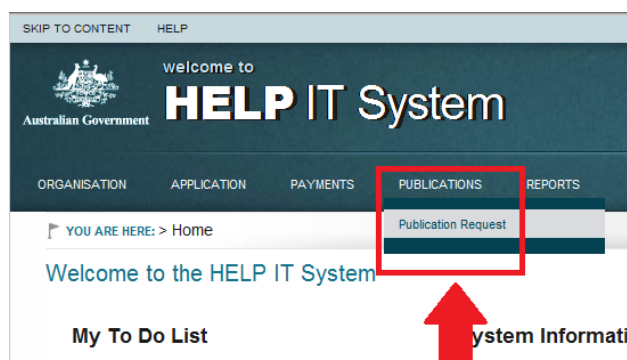
USER ROLES		ACCESS
Provider Corporate Officer	CEO	Can create Provider Publication requests
Provider Senior Officer	SAO	Can create Provider Publication requests
Provider Finance Officer	PFO	Can create Provider Publication requests
Provider Editing Officer	PEO	Can create Provider Publication requests
Provider View Only	PVO	Cannot create Provider Publication requests

Creating a Publication Request

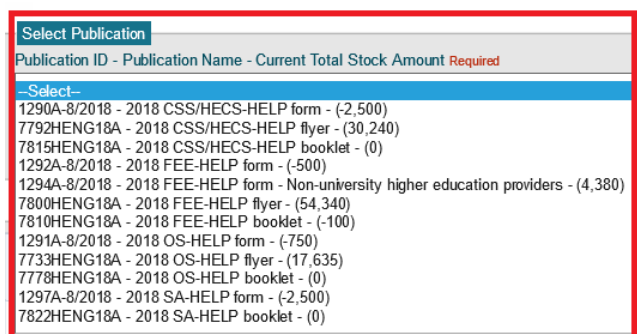
To create a HELP Publication Request for your Organisation log into HITS with your assigned User ID and personal password.

Instructions

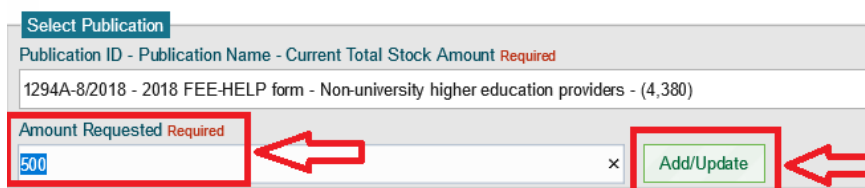
From the Navigation menu go to **Publications** and select **Publication Request** from the sub menu items;




1. Input the information in the fields marked **required**.
2. Go to **Select Publication** and choose the HELP Publication from the drop down list.



3. Enter the **Amount Requested** and select **Add/Update**. Your requested publication will appear in the **Publications Request list**.



4. If you are requesting multiple HELP Publications, complete steps 2 and 3 above and add to your list.
5. When all the publications for the Provider Request appear in the **Publication Requests list** click the **Submit**. The Publication Request is now complete.



The screenshot shows a web interface for managing publication requests. At the top, there is a 'Comments' section with a text area and a 'Submit' button. A red arrow points to the 'Submit' button, indicating the final step in the process.

Notes

1. Only one active publication request can be submitted to the Department and must be approved/rejected by the Department before another publication request can be submitted.
2. If you wish to split a publication request over two campuses, please make sure you provide details in the delivery details section.
3. Note – VSL publications are available electronically. Printed versions of the student booklet are not available for request. The student application form is electronic only (eCAF). Queries regarding VSL publications should be directed to the department using the online form at www.education.gov.au/information-vet-student-loans-approved-providers.
4. If your organisation has multiple campuses and you wish to make multiple publications requests at the same time, you must contact the department via the online enquiry form under the Frequently Asked Questions section at www.education.gov.au/information-vet-student-loans-approved-providers or Fee-Help@education.gov.au providing all the details as per the online publication request. The Department will then create individual publication requests on your behalf.
5. Your organisation name and ID will be prepopulated on entry to the screen.
6. A Notification message appears when an application is submitted to the Department.

Publications – Withdrawing a publication request

USER ROLES		ACCESS
Provider Corporate Officer	CEO	Can withdraw a Provider Publication requests
Provider Senior Officer	SAO	Can withdraw a Provider Publication requests
Provider Finance Officer	PFO	Can withdraw a Provider Publication requests
Provider Editing Officer	PEO	Can withdraw a Provider Publication requests
Provider View Only	PVO	Cannot withdraw a Provider Publication requests

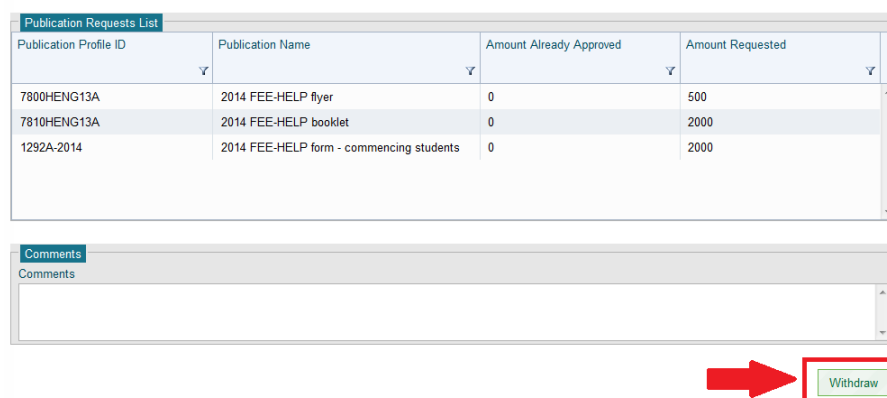
Withdrawing a Publication Request

If a HELP Publication Request has been submitted to the Department but has not been approved or rejected, you may withdraw the publication.

From the Navigation menu go to Publications and select Request Publications from the sub menu items; this will display the Publications Request screen.

Instructions

1. The publication request you previously submitted is displayed.
2. Click **Withdraw**.



The screenshot shows the 'Publication Requests List' interface. It contains a table with the following data:

Publication Profile ID	Publication Name	Amount Already Approved	Amount Requested
7800HENG13A	2014 FEE-HELP flyer	0	500
7810HENG13A	2014 FEE-HELP booklet	0	2000
1292A-2014	2014 FEE-HELP form - commencing students	0	2000

Below the table is a 'Comments' section with a text input field. At the bottom right of the interface, there is a red arrow pointing to a green 'Withdraw' button.

3. A confirmation message will be displayed.

Reports – Viewing reports

USER ROLES		ACCESS
Provider Corporate Officer	CEO	Can view reports
Provider Senior Officer	SAO	Can view reports
Provider Finance Officer	PFO	Can view reports
Provider Editing Officer	PEO	Cannot view Reports
Provider View Only	PVO	Cannot view Reports

Available Reports

There are currently several reports available in HITS for approved providers (note, some VSL reports are in progress).

Payment Reconciliation Report

This report compares data from the Higher Education Internet Management System (HEIMS) and HITS Advance payments in order to reconcile advance payments with actual student load liability reported by you.

Provider Cash flow

Displays a list of all finalised payments and any additional debt recovery payments by date each payment was processed.

Provider Payment Report

Displays all eligible and ineligible payment data for records with census dates within the selected month.

Provider Payment Schedule Report

This report displays financial information regarding the current payment schedule for calendar year that payments have been made to your organisation.

Provider Statement of Account

This report displays the details of all Finalised Payments and recoveries for a selected data range and summarised by calendar years.

Viewing Reports

From the Navigation menu go to **Reports**, you will be navigated to the Reports screen which will display a list of Report Categories.



The reports you can view in HITS are based on your user role and can be selected by clicking on the Hyperlink under each Category.

Instructions

1. Select the required report from the list of available reports.

Reports

To run a report, please click on the report title.

Financial

[Payment Reconciliation](#)

This report will compare data from HEIMS and HITS Payment Schedule in order to reconcile Payment Schedules.

[Provider Cashflow](#)

This report lists all finalised payments or recoveries with a due date in a specified date range

[Provider Payment Report](#)

Display the payment data for the selected payment date and provider.

[Provider Payment Schedule](#)

This report will display information about the current Payment Schedule for a calendar year

[Provider Statement of Account](#)

This report will display the details of all Finalised Payments and Recoveries for a selected date range and summarised by calendar years.

2. **Payment Reconciliation report.** Providers can select the Sector and Calendar Year to view all payments including offsets, adjustments and overpayment recoveries processed in that year. The report can be exported to one of the following:
 - a. XML file with report data
 - b. CSV (comma delimited)
 - c. Acrobat (PDF) file
 - d. MHTML (web archive)
 - e. Excel
 - f. TIFF file
 - g. Word.

[Back to Report page](#)

Sector Code: Calendar Year:

1 of 1 100% Fin

HELP IT System **Payment Reconciliation**
Reporting Year 2013

Reconciliation data as at 17-Dec-2013

Provider Legal Name	Sector	Decided EFTSL	Decided Count	Total amount	Latest Census Date	EFTSL
Joe Blogs Pty Ltd	VET	2.0	2,995.00	100	5,990.00	30-Aug-2013 1.1

Printed by : pe2523 Printed on : 17-Dec-2013 11:01

Export options: XML file with report data, CSV (comma delimited), Acrobat (PDF) file, MHTML (web archive), Excel, TIFF file, Word.

3. **Provider Payment Report (VET Only).** Providers will be able to select and view eligible and ineligible payment data reported by your organisation. All reported records with census dates falling within the selected month (using the 'Payment Date' selector) will be displayed. Providers can also export the report to the following:
 - a. XML file with report data
 - b. CSV (comma delimited)
 - c. Acrobat (PDF) file
 - d. MHTML (web archive)
 - e. Excel
 - f. TIFF file
 - g. Word.

4. Three worksheets will be available – Reported Data Summary, Reported Data, Excluded Data

Reported Data Summary

HITS Provider Id	Provider Name	Program	Reporting On	Reported Units Of Study	Validated Units Of Study	Reported Liability	Amount to be Paid
1 of 3 100% Find Next							

Reported Data Summary

HITS Provider Id	Provider Name	Program	Reporting On	Reported Units Of Study	Validated Units Of Study	Reported Liability	Amount to be Paid
2 of 3 100% Find Next							

Reported Data

HITS Provider Id	Provider Name	Provider Trading Name	Program	Census Date	Student ID	Chesn	Course Code	Unit Of Study	Reported Liability - Adjustments	Reported Liability - Prior Periods	Reported Liability - January 2018	Reported Liability - Total
3 of 3 100% Find Next												

Excluded Data

HITS Provider Id	Provider Name	Provider Trading Name	Program	Census Date	Student ID	Chesn	Course Code	Unit Of Study	Reported Liability - Adjustments	Reported Liability - Prior Periods

5. **Provider Payment Schedule.** Providers will be able to select the final payment schedule for each calendar year in which they received a payment.

[Back to Report page](#)

Provider: Joe Blogs Pty Ltd

Payment Schedule: <Select a Value>

<Select a Value>

2013 - VET

2012 - VET

2011 - VET

2010 - VET

2009 - VET

View Report

6. The report will display all payments processed and any advance payments left in the Calendar year that are yet to be paid.

Provider: 9999 - Joe Blogs Pty Ltd

Payment Schedule: 2013 - VET

View Report

1 of 1 100% Find | Next

HELP IT System **Provider Payment Schedule Report**

HITS ID : 9999 Legal Name : Joe Blogs Pty Ltd

Sector : VET Calendar Year: 2013

Payment Schedule ID: 999

Payment Schedule Status: Approved

Amount Paid to date: \$59,550,216.83

Amount Pending: \$7,095,896.87

Total Schedule Amount (No GST): \$66,646,112.70

Payment Schedule as at 17-Dec-2013 11:49

Payment ID	Due Date	Payment Type	Payment Status	Payment Status Date	Amount (No GST)
2989	15/01/2013	Monthly	Paid	16/01/2013	\$5,245,432.00
2990	15/02/2013	Monthly	Paid	16/02/2013	\$5,245,432.00
2991	15/03/2013	Monthly	Paid	16/03/2013	\$5,245,432.00
2992	15/04/2013	Monthly	Paid	19/04/2013	\$5,245,432.00
3001	06/05/2013	Monthly	Paid	07/05/2013	\$5,245,432.00
3243	15/06/2013	Monthly	Paid	19/06/2013	\$5,245,432.00
3244	15/07/2013	Monthly	Paid	16/07/2013	\$5,245,432.00
3245	15/08/2013	Monthly	Paid	16/08/2013	\$5,245,432.00
3246	15/09/2013	Monthly	Paid	17/09/2013	\$5,245,432.00
3247	15/10/2013	Monthly	Paid	16/10/2013	\$5,245,432.00
3248	15/11/2013	Monthly	Paid	16/11/2013	\$7,095,896.83
3249	15/12/2013	Monthly	Lodged	17/12/2013	\$7,095,896.87

Printed by : pe0014 Printed on : 17-Dec-2013 11:49 Page 1 of 1

7. **Provider Statement of Account Report.** Providers can select the Payment Year From and Payment Year To to view the monthly finalised payments and recoveries within the selected year. The report can be exported to one of the following:
- XML file with report data
 - CSV (comma delimited)
 - Acrobat (PDF) file
 - MHTML (web archive)
 - Excel
 - TIFF file
 - Word.

Payment Year From: 2011 Payment Year To: 2013

1 of 2 100% Find | Next

HELP IT System Provider Statement of Account Report

HITS ID: 0000
Legal Entity Name: Joe Bloggs Entity
Payments and recoveries from 2011 to 2013

Payment Year	HELPP Program Code	Schedule ID	Payment ID	Calendar Year	Payment Type	Payment Status	HITS Status Date	Clearing Date	Payment Amount	Total Paid
2011	VFH	2	334	2011	Miscellaneous	Paid	31/12/2011		\$337,927.00	\$337,927.00
2013	VFH	113	33	2013	Monthly	Paid	16/01/2013		\$146,891.00	
	VFH	113	37	2013	Monthly	Paid	16/02/2013		\$146,891.00	
	VFH	113	38	2013	Monthly	Paid	16/03/2013		\$146,891.00	
	VFH	113	39	2013	Monthly	Paid	17/04/2013		\$146,891.00	
	VFH	113	49	2013	Monthly	Paid	26/04/2013	17/06/2013	\$146,891.75	
	VFH	113	50	2013	Monthly	Paid	26/04/2013	15/07/2013	\$146,891.75	
	VFH	113	51	2013	Monthly	Paid	26/04/2013	15/08/2013	\$146,891.75	
	VFH	113	52	2013	Monthly	Paid	26/04/2013	16/09/2013	\$146,891.75	
	VFH	113	48	2013	Monthly	Paid	07/05/2013		\$146,894.75	
	VFH	113	53	2013	Monthly	Paid	16/10/2013	15/10/2013	\$146,891.75	
	VFH	113	54	2013	Monthly	Paid	16/11/2013	15/11/2013	\$146,891.75	
	VFH	113	55	2013	Monthly	Paid	18/12/2013	17/12/2013	\$146,891.75	
										\$1,762,701.00

Report Summary			
Total VFH Payments:	\$2,100,628.00		
Total VSL Payments:	\$0.00		
Total Payments:	\$2,100,628.00		

Please note that the dates identified in the above report do not reflect the date a transaction occurred in your bank account. Further details on individual transactions may be obtained by viewing the transaction in the relevant payment schedule.

Notes

- Only reports viewable by your access level will be visible to you.

Request for further information (RFI) – Viewing an RFI

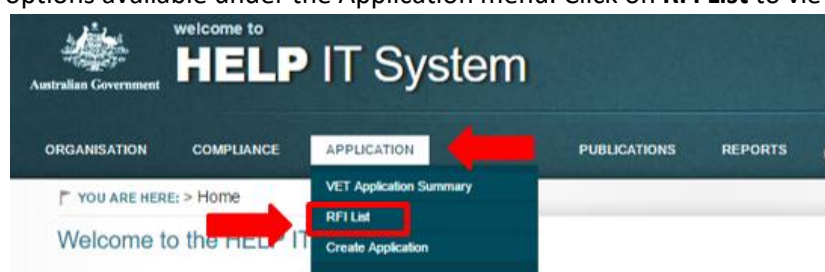
USER ROLES		ACCESS
Provider Corporate Officer	CEO	Can View an RFI
Provider Senior Officer	SAO	Can View an RFI
Provider Finance Officer	PFO	Can View an RFI
Provider Editing Officer	PEO	Can View an RFI
Provider View Only	PVO	Can View an RFI

Viewing a Request for Further Information

If your organisation has an RFI in the status of 'Issued' or 'Lodged' in HITS, you will be able to view an RFI for your organisation.

Instructions

1. From the Navigation menu click on **Application**, this will navigate you to the screen which will display all the sub menu options available under the Application menu. Click on **RFI List** to view the RFI list screen.



2. On the RFI list screen, you will see a table, which will list all the current or past RFIs against the current sector application for your organisation. You are now ready to view an RFI.

YOU ARE HERE: Home > Organisation Details > Request For Information (RFI) list

Request For Information (RFI) list

Select	RFI Name	RFI Status	RFI Status Date	Current Applicant Deadline Date	Edit
<input type="checkbox"/>	1st Notice	Lodged	20/09/2013	23/09/2013	Edit
<input type="checkbox"/>	2nd Notice	Issued	18/11/2013	13/12/2013	Edit

[View details](#)

Raise VET RFI

Select template **Required**

--Select-- [Create](#)

3. Go to the <sector> RFI list.
4. Select the RFI record from the list by selecting the check box against the record and the **View details** button will be enabled.

5. Click on **View details** and the system will navigate you to the **View RFI details** screen.

YOU ARE HERE: Home > Organisation Details > Request For Information (RFI) list

Request For Information (RFI) list

Select	RFI Name	RFI Status	RFI Status Date	Current Applicant Deadline Date	Edit
<input type="checkbox"/>	1st Notice	Lodged	20/09/2013	23/09/2013	Edit
<input checked="" type="checkbox"/>	2nd Notice	Issued	18/11/2013	13/12/2013	Edit

Raise VET RFI

Select template Required

--Select--

Request for further information – Lodging an RFI

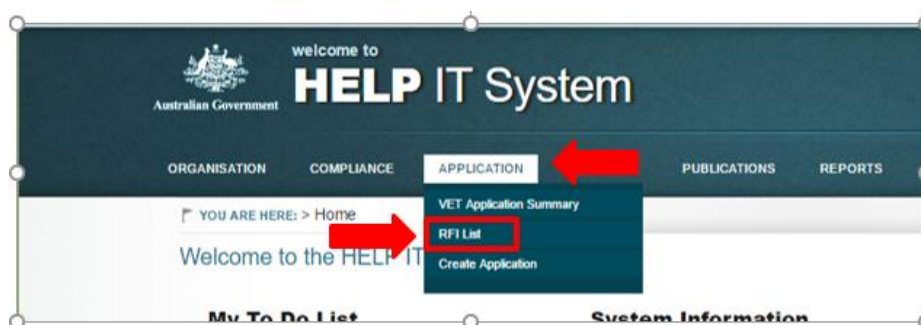
NB – RFI is relevant only to FEE-HELP applications.

USER ROLES		ACCESS
Provider Corporate Officer	CEO	Can Lodge an RFI
Provider Senior Officer	SAO	Can Lodge an RFI
Provider Finance Officer	PFO	Cannot lodge an RFI
Provider Editing Officer	PEO	Cannot lodge an RFI
Provider View Only	PVO	Cannot lodge an RFI

If your organisation has an application in the status of 'Awaiting Further Information' and an RFI in the status of 'Issued', in HITS you will be able to lodge an RFI for your organisation.

Instructions

1. From the Navigation menu click on **Application**, this will navigate you to the screen which will display all the sub menu options available under the Application menu. Click on **RFI List** to view the RFI list screen.



2. On the RFI list screen, you will see a table, which will list all the current or past RFIs created, raised or lodged against the current sector application for your Organisation. You are now ready to lodge an RFI.
3. Go to the <sector> RFI list.
4. Select the RFI with the status of '**Issued**' by selecting the check box against the record and the **View details** button will be enabled.

YOU ARE HERE: Home > Organisation Details > Request For Information (RFI) list

Request For Information (RFI) list

Select	RFI Name	RFI Status	RFI Status Date	Current Applicant Deadline Date	Edit
<input type="checkbox"/>	1st Notice	Lodged	20/09/2013	23/09/2013	Edit
<input checked="" type="checkbox"/>	2nd Notice	Issued	18/11/2013	13/12/2013	Edit

[View details](#)

Raise VET RFI

Select template Required

--Select-- [Create](#)

5. Click **View details** to navigate to the **View RFI details** screen.
6. Scroll to the bottom of the screen; System displays the **Upload Document** button.
7. Click **Upload Document** to upload the requested documentation as part of an RFI.

YOU ARE HERE: Home > Organisation Details > Request For Information notification (RFI) list > View RFI details

View RFI details

RFI name and Deadline date details			
RFI name	2nd Notice	RFI status	Issued
Applicant Deadline date	09/12/2013	Revised Applicant Deadline date	13/12/2013

RFI description

[Printable version of RFI Document \(PDF\)](#)

It appears you don't have a PDF plugin for this browser. You can [click here to download the PDF file.](#)

User is required to respond appropriately, which may include uploading relevant documents. To upload, click 'Upload document' button.

☐ I confirm that the requested information for this RFI has been provided

[<< Back to RFI list](#)

8. Once the documents have been uploaded successfully, navigate back to **View RFI details** screen by following the steps 1 to 3.
9. Scroll to the bottom of the screen; System displays the confirmation check box '**I confirm that the requested information for the RFI has been provided**'.
10. Select the check box; system will enable the **Lodge** button at the bottom right of the screen.

YOU ARE HERE: Home > Organisation Details > Request For Information notification (RFI) list > View RFI details

View RFI details

RFI name and Deadline date details			
RFI name	2nd Notice	RFI status	Issued
Applicant Deadline date	09/12/2013	Revised Applicant Deadline date	13/12/2013

RFI description

[Printable version of RFI Document \(PDF\)](#)

It appears you don't have a PDF plugin for this browser. You can [click here to download the PDF file.](#)

User is required to respond appropriately, which may include uploading relevant documents. To upload, click 'Upload document' button.

☒ I confirm that the requested information for this RFI has been provided

[<< Back to RFI list](#)

11. Click **Lodge**. The system will then generate a confirmation message box with an option of 'Yes' or 'No'.
12. Click **Yes** to lodge the RFI.
13. If successful, the system will navigate you to the **RFI list** screen and display a confirmation message that the RFI has been successfully lodged.

Notes

1. The confirmation check box needs to be ticked before the RFI can be lodged.
2. On successful lodgement, status of the application will change to **'To be assessed'**.
3. On successful lodgement, status of the RFI will change to **'Lodged'**.
4. A Notification message will display 3 days prior to the date your RFI is due:

Message Title	Sent to	Action
This message is to inform you that on [deadline date] [legal entity name or organisation] will be subject to withdrawal unless it has responded to the Notice dated [DD MM YYYY].	CEO SAO PFO PEO	Refer to the RFI Submission immediately.

Glossary

CEO – Provider Corporate Officer

HITS – HELP Information Technology System

eSAM – employment System Access Management

PEO – Provider Edit Officer

PFO – Provider Financial Officer

PSC – Provider Security Contact

PVO – Provider View Only

RFI – Request for Further Information

SAO – Provider Senior Officer

TGA – Training.gov.au

TEQSA – Tertiary Education Quality and Standards Agency

VFH – VET FEE-HELP

VSL – VET Student Loans

VSLB – VET Student Loans Branch

Information

Apple Mac Users

The Department does not support Apple Mac. All applicants/providers must use Microsoft Windows.

System for Higher Ed (HITS) URL

The **System for Higher Ed** URL contains an embedded anti-phishing rule that prevents hackers from 'following' your login to HITS that times out the URL once it has been used to log into the **System for Higher Ed**. The anti-phishing rule times the URL link out for 30 minutes which means that if used within that time, you will either receive an error message or you will be required to enter your password a number of times before you can log in. Please follow the directions in Attachment A to set up the URL link as a favourite.

Tertiary Education Quality & Standards Agency (TEQSA)

The Department sources organisation details and course information from TEQSA similar to what is sourced from TGA. TEQSA data is updated in HITS once per month.

Training.gov.au (TGA)

HITS has a web services interface with TGA and sources all organisation and course information for VET applicants and Providers.

Web Browsers

HITS is only compatible with Internet Explorer 11. If you use Google Chrome for example, you will not be able to reset your password or update any field where a date is required such as the date of birth field. Google Chrome and Mozilla Firefox use an American date format ie MM/DD/YYYY which is incompatible with HITS.

Attachments

Attachment A – HELP IT System (HITS) URL

THE HITS URL as an embedded anti-phishing rule that times the URL out after it is first used. If you have already used the URL to log into HITS, you cannot use the URL again otherwise you will receive the following error.

If you do use the URL without it being refreshed, you may receive one of the following errors.

Error

www.deewr.gov.au

There was a problem accessing the site. Try to browse to the site again.

If the problem persists, contact the administrator of this site and provide the reference number to identify the problem.

MSIS7001: The passive protocol context was not found or not valid. If the context was stored in cookies, the cookies that were presented by the client were not valid. Ensure that the client browser is configured to accept cookies from this website and retry this request.

Reference number: 0b4a9196-6477-4ec0-ab36-bc9a81e2db76

The page cannot be displayed

Explanation: There is a problem with the page you are trying to reach and it cannot be displayed.

Try the following:

- **Refresh page:** Search for the page again by clicking the Refresh button. The timeout may have occurred due to Internet congestion.
- **Check spelling:** Check that you typed the Web page address correctly. The address may have been mistyped.
- **Access from a link:** If there is a link to the page you are looking for, such as on the department's website or in your bookmarks or favourites, try accessing the page from that link.

Technical Information (for support personnel)

- Error Code: 403 Forbidden. The server denied the specified Uniform Resource Locator (URL). Contact the server administrator. (12202)



To avoid receiving any of the above errors, please follow the steps below:

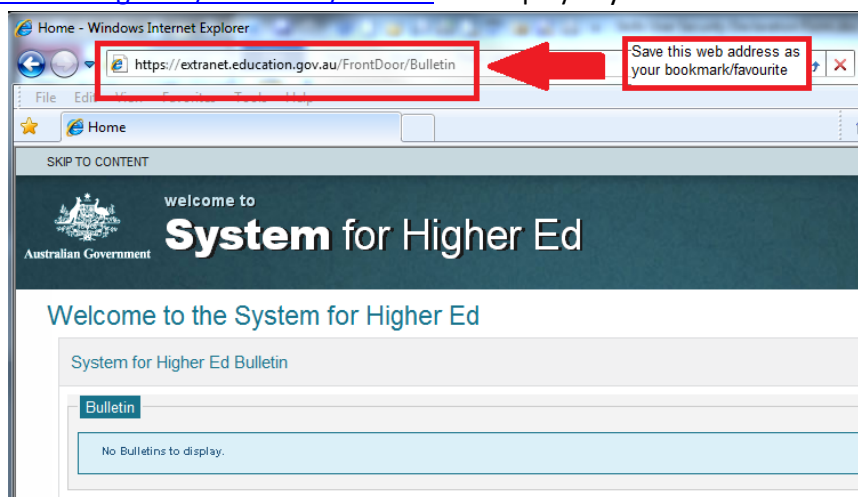
Step 1: Open your web browser – please note that you must use only Internet Explorer 11 as your web browser to access HITS as other browsers are not compatible.

Step 2: Copy the URL link below and paste it into your web browser – do not double click on the URL link to open it

<https://extranet.education.gov.au/FrontDoor/>

Step 3: Once the eSAM log in page is displayed, enter your Username and Password and then select the 'Sign In' button.

You will be navigated to the 'Welcome to the System for Higher Ed' 'HELP IT System' page and <https://extranet.education.gov.au/FrontDoor/Bulletin> will display in your address bar.



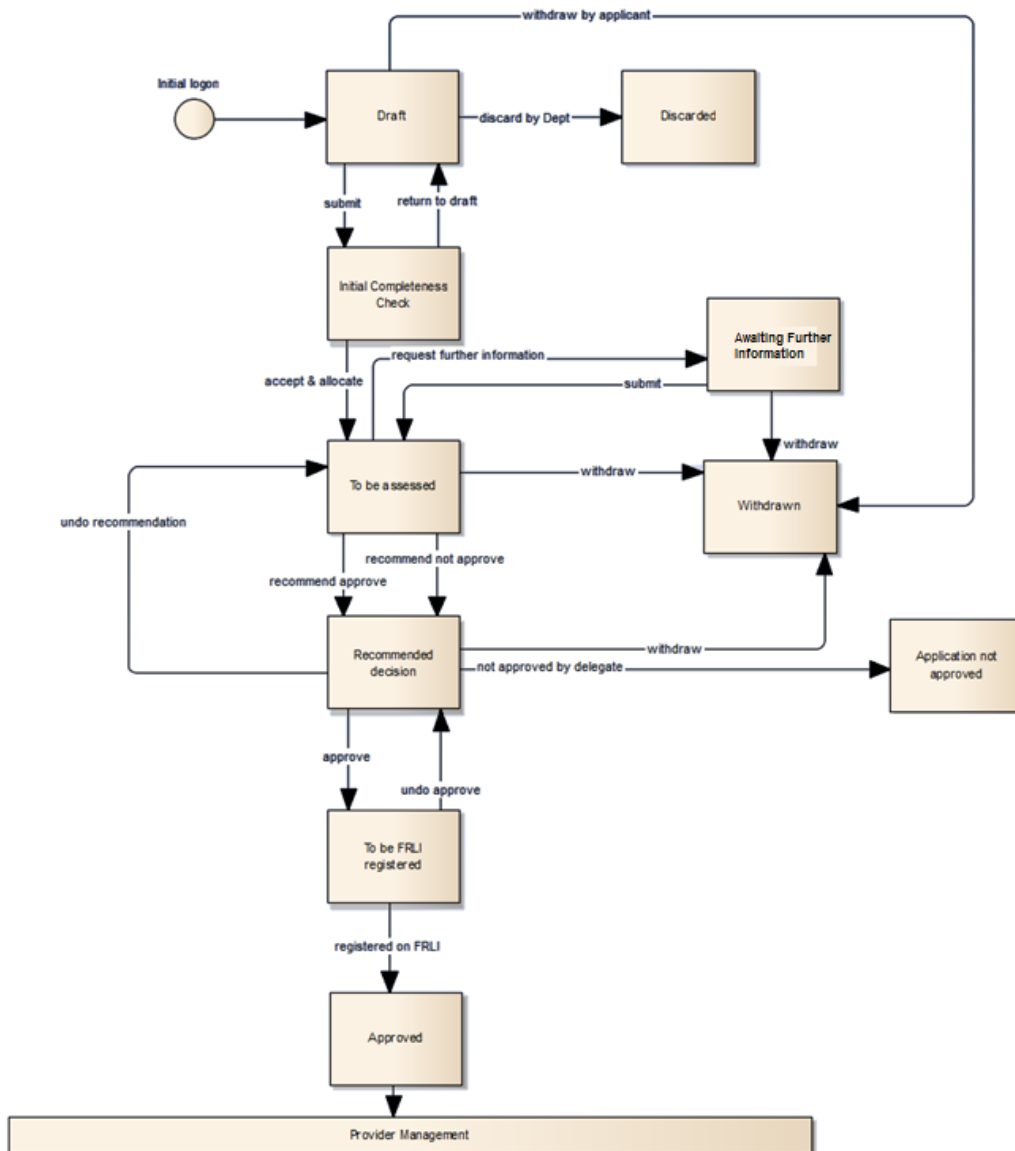
Step 4: Save this URL address as your bookmark/favourite and whenever you wish to log into HITS, open a new web browser and use your bookmark/favourite to log in.

Note: If you still experience an error, you should clear your browsing history, close your web browser then commence the above steps again.

Attachment B – Application status Diagram

The following diagram details how an application progresses through each application status from 'Draft' through to 'Approved'/'not approved'. NB 'RFI' is relevant only to FEE-HELP applications.

HITS - Application Status Diagram



Department Information, Communications and Technology (ICT) Systems – User Security Declaration

I, [insert full first name/s and surname]

of [insert full home address]

acknowledge that I have been provided access to the Department Information, Communications and Technology (ICT) Systems for the purpose of administering Commonwealth Government programs and have the following obligations:

- I will only access Department ICT Systems for which I have authorisation and for purposes which are relevant to my work.
- I am solely responsible for all action taken on the Department ICT Systems under my UserID.
- I will maintain the integrity of access to these Systems including, but not limited to:
 - a) not sharing my UserID, nor using another person's UserID; and
 - b) ensuring the safekeeping and confidentiality of my password.
- I will not illegally access Department ICT Systems, download or distribute inappropriate, undesirable or offensive material.
- I will not use Department ICT systems to violate copyright or infringe the intellectual property of software and the integrity of systems configurations and software.
- I will identify and avoid **conflicts of interest**. Where there is a perceived or actual conflict of interest I will notify my supervisor or manager and follow appropriate advice before accessing Department ICT Systems.

I understand that:

- The Department will use my personal information to monitor my use of Department ICT Systems as part of managing and administering the ICT systems, protecting against unauthorised access, verifying security problems and ensuring compliance with policies.
- I may be required to consent to a criminal history check conducted by the Australian Federal Police.
- I must report all suspected breaches of the Department's ICT Systems to Department IT Security.
- My access may be suspended **immediately** without notice where it is suspected or alleged that there has been inappropriate usage of data, records and information and/or where the obligations outlined above have not been met. The Department reserves the right to deny future requests for access to the Department's ICT systems.
- It is a criminal offence to provide false or misleading information, or to access or modify restricted data⁴. This includes unauthorised access to, or modification of, restricted data by a person, which is an offence under section 478.1 of the *Criminal Code Act 1995* and punishable by 2 years imprisonment. Unauthorised access to the Department's ICT systems or providing false or misleading information may result in criminal and/or civil action being taken against me.
- It is a criminal offence for a Commonwealth officer to publish or communicate information obtained from the Department's ICT systems. Disclosure of information by Commonwealth officers is an offence under section 70 of the *Crimes Act 1914* and is punishable by 2 years imprisonment. Disclosure of information obtained from the Department's ICT systems may result in a criminal or civil action being taken against me.

Conflict of Interest

The onus is on you to be alert and identify any actual or potential conflict of interest, financial or otherwise.

A conflict of interest is defined as a situation where a staff member has, or could be perceived as having, a personal interest in a matter that is the subject of a decision or duty of the staff member.

A personal interest includes, but is not limited to, a direct or indirect, past, current or planned future financial, management, organisational membership or any other interest by the staff member or by a business associate, family member or friend of the staff member.

⁴ This includes all data on Department's systems that you are not authorised to access or modify

Your employer should refer you to an internal policy in relation to responding to conflict of interest situations.

Certification

I certify that:

☐ I will be listed as a Contact in the HITS Contact List

Privacy Notice

The Department is collecting this information for the purposes of verifying your identity to determine whether access is provided to the Department's ICT systems.

The Department may use this information for the purposes of managing and administering ICT systems, protecting against unauthorised access, verifying security problems and ensuring compliance with policy.

The Department will not disclose this information unless it is required or authorised by or under law. Alternatively the Department may seek your consent to disclose this information.

Declaration:

- I have read and understood my obligations outlined in this Declaration
- I am not currently before the Court charged nor have I been found guilty with any fraud related or unauthorised access offences

Signature of applicant

Date

Supervisor/Witness Signature & Date

Workplace
[Insert place of employment]

Legal Entity Name of Approved Provider

On completion of the above information, please scan this form for each nominated officer and return to the department via VETStudentLoans@education.gov.au (VSL Providers) or FEE-HELP@education.gov.au (higher education providers).

Note: You must store the original of all scanned forms securely and make them available to the Department upon request.

Attachment D - Initial Access Request Form

Section 1 – Organisation Details	Legal Entity Name of Approved Provider:			eSAM Org Code (Dept use only)	
				HITS ID Number: (e.g. 7123)	
Postal Address			Suburb / Town & Postcode		
Section 2 – User Details – the two people listed below will be your organisations eSAM Provider Security Contact (PSC) officers who will use the Employment Security Access Management (eSAM) system at https://ecsn.gov.au/ESAM/ . Please ensure you nominate two trusted people as your PSC officers as they will manage all access to the HELP IT system (HITS). PSC officers must issue a user account only to people who have signed an undertaking to comply with this security policy on a User Security Declaration form supplied by the Department.					
First Name	Surname	Email address (mandatory for all users)	Mobile Phone (mandatory for all users)	User Role* (see description overpage)	HITS Contact List
					<input type="checkbox"/>
					<input type="checkbox"/>
Section 3 – Authorisation – I authorise this request and verify that its details are correct. I understand that I am responsible to ensure that all IT System users comply with the department's ICT – Security Policy for External Users.					
Name		Position		Signature & Date	

On completion of the above information, please scan this form and the User Security Declaration form for each nominated PSC officer and return to the department via VETStudentLoans@education.gov.au (VSL providers) or FEE-HELP@education.gov.au (higher education providers).

Note: You must store the original of all scanned forms securely and make them available to the Department upon request.

* **Please select the appropriate user role below. (refer to the description of roles and access level in the next page). Note: if no role is selected, the default role assigned will be PEO.**

USER ROLES	Title	ACCESS
PVO	Provider View Only	Cannot edit however can view all modules in HITS except Payments and Key Personnel.
PEO	Provider Editing Officer	As per PVO and can also edit modules.
PFO	Provider Finance Officer	As per PEO with the addition of being able to view/edit bank account, Estimates and payments.
SAO	Provider Senior Officer	As per PFO with the addition of being able to edit/view Key Personnel and submit application, request for further information and bank account to the Department.
CEO	Provider Corporate Officer	As per SAO with the addition of being able to submit an estimates to the Department.

Attachment E – Notifications

Category	Sub-category	Notification security roles	Notification Type	Email	Event Trigger (what action causes this notification to be sent)	Event end	Notification text
Application	Application status	CEO, SAO, PFO	Information	No	When the application status is changed to 'To be FRLI registered' for 'VET' sector	14 day timeout	You have been approved as a VET Student Loans provider. Approval documentation will be sent to your designated contact person soon. Approved VET Student Loans provider responsibilities are detailed in the VETStudent Loans Manual for Providers.
Application	Application status	CEO, SAO, PFO	Information	No	When the application status is changed to 'To be FRLI registered' for 'HE' sector	14 day timeout	You have been approved as a FEE-HELP provider. Approval documentation will be sent to your designated contact person soon. Approved FEE-HELP provider responsibilities are detailed in the HE Administrative Information for Providers.
Application	Application submitted	CEO, SAO,	Information	No	Initial submission of a new application by legal entity	14 day timeout	This message is to inform you that on [DD MM YYYY], a formal application by [legal entity name of Applicant] to become a [VET provider/Higher Education Provider] under the <i>Higher Education Support Act 2003 / VET Student Loans Act 2016</i> was received and is being considered by department.
Application	RFI Deadline	SAO, CEO, PFO, PEO,	Action	Yes	Three days before RFI deadline.	Expires when RFI submitted, updated to new date greater than three days to expire or deadline has passed	This message is to inform you that on [deadline date] [legal entity name of Applicant] will be subject to withdrawal unless it has responded to the Notice dated [DD MM YYYY].
Bank Account	Bank Account submitted	SAO, CEO, PFO,	Information	No	When a bank account is 'Submitted' (user elects to 'Submit' the bank account record)	14 day timeout	The department has received changes in bank details for [Provider legal name] ([Provider HITS ID]).

Category	Sub-category	Notification security roles	Notification Type	Email	Event Trigger (what action causes this notification to be sent)	Event end	Notification text
Compliance		SAO/CEO/PFO	Action	YES	when a Compliance Notice is issued.	NA	<p>CC: None From: HITS System Message Subject: HITS Compliance Notice Body Text: A Compliance Notice has been issued in the HELP IT System (HITS).</p> <p>A response is to be provided to the department by 5 pm on <Due date>. Please log on to (5)<HITS{SkillsHITS.code.Hits hyperlink.HHL}> to view the Notice and respond.</p> <p>Note: This email was automatically generated. If you have any questions, please contact the HELP team enquiries inbox at (6)<[SkillsHITS].[Code].[HITSEmails] - Code HTS>.</p>
Compliance		SAO/CEO	Information	YES	when a Compliance Notice is updated with new Due date	NA	<p>CC: None From: HITS System Message Subject: HITS Compliance Notice – Revised Due date Body Text: A Compliance Notice has been issued in the HELP IT System (HITS).</p> <p>A response is to be provided to the department by 5 pm on <Revised Due date>. Please log on to (5)<HITS{SkillsHITS.code.Hits hyperlink.HHL}> to view the Notice and respond.</p> <p>Note: This email was automatically generated. If you have any questions, please contact the HELP team enquiries inbox at (6)<[SkillsHITS].[Code].[HITSEmails] - Code HTS>.</p>
Compliance		SAO/CEO/PFO	Action	NO	5 working days (excluding public holidays) prior to Compliance due date, where the issued Compliance Notice is not submitted by the provider.	After the issued Compliance notice is submitted by the provider OR Where the due date is changed (revised due date updated by the department)	<p><provider name> has a Compliance Notice requiring action. All the requirements of this notice must be met by <due date>. Please contact the Department as soon as possible if you have any questions about this notice.</p>

Category	Sub-category	Notification security roles	Notification Type	Email	Event Trigger (what action causes this notification to be sent)	Event end	Notification text
Milestone	Milestone due date	CEO, SAO, PEO & PFO	Action	No	Today's date = the 'number of days before due date for notification to be sent' in a milestone	Expires when the earlier of A) the milestone is confirmed by the provider OR B) today's date is one day after the due date for the milestone and the milestone has not been confirmed (because it will be replaced by an OVERDUE action item)	<provider name> has a milestone requiring action. All the requirements of this milestone must be met by <due date of milestone>. Please contact the Department as soon as possible if you have any questions about this milestone event. <line break> (new line) <short description of milestone>
Milestone	Milestone achievement confirmation overdue	CEO, SAO, PEO & PFO	Action	Yes	Today's date = the day after the due date in a milestone which has not been confirmed by provider (note that there should be no intervening period between this notification commencing and the previous notification expiring, however short)	Expires when the milestone is confirmed by provider	Milestone OVERDUE.<provider name> has not confirmed that the requirements of an outstanding milestone have been met by the due date. The due date for this milestone was <due date>. The requirements of this milestone must be met immediately. Please contact the Department immediately to explain why this milestone has not been met by the due date if you have not already done so. <line break> (new line:) <short description of milestone>
Organisation	Organisation name change	PEO, CEO, SAO,	Information	No	Where the Registered legal name of the Organisation is changed by the TGA batch	14 day timeout	TGA has updated the legal name of the Organisation [Legal entity name]
Organisation	Organisation name change	PEO, CEO, SAO,	Information	No	Where the Legal entity name of the Organisation is modified.	14 day timeout	The Legal entity name of [Registered entity name] has been modified.
Payment	Payment bank rejected	SAO, CEO, PFO,	Information	No	When a payment changes to the status of 'Bank Rejected'	14 day timeout	A payment to the nominated Bank Account for your organisation [Provider legal name] ([Provider HITS ID]) has not been processed because the Bank Account details are incorrect. Please update your BSB details for the payment to be processed.

Category	Sub-category	Notification security roles	Notification Type	Email	Event Trigger (what action causes this notification to be sent)	Event end	Notification text
Payment Schedule	Payment Schedule approved	SAO, CEO, PFO,	Information	Yes	Approval of Payment Schedule	14 day timeout	The payment schedule for [Calendar year of the schedule] for [Provider legal name] ([Provider HITS ID]) has been approved. Please see the payment schedule for more information.
Payment Schedule	Payment Schedule approved	SAO, CEO, PFO	Information	Yes	When a payment schedule is approved with an associated payment type of either 'Reconciliation' or 'Miscellaneous' being approved as part of the schedule	14 day timeout	A reconciliation/miscellaneous payment has been approved for your organisation. Please see your Payment Schedule for more information.
Payments		SAO/CEO/PFO	Information	NO	When a snapshot of HEIMS data is taken	The day before the next snapshot is due or the day a payment is requested	Payment request period ([Snapshot date] - [(Next snapshot date - 1)]) is now open.
Payments		CEO	Information	YES	When a snapshot of HEIMS data is taken	NA	<p>Trigger: New snapshot.</p> <p>To: Send an email to following contacts from the contact list where the contact type = CEO – Provider Corporate Officer</p> <p>CC: None</p> <p>From: HITS System Message</p> <p>Subject: Payment request period open</p> <p>Body Text:</p> <p>Your next payment request period is now open. If you failed to make a payment request for a previous period, any amount due will be included with this payment request. Please log on to <SkillsHITS.code.HITShyperlink.HHL (link sourced from reference data)> to view or request the currently available payment amount.</p> <p>Note: This email was automatically generated. If you have any questions, please contact the department at < SkillsHITS.Code.HITSEmails.HTS>(data from reference table)</p>
Personnel Information	Personnel information changed	CEO, SAO,	Information	No	When a PI is added/updated,	14 day timeout	Key Personnel information for [Key Personnel first/last name] of [Organisation legal entity type] has been [{modified/added}]

Category	Sub-category	Notification security roles	Notification Type	Email	Event Trigger (what action causes this notification to be sent)	Event end	Notification text
Publications	Publication Request	PEO	Information	No	Publication request approval.	14 day timeout	Your publication request has been approved.
Publications	Publication Request	PEO	Information	No	Publication request rejection.	14 day timeout	Your publication request Idxxxx has been rejected.

1. Where there are brackets in a notification such as [Registered entity name] – the brackets will display the current information in the field.
2. Email notifications are sent to recipient drawn from the contacts list. If there are more than one of any email contact i.e. CEO/VC, then only the first listed CEO/VC will receive the email.