

# VET STUDENT LOANS POLICY AND PROCEDURES

## TUITION ASSURANCE PROCEDURES

<b>Date Approved:</b>	9/08/2019
<b>Policy Category:</b>	Administration
<b>Policy Owner:</b>	Senior Manager - RTO

### 1. Purpose

- 1.1 This policy outlines the actions to be undertaken should SEDA Group cease to provide an Approved course, and the procedures to be undertaken should a student be enrolled in a replacement course with SEDA Group.

### 2. Scope

- 2.1 This policy applies to all students undertaking a course that is approved for VET Student Loans. It applies to all students whether they pay their tuition fees up-front or seek VET Student Loans assistance.
- 2.2 This policy is consistent with requirements under the VET Student Loans Act 2016.

### 3. Definitions

- 3.1 Approved Course:** a qualification or course of study that has been approved by the Department of Employment, Skills, Small and Family Business as eligible for VET Student Loans.
- 3.2 Students:** Refers to all persons enrolled in a unit of study who are, or might be entitled to a VET Student Loan under the Act.
- 3.3 VET Student Loans:** VET Student Loans is a loan program that helps eligible students enrolled in higher level vocational education and training courses at approved course providers pay their tuition fees.

### 4. Statement of Policy

#### Action when provider ceases to provide course

- 4.1 Should SEDA Group be required to cease the provision of an Approved course, it must perform the following actions:
- 4.1.1 Within 2 days, notify students enrolled in the course, in writing, that the course is no longer being provided;

**4.1.2** Within 7 business days after notifying the students, The Commonwealth Department of Employment, Skills, Small and Family Business (the Department) (or a consultant engaged by the Department) will work with affected students to identify a replacement course and arrange for students to be placed with replacement providers.

**4.1.3** As soon as practicable, update the SEDA Group website to reflect that the course is no longer being provided, and to provide tuition assurance information;

**4.1.4** Give the Department notice of events as required under sections 52 and 53 of the VET Student Loans Rules 2016;

**4.1.5** As soon as practicable after receiving notice from the Commonwealth Department of Employment, Skills, Small and Family Business required under subsection 73(2) of the VET Student Loans Rules 2016, re-credit the student’s HELP balance.

**Procedures as replacement provider**

**4.2** Where a student is enrolled in a replacement course with SEDA Group, SEDA Group will ensure that the student:

**4.2.1** Is granted course credits for parts of the original course successfully completed by the student, as evidenced by a statement of attainment issued in accordance with the Australian Qualifications Framework; and

**4.2.2** Is not charged tuition fees for a replacement component of the replacement course.

**5. Publication**

**5.1** This Tuition Assurance Procedure will be made available to students enrolled or applicants intending to enrol with SEDA Group through publication on the website or in written form.

**6. Related policies and procedures**

**6.1** VSL Fair Treatment, Equal Benefits and Opportunity Policy and Procedure

**6.2** Concerns, Complaints (Grievances) and Appeals Policy and Procedure

**6.3** Privacy Policy and Procedures

**6.4** VSL Statement of Tuition Assurance

**6.5** VSL Student Entry Procedure

**6.6** VSL Student Selection and Admission Policy and Procedures

**6.7** VSL Student Review and Re-Crediting Procedures

**6.8** VSL VET Fee Payment Policy

**6.9** VSL Tuition Fee Refund, Withdrawal and Cancellation Policy