

# Vocational Loans

A guide for education providers



# Remove barriers. Reach more students.

**When it comes to career-advancing courses, a lack of government funding shouldn't hold you or your students back.**

Vocational Loans are a flexible payment option for students who might otherwise not be able to study due to a lack of government funding or fear of upfront costs.

As Australia's fintech partner to the education sector, we are focused on removing financial barriers like these so that more people can access quality education and providers can increase enrolments and grow sustainably.

We are an Australian Credit Licence holder (ACL 386010) compliant with ASIC requirements and trusted by educational institutions nationwide. Our laser focus on education means our Vocational Loans are based on competitive personalised interest rates and a tailored application process. We pride ourselves on taking the stress out of finance, so you can reach more students and unlock your full potential.

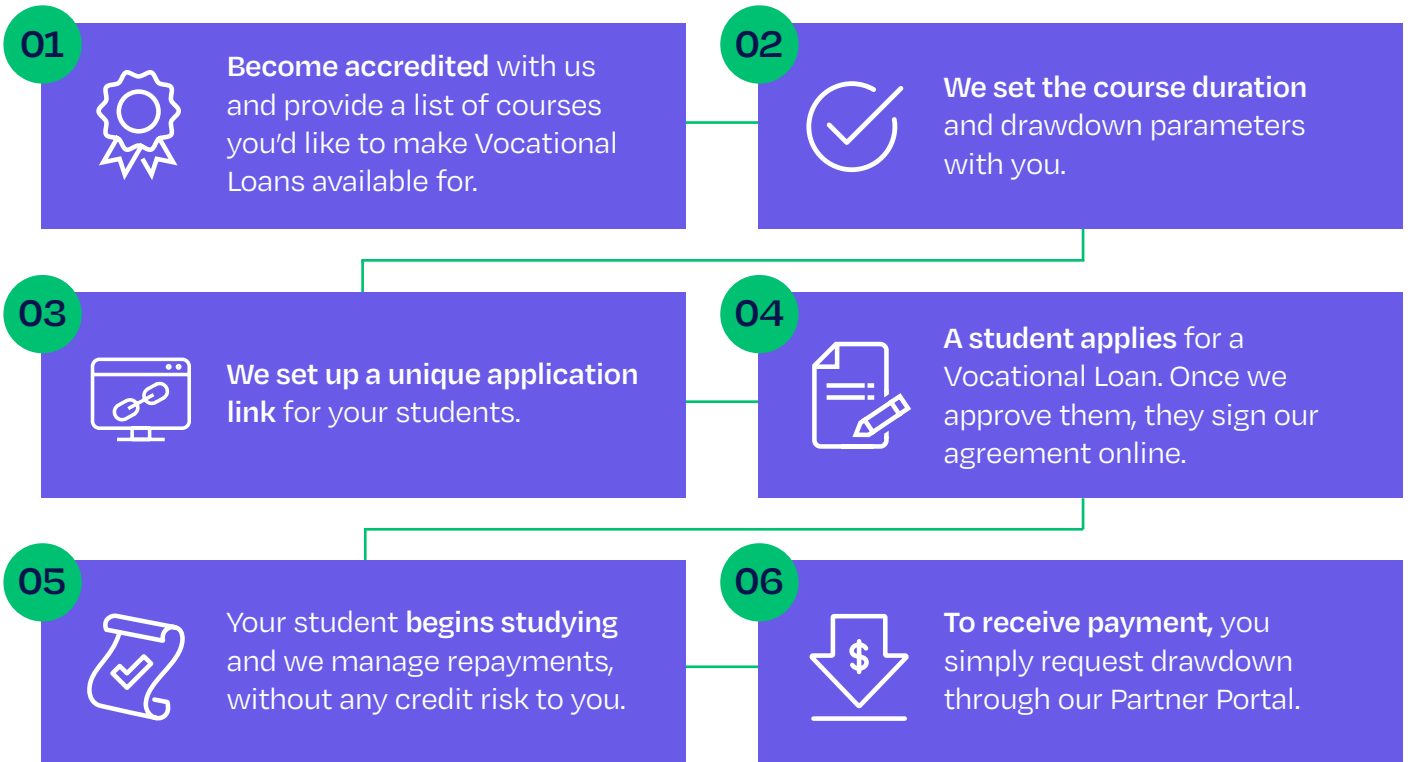
**"We were in need of a loan provider who understood the education sector well and offered competitive finance options and excellent communication, and ZeeFi delivered exactly that."**

Corey Bosecke,  
Learning People



# Here's how it works

We streamline the administration of vocational course payments so you can focus on providing quality education.



- Available for courses valued between \$2,001 and \$20,000
- Partner Portal where you can see the status of student applications and Vocational Loans
- We advance student loan funds in instalments to meet your course payments as they become due
- Students can choose fixed payments either weekly, fortnightly or monthly over 6-48 months, including a minimal monthly account fee (ask your ZeeFi Account Manager for a fee schedule)
- Financial Hardship and Customer Vulnerability Support Program to help any student whose financial situation changes

# We fund their course. You grow their future.

Government funding isn't always available for all courses. We help remove the fear of upfront course fees, so you can help students take the next steps in their careers.

## Here's what that means for you

**Increased enrolments**  
→

The ability to enrol students who can't pay for their study upfront or aren't eligible for government funding.

**Convenient + simple**  
→

We deal with students directly, so you don't need to chase up payments and can focus on providing quality education.

**Service you can count on**  
→

Your reputation is important to us and as such, we manage payment collections without heavy-handed debt collection approaches. Our Financial Hardship and Customer Vulnerability Support Program helps students whose financial situations change throughout their agreement.

# Ready to get started?

Complete these steps to partner with us for Vocational Loans. If you need help, please email us on [support@zeefi.io](mailto:support@zeefi.io) or call 1800 324 909.

## 01 Become accredited with us

You will need to:

- ✔ Complete your online application.
- ✔ Provide basic information about your institution's financial position from the past year.
- ✔ Provide other basic information about your business, such as your ABN, business name and address, so we can onboard you quickly and easily.

## 02 Set up your account

Next steps:

- ✔ Tell us which courses you want to offer Vocational Loans for and we'll provide a unique application link for your students.
- ✔ Use our Partner Portal to see the status of student applications and loans.
- ✔ Use our Partner Resources, including Vocational Loans brochures and info you can provide to current and prospective students.

## 03 Your students' journey

Your students will need to:

- ✔ Confirm their eligibility, identity and financial position when applying for a Vocational Loan.
- ✔ Submit bank statements for the past 180 days. This is done through [bankstatements.com.au](http://bankstatements.com.au), a secure service provided by Illion – a national credit reporting agency formerly known as Dun & Bradstreet. When students log into this service, we can't see their bank details and neither can any other third party.

Your students are:

- |  |   |
|--|---|
| <ul style="list-style-type: none"> <li>✔ Australian Citizens or Permanent Residents.</li> <li>✔ 18 years or older (or 16 years old with parent applying on their behalf).</li> <li>✔ Employed full time or part time for at least 6 months before applying.</li> </ul> | <ul style="list-style-type: none"> <li>✔ In possession of an Australian bank account.</li> <li>✔ Able to demonstrate capacity to service the plan independently.</li> <li>✔ Not expecting their personal or financial situation to change when servicing the loan.</li> </ul> |
|--|---|

# Got questions?

We're here to make finance quick and simple for you and your students. You'll find answers to frequently asked questions below. If you can't find what you need, please get in touch on [support@zeefi.io](mailto:support@zeefi.io)

## How do I become a ZeeFi partner?

Simply [contact us](#) and our Sales Team will get in touch to discuss the details.

## How long does it take to get accredited?

Once we have your application and the required information, your accreditation can be confirmed very quickly.

## What do I need to provide during the accreditation process?

The financial wellbeing of you and your students is our main priority. As such, accreditation involves assessing your business, including your financial position for the past financial year. This is an ASIC requirement and it's also a health check to ensure that our services are the best fit for you and your students.

## We already have a ZeeFi account for other services, do we need to complete accreditation again?

No, you don't need to apply again if you're already accredited with us. However, all our partners are subject to annual review as part of our compliance obligations.

## Do you run credit checks?

Yes, as part of processing a student application, we run a credit check to confirm eligibility.

## Is ZeeFi regulated?

Yes, we provide regulated consumer loans under our Australian Credit Licence 386010. In doing so, we must comply with the *National Consumer Protection Act 2006* (Cth) and the National Credit Code and we must meet ASIC's requirements in relation to consumer lending.

## Why do we require online bank details of your students?

When providing a student with credit, we are legally obliged to ask about and verify their income and expenses. We do this by looking at their bank accounts and/or statements via the [bankstatements.com.au](https://bankstatements.com.au) service, provided by Illion (formerly Dun & Bradstreet). Illion is independently tested and audited by external security experts, and encrypted with bank-level security. We are limited to read-only access to bank statements, and we can't view passwords or make transactions.

## How do I receive log in details for the Partner Portal?

When you sign an agreement with us, we'll create you a [Partner Portal](#) account. We'll also send you a welcome email with your username and one-time password for the first time you log in.

## How do I log in to the Partner Portal?

Go to our [Partner Portal](#) and provide your verified email address and password. If you've forgotten your password follow the prompts to reset it.

## Who receives the money from ZeeFi and how long does it take?

We pay you directly once the student's application and enrolment have been confirmed, and you have requested a drawdown on the funds. This takes up to 3 days to appear in your account.

## What fees do my students need to pay?

Your students will pay an establishment fee and a monthly account fee. An arrears fee applies if the account is overdue and there is also a dishonour fee for each dishonoured payment. Please ask your ZeeFi Account Manager for a fee schedule.

## How do student repayments work?

Repaying the loan is as easy as setting up a weekly, fortnightly or monthly direct debit. If your student misses a payment, they need to call us ASAP to avoid any additional fees.

## Do students need to be employed?

Yes, each student must have a regular income and be able to demonstrate their capacity to service the loan. They must be employed full time or part time for at least 6 months before applying.

## How long does it take to process a student's application?

We aim to approve applications within an hour if all the information is supplied. Sometimes we need to take a closer look at a student's circumstances so we might ask for extra information in line with responsible lending obligations. In this case, an application can take longer to review as we wait for the information to be provided.

## How will I know when a student's application is approved or declined?

The student's application status in our Partner Portal will update to 'Approved' or 'Rejected'.

## How do I cancel a student's application?

Contact your Account Manager or email [support@zeefi.io](mailto:support@zeefi.io) to cancel an application.

## What if a student gets into financial hardship?

We understand circumstances can change and are committed to servicing collections with compassion. If a student finds themselves in financial hardship, they need to call us immediately. We will try to work with them to reach a payment arrangement that is individual to their needs.

## What happens if a student defers education or fails a unit?

We recommend they first speak to you about re-sitting the unit or deferring their studies. They will still need to make repayments in line with their loan agreement.

## What happens a student stops studying before completing repayments?

If a student withdraws from your course, they need to pay the remaining balance under our agreement, subject to your refund policy. Any refunds you issue will be paid to us to place against the outstanding obligation.

## Can a student repay some or all of their loan balance early?

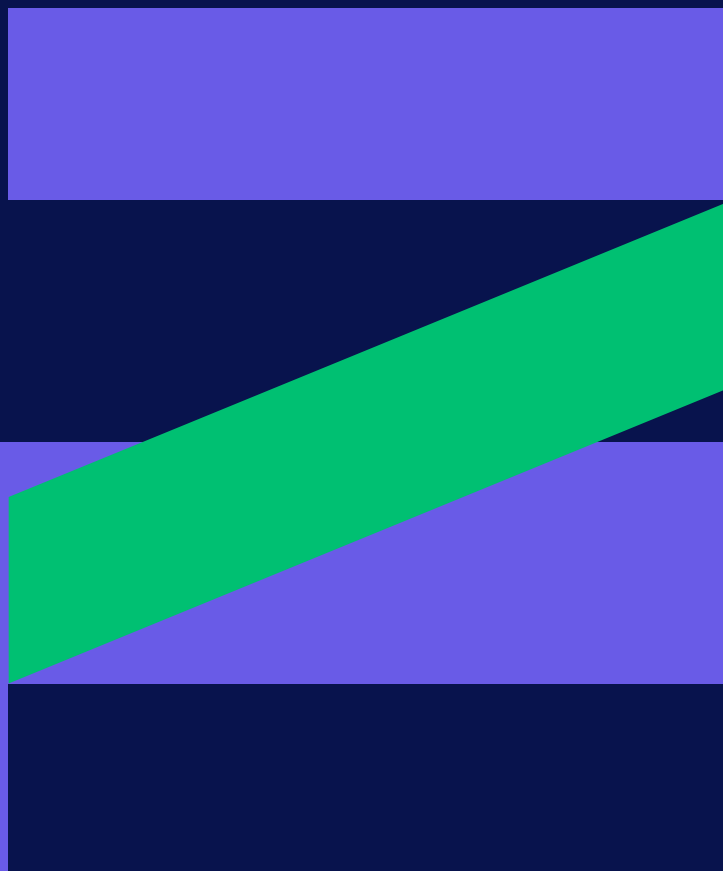
Yes - at any point students can repay part or all the loan in full. There are no early repayment fees.

## How do I tell students about ZeeFi?

Firstly, add a ZeeFi logo and an overview on your website. Do this in four easy steps:

1. Download our logo from our Partner Resources page and upload it to your website (to a pricing or payment plan page if you have one)
2. Include an overview about ZeeFi and our solutions (copy this from our website or from the brochures on our Partner Resources page)
3. Add the unique link for students to apply for Vocational Loans (we provide this link when you become a ZeeFi partner)
4. Add a link to our website – [zeefi.io](https://zeefi.io) – to help your students learn more

You can also share our partnership on your social and other channels, such as eDMs. We have social media assets and brochures available for you to download and use through our Partner Resources page.



# Questions?

Please contact us at [support@zeefi.io](mailto:support@zeefi.io) or call 1800 324 909.  
You can also visit us at [zeefi.io](https://zeefi.io)