

VET STUDENT LOAN (VSL) TUITION ASSURANCE POLICY AND PROCEDURE

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VET STUDENT LOAN (VSL) TUITION ASSURANCE POLICY AND PROCEDURE

1. PURPOSE

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

2. SCOPE

- 2.1 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 LTF 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.

3. POLICY STATEMENT

TUITION ASSURANCE ARRANGEMENT

- 3.1 Under the provisions of the Higher Education Support Act 2003, the VET Student Loans Act 2016 and VET Student Loans Rules 2016; LTF must comply with the Department's VET Tuition Assurance requirements.
- 3.2 This arrangement protects VSL applicants if LTF ceases to provide the course in which they are enrolled once a course has commenced but before its completion.

The following scenarios impact on LTF's ability to deliver a VET course of study:

- LTF 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 LTF is unable to deliver the content of the course to the expected standard under the Australian Qualifications Framework.
- VET tuition assurance arrangements are published on LTF's website and students are advised of the arrangements at enrolment

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NOTICE OF EVENTS IMPACTING ON VSL COURSE DELIVERY

3.3 LTF 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.
- LTF 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.
- LTF 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.

LEARN TO FLY AS A REPLACEMENT PROVIDER

3.4 Should LTF enrol students as a replacement provider, a 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.

3.5 The student will not be charged course tuition fees for the replacement components of the replacement course.

3.6 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.

STUDENT APPLICATION TO THE SECRETARY FOR RE-CREDIT

3.7 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 that LTF 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.

3.8 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.

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3.9 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.

4. PROCEDURES

TUITION ASSURANCE PROCEDURE

4.1 In the instance that LTF 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 LTF's 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 policy section 2 within 24 hours of the event occurring.

4.2 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.

4.3 After receiving notice from the TAA that a VETSL balance is to be re-credited, LTF will recredit the student's balance as soon as practicable.

4.4 Where it is impractical for the student to complete the course, or part of a course LTF 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.

4.5 LTF will conduct tuition assurance processes and review of re-credit applications in a fair and non-discriminatory manner as per the Review Policy for VSL students.

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REPLACEMENT PROVIDER PROCEDURE

- 4.6 On notification from the Department, LTF 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.
- 4.7 Students may also contact LTF 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.
- 4.8 On approval of LTF as a replacement provider, Student Support Officer will collect the student's prior enrolment and course information, including the VETSL debt incurred, and units attained.
- 4.9 Each transferred student will proceed through LTF's enrolment process. Refer to the Recruitment and Enrolment Policy and Procedure

5. RESPONSIBILITIES

Executive Management

- Responsible for notifying the Department and facilitating tuition assurance arrangements in the event LTF 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 process accordingly.
- Communicates updates in this policy/procedure to internal team members.

Student Support

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

LTF Team Members

- Directs students to this policy/procedure on the website if required or on receiving an enquiry about LTF 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 LTF's website, freely accessible to students.

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6. LEGISLATIVE AUTHORITY

[Standards for RTO's 2015](#)

[High Education Support Act \(HESA\) 2003 \(Cth\)](#)

[VET Student Loans Act 2016](#)

[VET Student Loans Rules 2016](#)

7. APPROVAL AND REVIEW DETAILS

APPROVAL AND REVIEW	DETAILS
Approval authority	Chief Executive Officer
Committee to approve	Compliance Committee
Administrator	RTO Manager
Next Review	December 2022