

VET STUDENT LOANS POLICY AND PROCEDURES

TUITION ASSURANCE PROCEDURES

Date Approved:	30/06/2022
Policy Category:	Administration
Policy Owner:	General Manager – Training Operations

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