Completing your eCAF

The eCAF (electronic Commonwealth Assistance Form) is a government form that is available online through eStudent (access via your Student Portal - www.utas.edu.au/studentportal). Completing the form is a requirement for most students, optional for some, and not applicable to others.

There are three types of eCAFs. The most appropriate one for you depends on your circumstances, eligibility, and where you intend to study:

- **Request for Commonwealth Support and HECS-HELP**: This form should be completed by students who have been offered a Commonwealth Supported Place (CSP).
- **Request for SA-HELP Assistance**: This form should be completed by eligible students who are liable for the Student Services and Amenities fee (SSAF) and intend to defer payment of their fee.
- **Request for FEE-HELP Assistance**: This form should be completed by eligible domestic fee-paying students intending to defer their tuition fees.

Every student in a Commonwealth Supported Place must submit a “Request for Commonwealth support and HECS-HELP”. A new eCAF must be submitted for each new Commonwealth supported course you take, as the form acknowledges to the federal government that you have a place in that course. In addition to this, it also allows you to access a government-funded loan to defer your tuition fees for payment at a later date. For more information on HECS-HELP please see the [Study Assist website](#). Please note that even if you are on a full sponsored place you will still need to complete a HECS-HELP form.

Domestic students in a full-fee paying place may choose to complete a separate form, the FEE-HELP form, if they are eligible and choosing not to pay their fees up front. This allows the fees to defer to a FEE-HELP loan, which is a different government loan available for eligible domestic students. Please note that there are key differences between a FEE-HELP and HECS-HELP loan, for more clarification please see the [Study Assist website](#).

International Students are not required to complete an eCAF and are not eligible for either a HECS or FEE help loan.

You can manage your Commonwealth Assistance Forms in your eStudent account under the Fees tab. Next to your course you will have the option “Add New”. Click on this button to view the forms that are available for that Study Package.
You will need to select which form you would like to complete, by clicking 'complete form', from the available list which is populated based on your circumstances as a student (e.g. if you are a full-fee paying student you will see the 'Request for FEE-HELP' form here in addition to the forms listed here).

The rest of this guide will be pertaining to completing the Request for Commonwealth Support and HECS-HELP form.

Section A: Student Details
Your name will auto-fill into this section exactly as we have it stored on your record but you will need to complete your Date of Birth (entered in DD/MM/YYYY format) and Gender.

Please note that it is vital that your name details are entered correctly, matching both what UTAS and the ATO has recorded for you. If there is an error in any of these details you will need to amend it on our records before you will be able to submit your eCAF. For detailed instructions on how to update your name or date of birth details, please see this AskUs article.

Section B: Provider
This section will auto-fill and cannot be edited

Section C: Citizenship/Visa Status
In Section C, you will be asked for your Citizenship Status. This must match what we have on file. If you are a Permanent Resident who has recently become an Australian Citizen, the University will still have you listed in the system as a Permanent Resident unless you have applied for a change of status. To do this, please see this page: http://www.utas.edu.au/enrolments/citizenship. If you have questions about this, please contact UConnect.

Ensure that you only fill out the section that is relevant to your situation:

- Australian Citizen: Answer 7
- Permanent Humanitarian Visa holder: Answer 8
- New Zealand Citizen – Special Category Visa: Answer 9
- New Zealand Citizen: Answer 10
- Permanent Resident: Answer 11
Section D: Tax File Number (TFN)

If you answered ‘yes’ to question 7, 8 or 9 and you wish to obtain a HECS-HELP loan you are required to provide your TFN. It will need to be entered as a nine digit sequence (i.e. with no spaces; XXXXXXXXXXX).

- If you have applied for a TFN but have not yet received one you can provide your application certificate in the short term, noting that you will need to complete a new eCAF with your valid TFN as soon as you receive it. If you tick the option to provide your certificate you will need to upload it at the bottom of the form before you submit by clicking ‘Upload a new file’.
- Please note that if you upload your certificate your eCAF will submit with the status ‘Personal Details Do Not Match’ until the Fees Unit manually approve your eCAF after inspecting your certificate – please allow 5-10 working days. If you need your form approved urgently, please email U.Connect@utas.edu.au with the subject ‘eCAF – Certificate of Application for TFN’.

If you are a Permanent Resident (non-humanitarian) or are a New Zealand Citizen* you are required to pay your tuition fees in full and up-front by the census date.

*Some New Zealand Citizens may be able to defer fees – please see this AskUs article.

Section E: Declaration

This section details your responsibilities if you are requesting a HECS-HELP loan which you will need to accept before submitting.

- For students wanting to obtain a HECS-HELP loan you will need to tick each box to be eligible.
- If you do not wish to obtain a HECS-HELP loan you will not need to respond to the first two tick boxes

Please read this section very carefully, making sure that you understand each point. The form itself holds some information at the bottom but for more detailed information please visit the Study Assist website directly if you are unsure.

Submitting is the equivalent of signing a document. When you submit the form by clicking the ‘Submit’ button and ensure that the status says APPROVED. If the status says anything other than this, you will need to check the information and re-submit the form (except where providing a TFN certificate – see Section 8).

Unless your form is approved, your enrolment may be at risk of cancellation after the census date
If the status is PERSONAL DETAILS DON'T MATCH:

a) You have uploaded a copy of your certificate of application for TFN - see section D above

b) Some of the details you have entered on the CAF do not match the details we have on record:
   - Go to the 'Commonwealth Assistance' tab in eStudent and click the 'View' button to check the details as they appear on the form
   - Check the details we have on file for you by clicking on the 'Details' tab in eStudent.
   - If some details are incorrect on your record, read section A above to learn how to update your name/date of birth/gender or Section C to update your citizenship
   - If your record is correct (i.e. Entry error on CAF) you will need to complete a new form.

c) You have already submitted an approved HECS-HELP form for this course. Please email U.Connect@utas.edu.au or call 1300 826 663 for confirmation.