

Completing your Electronic Commonwealth Assistance Form (eCAF)



When to access and complete your eCAF

Use this guide when:

- 1) You have successfully accessed your student email and,
- 2) You have successfully accessed Paradigm and enrolled in your first unit/s (refer to your welcome email and the attached guide to enrolling in units)
- 3) You have successfully obtained your USI -Unique Student Identifier (visit <https://www.usi.gov.au/your-usi/create-usi> and follow the online instructions)

Important Information Regarding FEE-HELP Eligibility

Please access The Commonwealth Government's Study Assist – the FEE-HELP website for information concerning the eligibility requirements for the HELP loan program. [Access Study Assist here.](#)

To obtain a FEE-HELP loan, you must:

- be an Australian citizen and study at least part of your course in Australia, or
- be a New Zealand Special Category visa (SCV) holder or permanent humanitarian visa holder and meet the residency requirements

AND

- be enrolled in a FEE-HELP eligible course at ACPE, and
- submit the *Request for FEE-HELP* by the census date, and
- have not already borrowed up to your FEE-HELP limit (eg.for previous studies).

To maintain your FEE-HELP for subsequent semesters, you will need to be meet the government's pass rate requirements.

Citizenship Documents

As part of the FEE-HELP application process, you are required to provide proof of your Australian citizenship. Please email a certified copy of your birth certificate, or passport identification page, or Australian citizenship document to registry@acpe.edu.au or visit us at the Sydney campus with the original documents and we can copy and verify this for you. If you are a New Zealand citizen who holds a Special Category Visa, you will be required to provide evidence of your eligibility - please visit <https://www.studyassist.gov.au/help-loans/non-australian-citizens> for information about the eligibility requirements.

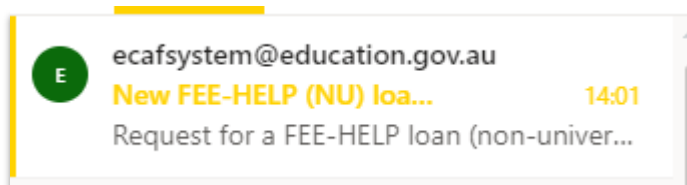
What if I don't have a Tax File Number (TFN)?

You must provide your TFN to complete your application for FEE-HELP. If you do not have a TFN you can proceed with your eCAF, but as part of the process you must upload proof that you have applied for a TFN before your first census date. If you are an Australian resident [please apply online at the Australian Tax Office \(ATO\) website](#). The steps are:

- i. [Complete the online application form](#)
- ii. Print the summary, which will include your application reference number.
- iii. Attend an interview at a **participating Australia Post outlet** within 30 days of completing your online form. You'll need to take your printed summary and proof of identity documents to the interview.
- iv. Australia Post will send your details electronically to the ATO and issue you with a **receipt**.
- v. Please upload your Certificate of application document to the online eCAF.
- vi. Once your TFN arrives by post, you must advise the College immediately of your new TFN, via email to registry@acpe.edu.au You must provide ACPE with your TFN to be eligible for a HELP loan. You can choose not to provide your TFN, however the College is not authorised to offer you a FEE-HELP loan if you choose not to disclose your TFN.

How to Access your eCAF

Once you have completed your enrolment in your first units, you will receive an email from the Commonwealth Government inviting you to complete an eCAF. Check your student email for an email similar to :



- 1) Open this email and click on the link in the email <https://eCAF.education.gov.au>
- 2) Use the Alphanumeric Passkey provided in your invite email; it may look like:

HMPA4EU8QC8JVh9GxELhxw

Note: this key will be your unique login

- 3) Use your birthdate (DD/MM/YYYY) as your password

Once logged in you can access the latest FEE-HELP Information booklet (we recommend you read this and save a copy for your records).

You will be required to:


- a) Watch a short HELP information video which will inform you about your FEE-HELP loan
- b) Complete a short quiz
- c) Read the information provided before proceeding to the eCAF form details
- d) Complete the eCAF form

Note: The form will be pre-populated with your details. If you notice anything is incorrect in any of the eCAF fields, DO NOT COMPLETE THE FORM. Contact ACPE at registry@acpe.edu.au to amend the details. We will initiate another eCAF invitation for you once the details have been amended.

As part of the process you must also supply a personal email address such as a GMAIL or YAHOO account. You will be required to verify the ownership of your private email by clicking on the link in the email sent to that email address. Please follow the instructions as you complete the form.

Your TFN


You will have the opportunity to include your TFN if you have one **or** upload your Certificate of Application for a TFN.

13.  Tax file number (TFN):

OR

I have a 'Certificate of Application for a TFN' (you will need to supply this to your provider on or before the census date).

Supporting documentation:

 You must submit a photo or scanned copy of your certificate as proof that you have applied for a TFN. You must advise ACPE Limited of your TFN within 21 days of receiving it

Once you have submitted your eCAF, you will be provided the opportunity to download a PDF version of your completed form. We recommend you do this for your records.

Your details, including your TFN and **Commonwealth Higher Education Support Number (CHESSN)**, will be updated in Paradigm once your eCAF has been completed.

Note: Your CHESSN is issued to you as a record of your HELP Loan/s and will be recorded on your Commonwealth Assistance Notices (CANs) issued to your student email account each semester following the census date for the teaching period. Keep these for your records. You will be able to access your HELP records balance using the government's [myHELPBalance](https://myHELPBalance.gov.au) website using your CHESSN. You can also access your HELP loan details including any payments you have using your **myGov** account. For further details visit the Study Assist website:

<https://www.studyassist.gov.au/paying-back-your-loan/how-do-i-check-my-help-debt>

----- END OF GUIDE -----