

VET Student Loan (VSL) Tuition Assurance Policy and Procedure



PURPOSE

To protect students enrolled in approved VET Student Loan courses should TIV cease to provide a VET course of study while students are still enrolled and consequently unable to complete.

SCOPE

Outlines the requirements under the VET Student Loans Act 2016 and VET Student Loans Rules 2016 for administration staff and Executive Management to:

- Inform students and the Tuition Assurance Administrator when the institute ceases or is intending to cease a VET course of study while any students are enrolled and unable to complete their course, or part of a course.
- Circumstances for re-crediting student VETSL balances excluding students applying for Special Circumstances.
- Processes and information for re-crediting under section 71 of the VET Student Loans Act 2016.

POLICY

1. TUITION ASSURANCE ARRANGEMENT

- Under the provisions of the VET Student Loans Act 2016 and VET Student Loans Rules 2016; TIV must comply with the Department's VET Tuition Assurance requirements.
- This arrangement protects VSL applicants if the institute's ceases to provide the course in which they are enrolled once a course has commenced but before its completion. The following scenarios impact on the institute's ability to deliver a VET course of study:
 - TIV ceases to operate as a Registered Training Organisation (RTO).
 - The VSL course is remarkably different to the course in which the student enrolled.
 - The processes for cancellation and withdrawal have not complied with the documented cancellation and withdrawal policies and procedures.
 - TIV is unable to deliver content of the course to the expected standard under the Australian Qualifications Framework.
- VET tuition assurance arrangements are published on the website and students are advised of the arrangements at enrolment.

2. NOTICE OF EVENTS IMPACTING ON VSL COURSE DELIVERY

- TIV will provide notice of events to the TAA within two business days should the following events occur:

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- Notice or proceedings are taken to cancel business registration under the Corporations Act 2001 (or similar legislation), or dissolve as legal entity.
 - TIV is placed into external administration.
 - Fails to comply with a statutory demand under the Corporations Act 2001.
 - Is unable to pay debts when due.
 - A resolution is made, or proceedings are initiated, to close the company.
- TIV must also notify the TAA in writing as soon as practicable if it intends to cease delivering a VET Student Loan approved course after it has commenced but before students have completed.

3. TIV AS A REPLACEMENT PROVIDER

- Should TIV enrol students as a replacement provider, credit will be awarded for superseded and equivalent units in the replacement qualification where evidenced by a verified Statement of Attainment or their Unique Student Identifier (USI) record.
- The student will not be charged course tuition fees for the replacement components of the replacement course.
- Replacement courses must lead to an equivalent or comparable qualification outcome as the original course, have the same mode of delivery (e.g. classroom based, online or blended) as the original course, and have regard to the location, travel costs, time commitments and additional fees incurred to the student.

4. STUDENT APPLICATION TO THE SECRETARY FOR RE-CREDIT

- A student may apply to the Secretary in writing for their VETSL balance to be re-credited under section 71 of the VET Student Loans Act 2016 due to unacceptable conduct concerning the student's VET Student Loan application, or on the grounds the institute breached the requirements of the Act and supporting regulations. Unacceptable conduct may encompass the following:
 - Unconscionable conduct.
 - Misleading or deceptive conduct.
 - Making representations that are not considered reasonable.
 - Advertising tuition fees if the provider is aware the course may not be delivered.
 - Harassment or coercion during the student's application process or enrolment of the course.
- These applications must be made within five years after the census day of the course, or part of the course unless otherwise extended by the Secretary. The Department requests the following information be provided to support the application:
 - Details of the course.
 - Details of the provider.
 - The loan amount to be re-credited.
 - Student identifier.
 - Supporting documentation.
- A student not satisfied with the re-credit decision made, may apply to the Administrative Appeals Tribunal (AAT) for review of a review officer's decision and may supply additional information to the AAT they did not previously supply to the provider, including the review officer.

PROCEDURE

1. TUITION ASSURANCE PROCEDURE.

- 1.1** In the instance that TIV ceases to provide a VET Student Loan approved course, or part of a course once commenced, but before completion, the following steps will be taken in accordance with the VET Student Loan Rules 2016 (*section 53 Notice and information when course ceases and section 91 Action when provider ceases to provide course*).
- 1.1.1** Impacted students will be contacted in writing within two business days to advise that the course is no longer being provided.
- 1.1.2** A meeting with students and the TAA will be held within seven calendar days of the students being notified, at the primary location where the course is delivered.
- 1.1.3** The affected course page on the TIV website will be updated and tuition assurance information provided as soon as practicably possible.
- 1.1.4** The TAA will be provided with a notice of events at policy section [2](#) within 24 hours of the event occurring.
- 1.1.5** Within three business days of ceasing to provide the course, the following information will be provided to the TAA:
- Students full name and contact details.
 - Units of study the student is enrolled in.
 - Tuition fees, covered fees, and payment information.
 - Statement of attainment for units completed.
 - Copy of authenticated VET transcript issued by the Student Identifiers Registrar.
- 1.1.6** After receiving notice from the TAA that a VETSL balance is to be re-credited, the institute will re-credit the students balance as soon as practicable.
- 1.1.7** Where it is impractical for the student to complete the course, or part of a course the institute will re-credit a student's VETSL balance equal to the tuition amount paid under the VET Student Loan scheme. The affected student(s) and the TAA will be notified in writing.
- 1.1.8** The College will conduct tuition assurance processes and review of re-credit applications in a fair and non-discriminatory manner as per the Access and Equity Policy and Special Circumstances and Review Policy for VSL students.

2. REPLACEMENT PROVIDER PROCEDURE.

- 2.1** On notification from the Department, the institute as a potential replacement course provider will provide information on the relevant course(s) and its capacity to enrol and deliver training to displaced students.
- 2.2** Students may also contact the institute direct to enquire on a similar course, unit structure and the mode of delivery to determine whether the replacement course would meet their study needs.
- 2.3** On approval of the institute as a replacement provider, Student Services will collect student's prior enrolment and course information, including the VETSL debt incurred and units attained.
- 2.4** Each transferred student will proceed through the institute's enrolment process. Refer to the Enrolment Policy and Procedure.

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2. RESPONSIBILITIES

Executive Management

- Responsible for notifying the Department and facilitating tuition assurance arrangements in the event the institute is unable to deliver a VET Student Loan course where the course has commenced but before its completion.
- Will provide the Department information on the equivalency of courses and feasibility of accepting displaced students as a potential replacement provider.

Quality

- Monitors changes to the VET Student Loan tuition assurance arrangements and updates this policy/procedure accordingly.
- Communicates updates in this policy/procedure to internal team members.

Student Services

- Will assist students with the transition into the institute and the enrolment process into a replacement course.
- Applies Credit Transfers to student's competency record when enrolling displaced students following the Training, Assessment Policy and Procedure.
- Responsible for informing students when a course has commenced and can no longer be delivered.

TIV Team Members

- Directs students to this policy/procedure on the website if required or on receiving an enquiry about the institute VSL tuition assurance arrangements.
- Follows the direction from Executive Management and this policy/procedure when carrying out the tuition assurance procedure.

Marketing

- Publishes this policy/procedure on the institute website, freely accessible to students.

SUPPORTING DOCUMENTS AND INFORMATION

- A list of applicable legislation is detailed within the legislation tab in the Quality Management Register.
- Department – Department of Employment, Skills, Small and Family Business.
- VSL – VET Student Loan.
- VETSL – VET Student Loan debt.
- USI – Unique Student Identifier.
- TAA – Tuition Assurance Administrator.
- RTO – Registered Training Organisation.
- TPS – Tuition Protection Service.
- Access and Equity Policy.
- VET Student Loan Statement of Tuition Assurance.
- Environment, Health and Safety – refer to the Health and Safety Policy.