

VET Student Loan Tuition Assurance Policy

Australis College Pty Ltd
RTO Number 31518

PURPOSE

To protect students enrolled in approved VET Student Loan courses should Australis College cease to provide a VET course of study while a student is enrolled and consequently is unable to complete.

SCOPE

This policy outlines the requirements under the VET Student Loans Act 2016 and VET Student Loans Rules 2016 for administration and managerial employees to:

- Inform students and the Tuition Assurance Administrator when the College 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 FEE-HELP balances excluding students applying for Special Circumstances. Refer to Special Circumstances and Review Policy for VET Student Loans Students.
- Processes and information for re-crediting under section 71 of the VET Student Loans Act 2016.

POLICY STATEMENT

1. TUITION ASSURANCE ARRANGEMENT

- 1.1** Under the provisions of the Higher Education Support Act 2003, the VET Student Loans Act 2016 and VET Student Loans Rules 2016; Australis College Pty Ltd ABN: 37 117 951 327 ACN: 117 951 327 must comply with the Department's VET Tuition Assurance requirements.
- 1.2** Australis College is currently exempt under the interim arrangements until 31st December 2019. Student's tuition fees are protected under the Tuition Protection Service (TPS) managed by the Department's Tuition Assurance Administrator (TAA). https://www.education.gov.au/tuition-assurance-and-provider-closures#_Tuition_assurance_arrangements
- 1.3** This arrangement protects VET Student Loan applicants if Australis College ceases to provide a VET course of study in which a VET student is enrolled once a course has commenced but before its completion. The following scenarios impact on the College's ability to deliver a VET course of study:
- The College ceases to operate as a Registered Training Organisation (RTO).
 - Registration as an approved RTO provider is revoked by the National Training Regulator.
 - The VET Student Loan 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.
 - The College is unable to deliver content of the course to the expected standard under the Australian Qualifications Framework (AQF).

2. NOTICE OF EVENTS IMPACTING ON VSL COURSE DELIVERY

- 2.1** Australis College will provide notice of events to the TAA within two business days should the following events occur:
- Notice or proceedings are taken to cancel business registration under the Corporations Act 2001 (or similar legislation), or dissolve as legal entity.
 - The College 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.
- 2.2** The College 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. TUITION ASSURANCE PROCESS

- 3.1** In the instance that Australis College 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*):
- Impacted students will be contacted in writing within two business days to advise that the course is no longer being provided.
 - 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.
 - The affected course page on the Australis College website will be updated and tuition assurance information provided as soon as practicably possible.
 - The TAA will be provided with a notice of events at section [2.1](#) within 24 hours of the event occurring.
 - 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.
 - After receiving notice from the TAA that a FEE-HELP balance is to be re-credited, Australis College will re-credit the students balance as soon as practicable.
 - Where it is impractical for the student to complete the course, or part of a course the College will re-credit a student's FEE-HELP 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.
 - Australis College will conduct Tuition Assurance processes and review of re-credit applications in a fair and non-discriminatory manner as per our Access and Equity Policy and Special Circumstances and Review Policy for VSL students.

4. AUSTRALIS COLLEGE AS REPLACEMENT PROVIDER

- 4.1** Should Australis College enrol students as a replacement provider, the student's statement of attainment units attained or Unique Student Identifier (USI) record will be awarded as credits towards the replacement qualification. The student would not be charged course tuition fees for the replacement components of the replacement course.
- 4.2** 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.

5. STUDENT APPLICATION FOR RE-CREDIT

- 5.1** A student may apply to the Secretary in writing for their FEE-HELP 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 College 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.
- 5.2** 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.
- 5.3** 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.
- 5.4** Australis College VET tuition assurance arrangements are published on its websites and students are advised of the arrangements on enrolling.

6. COMMUNICATION, TRAINING AND RECORDKEEPING

- 6.1** *For internal use only* – refer to the Communication, Training and Recordkeeping Procedure.

7. ABBREVIATIONS

- 7.1** ASQA – the Australian Skills Quality Authority.
- 7.2** USI – Unique Student Identifier.

- 7.3 TAA – Tuition Assurance Administrator.
- 7.4 AQF – Australian Qualifications Framework.
- 7.5 RTO – Registered Training Organisation.
- 7.6 TPS – Tuition Protection Service.

8. REFERENCES/SUPPORTING DOCUMENTS/DEFINITIONS

- 8.1 A list of applicable legislation is detailed within the *legislation tab* in the Quality Management Register.
- 8.2 Department – Department of Education and Training.
- 8.3 Access and Equity Policy.
- 8.4 Special Circumstances and Review Policy for VSL students.
- 8.5 VET Student Loan Statement of Tuition Assurance.

APPROVAL AND AUTHORISATION

Completion of the following signature blocks signifies who is responsible for the creation, implementation, review and approval of this policy.

	Name	Job title	Date
Prepared by	Sharleen Ejlertsen	Quality Officer	12/01/2017
Owned by	Natasha Skelly	Student Services Manager	12/01/2017
Approved by	Marshall Newton	Chief Operations Officer	12/01/2017

SUMMARY OF REVISIONS

Australis College is committed to maintaining systematic control over its documentation. This includes the accurate recording of amendments and versions of documents through the Quality Management Register.

This policy document will be reviewed two years from its effective date or sooner as required.

Date	Name	Job Title	Version Number
12/01/2017	Sharleen Ejlertsen	Quality Officer	1.0
20/01/2017	Sharleen Ejlertsen	Quality Officer	1.1
01/02/2017	Sharleen Ejlertsen	Quality Officer	1.2
04/04/2017	Sharleen Ejlertsen	Quality Officer	1.3
02/02/2019	Sharleen Ejlertsen	Quality Officer	2.0