

# VET Student Loans Tuition Assurance Policy and Procedure

## 1. Purpose

This policy and procedure ensures the tuition protection requirements are in place for a student enrolled in VET course of study approved course at RGIT Australia, in line with requirements of the VSL Act. This procedure aims to ensure that RGIT Australia will perform required actions in relation to VET student loans provider default or if requested to become a replacement provider for displaced students.

## 2. Scope

This policy and procedure applies to all students that are, or would be, entitled to a VET student loan, who are studying a VET student loan approved course at RGIT Australia.

## 3. Responsibility

RGIT Australia's Chief Financial Officer is responsible for implementation of this procedure and to ensure that staff and students are aware of its application and procedures.

## 4. Definitions

**AQF:** Australian Qualifications Framework. A nationally consistent set of qualifications for all post-secondary education and training in Australia.

**Approved course:** A qualification or course of study that has been approved as eligible for VET student loans.

**Student:** Refers to a person enrolled in a unit of study with RGIT Australia who is or may be entitled to a VET student loan under the VSL Act.

**SMS:** Student Management System. RGIT Australia uses RTO Manager.

**The VSL Act:** Refers to the VET Student Loans Act 2016.

**Tuition fees:** refers to fees paid by student for a VET Unit of Study that is approved for VET student loans and also applies to students who would be entitled to VET student loans under the VSL Act.

**Tuition protection:** Support for VET student loans students whose provider is unable to deliver their course or part of their course.

**Unit of competency:** The specification of the standards of performance required in the workplace.

**VET course of study:** means an eligible course of study in which the VET units of study forming the course meets course requirements for VET student loan tuition fees assistance.

**VET Student Loans Rules:** VET Student Loans Rules 2016, made under section 116 of the Act.

**VET unit of study:** A published unit of study, comprising of Skill Sets, that forms part of an approved course.

## 5. Policy

### (1) A tuition protection default occurs when RGIT Australia either:

- a. fails to start a course or part of a course on the day on which it was scheduled to start, and the student has not withdrawn before that day; or
- b. ceases to provide a course or part of a course after commencement but before completion, and the student has not withdrawn before that day.

### (2) Student eligibility for tuition protection

- a. VET student loans students studying with RGIT Australia are eligible for tuition protection.
- b. If there is a suitable replacement course available, eligible VET student loans students will be assisted to continue their studies with a replacement provider.
- c. Where there is no suitable replacement course, eligible students will be provided with a re-credit to their HELP balance. This re-credit will be for tuition fees paid for the original course or parts of the course, which were not completed due to RGIT Australia's default.

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## (3) RGIT Australia's procedural obligations as a replacement provider

- a. If requested by the VSL Tuition Protection Director, RGIT Australia must provide information to assist the Director to make decisions about whether a suitable replacement course exists for displaced students.
- b. If a student accepts an offer of a place in a replacement course, RGIT Australia must give written notice of the acceptance to the VSL Tuition Protection Director within 14 days of the student's acceptance of the offer.
- c. RGIT Australia must also:
  - I. enrol the student in the replacement course as soon as practicable;
  - II. grant course credits for parts of the original course successfully completed by the student, as evidenced by:
    - i. a statement of attainment or other AQF certification documentation issued in accordance with the AQF; or
    - ii. an authenticated VET transcript by the Registrar (within the meaning of the Student Identifiers Act 2014).
  - III. not charge the student tuition fees for the replacement component of the replacement course - if tuition fees have been paid for the affected part of the original course.

## 6. Procedure

### (1) RGIT Australia's obligations if it defaults:

- a. Within 24 Hours of default:
  - I. Give written notice to the VSL Tuition Protection Director of the circumstances of the default.
  - II. Notify students enrolled in the course, in writing, the course is no longer being provided.
    - i. RGIT Australia will send the student notice to the student's personal email address as shown in the SMS.
    - ii. RGIT Australia will specify in the student notice:
      - a. the name of the course, or part or parts of the course the student was enrolled in at the time of the default;
      - b. the date of the default; and
      - c. advise of a website specified by the VSL Tuition Protection Director where the student can get further information about tuition protection.
- b. As soon as practicable:
  - I. update the RGIT Australia website to reflect the course is no longer being provided and provide tuition protection information.
- c. Within 3 business days of a default occurring:
  - I. Give written notice to the VSL Tuition Protection Director specifying for each student in relation to who RGIT Australia has defaulted:
    - i. the student's full name and contact details;
    - ii. the course, or part or parts of the course, the student was enrolled in at the time of the default;
    - iii. the amount of the tuition fees for each course, or part of the course, the student was enrolled in at the time of the default;
    - iv. details about the payment of those tuition fees, including the amounts that are covered fees; and
    - v. any other matters prescribed by the rules.
      - a. This may include:

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- i. whether the student was studying part-time or full-time;
  - ii. the mode of delivery of the original course;
  - iii. the location where the original course was primarily delivered;
  - iv. whether the student has withdrawn from the course or part of the course and the date of withdrawal;
  - v. any part of the course for which the student has deferred study, the date of the deferral and the date the student is expected to re-commence study;
  - vi. the completion status for each part of the course the student has enrolled in, including whether the student's status is ongoing, passed or failed; and
  - vii. the name and code of each unit of competency as it appears on the National Register of VET for each part of the course the provider has defaulted in relation to a student.
- d. If requested by the VSL Tuition Protection Director:
- I. provide to the VSL Tuition Protection Director in relation to students to whom RGIT Australia has defaulted, either:
    - i. a copy of a statement of attainment or other AQF certification documentation issued by RGIT Australia or an authorised issuing organisation in accordance with the AQF for the parts of the course the student has completed; or
    - ii. copy of an authenticated VET transcript prepared by the Registrar (within the meaning of the Student Identifiers Act 2014) for the parts of the course the student has completed.

## 7. Revision History

Revision	Date	Description of modifications
1.0	January 2022	Original