

Contract Notification

CN No.	2016-10	Date:	11 April 2016
To:	Chief Executive Officer or equivalent		
Purpose:	Information only		
Scope:	All VET Funding Contracts		
Subject:	Retaining evidence when a student presents a digital concession card		

For all RTO staff

Purpose

- This Contract Notification is to advise RTOs of an amendment to the *Guidelines About Fees* regarding retention of evidence of concession when a student presents a digital concession card.

Background

- Clause 3.4 of the *Guidelines About Fees* requires that where a concession card is presented to the RTO via a Digital Wallet through a Centrelink Express Plus mobile application, the RTO must sight and authenticate the card by viewing the card directly through the Centrelink Express Plus mobile application on the cardholder's mobile device.
- Clause 3.9 (a) of the *Guidelines About Fees* currently requires that where a concession card is presented via the Digital Wallet, the RTO must retain a copy electronically, as produced via a screenshot generated by the cardholder's mobile device.
- The Department has been made aware that Centrelink has introduced a new security measure to its Centrelink Express Plus mobile application that prevents students from taking a screenshot of their digital concession card and RTOs are no longer able to comply with the requirements of Clause 3.9 (a) as they are currently written.

Main Points

- RTOs are advised that Clause 3.9 of the *Guidelines About Fees* is varied as follows:

3.9 The RTO must retain a copy of the relevant concession card specified at Clause 3.7:

- a. in hard copy or electronically scanned copy where a physical card is presented; or
- b. its equivalent record as extracted from Centrelink Confirmation eServices; or

where the concession card is presented via a Digital Wallet through a Centrelink Express Plus mobile application, of which a copy is not possible, the RTO must make a written declaration and attach it to the student's file stating that the digital concession card has been sighted in accordance with Clause 3.7. The declaration must include:

- Name of the authorised delegate who sighted the digital concession card;
- Date the digital concession card was sighted;
- Document number of the concession card; and
- Name of concession holder.

Critical Dates

- Effective immediately

Relevant Resources

- *Guidelines About Fees*

Lee Watts

Executive Director
Training Market Quality