

# VET Student Loan (VSL) Tuition Assurance - Policy and Procedure

Policy Owner: Managing Director

## PURPOSE

To protect students enrolled in approved VET Student Loan courses should Australis College 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 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 VETSL 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

### 1. TUITION ASSURANCE ARRANGEMENT

- Under the provisions of the Higher Education Support Act 2003, the VET Student Loans Act 2016 and VET Student Loans Rules 2016; Australis College must comply with the Department's VET Tuition Assurance requirements.
- Australis College is exempt under the interim arrangements until 31st December 2019 before which. Student's tuition fees are protected under the Tuition Protection Service (TPS) managed by the Department's Tuition Assurance Administrator (TAA).
- This arrangement protects VSL applicants if the College 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 College's ability to deliver a VET course of study:
  - The College 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.
  - The College 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 College website and students are advised of the arrangements at enrolment.

### 2. NOTICE OF EVENTS IMPACTING ON VSL COURSE DELIVERY

- 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.
- 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. AUSTRALIS COLLEGE AS A REPLACEMENT PROVIDER

- Should the College 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 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.
- 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 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*).

- 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 Australis College 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 College 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 College 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 College 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 College 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 College 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 College's enrolment process. Refer to the Enrolment Policy and Procedure.

## 2. RESPONSIBILITIES

### Executive Management

- Responsible for notifying the Department and facilitating tuition assurance arrangements in the event the College 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 College 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.

## Australis College Team Members

- Directs students to this policy/procedure on the website if required or on receiving an enquiry about the College 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 College 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.
- Special Circumstances and Review Policy for VSL students.
- VET Student Loan Statement of Tuition Assurance.
- Environment, Health and Safety – refer to the Health and Safety Policy.
- Internal recordkeeping, communication and training – refer to the Communication, Training and Recordkeeping Procedure.