

VET Tuition Assurance Policy and Procedure		
Code: E2.0X	Area: Non-Academic E	
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## VERSION HISTORY

Version	Updated by	Approval Date	Details
1.0	EMG	15 Dec 2022	Document creation.

## PURPOSE AND SCOPE

The aim of this policy is to:

- Outline how a student can access tuition assurance and protection services, in the unlikely event that SITCM cannot commence the VSL-approved course or unit of study on the scheduled date or cease to offer the course or unit of study after commencement.

This policy and procedure applies to VET students who enrol in VSL-approved courses while accessing a VET Student Loan at the Sydney Institute of Traditional Chinese Medicine (SITCM).

This policy and procedure also applies to displaced students where the original VSL-approved course provider had ceased operation and the student enrolled in the replacement course offered by SITCM.

## 1 OVERVIEW

The Sydney Institute of Traditional Chinese Medicine (SITCM) has designed this policy and procedure to provide guidelines on the VET Student Loan (VSL) tuition protection arrangement for VSL students in the event a VSL-approved course provided by SITCM fails to start or ceases to be provided after it starts but before it is completed.

SITCM is a VSL-approved provider of the following course:

- HLT52015 Diploma of Remedial Massage

This policy has been informed by the *VET Student Loan Act 2016*, particularly Section 66A – 66E, the *VET Student Loan Rule 2016*, particularly Section 91 and 92, and the *VSL Manual for Providers v.51*, particularly Section 4.3.

## 2 DEFINITIONS

**Australian Qualification Framework (AQF):** The AQF specifies the national standard for regulated qualifications in Australian education and training ([Australian Qualification Framework, Australian Government](#))

**Student:** A person who is enrolled in a VET Student Loan approved course (may also refer to as 'VSL-approved course') ([Study Assis, Australian Government](#))

**The Act:** The *VET Student Loan Act 2016* (Act) and the *VET Student Loan Rule 2016* (Rules) set out the legislative requirements that underpin the VSL program ([VET Student Loan Compliance, Department of Employment and Workplace Relations, Australian Government](#))

**Tuition Protection Service:** The Tuition Protection Services (TPS) is an initiative of the Australian Government to protect VSL students at private education providers when their provider defaults. A provider defaults when they close, fail to start a course or stop offering it to enrolled students.

The TPS helps VSL student to:

- continue their studies with a replacement provider in an equivalent or similar course; or
- If a suitable course is not available, receive a loan re-credit for parts of the course that the student commenced but could not complete due to a provider default.

The TPS is sector funded and supported by the Department of Education. Providers contribute an annual TPS levy according to the size and risk of default. VSL providers are automatically covered by the TPS ([Tuition Protection Service, Department of Education, Australian Government](#))

**VET Student Loan:** A VET Student Loan (VSL) helps eligible students cover tuition fees for vocational education and training (VET) courses. VSL is only available for the approved course at or above the Diploma level of the AQF. ([VET student Loan, Study Assist](#))

**VSL Tuition Protection Director:** The Tuition Protection Director manages and makes the decisions about the VSL fund, ensures a provider is compliant with their tuition protection requirement, determines levies, assists student and providers if the TPS is activated, and provides general support to the sector regarding tuition protection ([Tuition Protection Service, Department of Education, Australian Government](#))

## 3 POLICY

### 3.1 TUITION ASSURANCE

#### 3.1.1 TUITION PROTECTION SERVICE (TPS) FOR STUDENTS ACCESSING A VET STUDENT LOAN

- 1) The Commonwealth Government, Department of Education has in place a Tuition Protection Service to protect and support VSL students, in the event that the VSL-approved provider defaults (ceases delivery of their course or closes entirely).
- 2) The TPS is to ensure that students will be supported to continue their studies in an equivalent or similar course, and granted course credits for parts of the original course successfully completed by the students, as evidenced by:

- a. a statement of attainment or other certification documentation issued in accordance with the AQF; or
  - b. an authenticated VET transcript prepared by the Registrar (within the meaning of the *Student Identifiers Act 2014*).
- 3) The TPS is also to ensure that the affected student by default is not charged for replacement components of an equivalent or similar course if tuition fees have been paid for the affected parts of their original course. Where a suitable replacement course cannot be found, the student will have their VSL balance re-credited for the loan amount used to pay tuition fees for the affected parts of the original course.
- a. The VSL loan amount used to pay tuition fees for any unit of study that the student commences but does not complete because of the provider default is to be re-credited.
  - b. The upfront tuition fees for any unit of study that the student commences but does not complete because of the provider default are to be refunded.

### 3.1.2 PROVIDER DEFAULTS

- 1) The approved course provider defaults are defined as:
  - a. The provider fails to start to provide a VSL-approved course or any unit of study of that course to the student on the day on which the course or unit of study was scheduled to start, and the student has not withdrawn before that day.
  - b. The provider ceases to provide a VSL-approved course or any unit of study of that course to the student on a day that is after the course or unit of study starts but before it is completed; and the student has not withdrawn before that day.

### 3.1.3 TUITION ASSURANCE FOR FEE-PAYING STUDENTS

- 1) In the unlikely event that SITCM is unable to commence the course or unit of study on the scheduled date, or ceases to offer the course or unit of study after commencement, SITCM will provide domestic up-front fee-paying students:
  - a. An authenticated VET transcript prepared by the Registrar (within the meaning of the *Student Identifier Act 2014*) for the parts of the course the student has completed.
  - b. A refund of the tuition fees for the unit of study that the student had paid but were unable to complete because of the provider default. Refer to the [Refund Policy and Procedure](#).

## 3.2 RECORDS

- 1) All data, including student contact details and unit/course status, is stored in the SITCM's digital student management system.
- 2) The student information, course details, and unit/course status data are to be updated in the Tertiary Collection of Student Information (TCSI) within the deadline.
- 3) The student information, course details, and unit/course status data are also to be reported in AVETMISS on an annual basis.
- 4) SITCM retains documents and information related to the VSL Act and Rules operation for seven years or as otherwise specified in the Rules.

## 4 PROCEDURES

### 4.1 PROCEDURE IF THE PROVIDER DEFAULTS

#### 4.1.1 WITHIN 24 HOURS OF THE DEFAULT

- 1) The CEO gives written notice to the VSL Tuition Protection Director of the circumstances of a default.
- 2) The Office Manager provides notice to affected students in writing to their personal email or student's portal as advised by the student, or another method agreed to by the student, and specify in the student notice:
  - a. The name of the course, part, or parts of the course the student was enrolled in at the time of the default;
  - b. The date and time of the default; and
  - c. Links to further information about the tuition protection services ([Tuition Protection Service, Department of Education, Australian Government](#)).

#### 4.1.2 WITHIN THREE (3) BUSINESS DAYS OF THE DEFAULT OCCURRING

- 1) The CEO, with the assistance of the Finance Manager, gives written notice to the VSL Tuition Protection Director specifying for each student in relation to whom the provider has defaulted:
  - a. The student's full name and contact details;
  - b. The course, or parts of the course, the student was enrolled in at the time of the default;
  - c. The amount of the tuition fee for each course, or part of the course, the student was enrolled in at the time of the default;
  - d. Detail about the payment of those tuition fees, including the amounts that are covered fees;
  - e. Whether the student was studying part-time or full-time;
  - f. The mode of delivery of the original course;
  - g. If the student did not study online, the location where the original course was primarily delivered;
  - h. Whether the student has withdrawn from the course or part of the course and the date of withdrawal;
  - i. 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;
  - j. 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
  - k. The name and code of each unit of competency as it appeared on the National Register of the VET for each part of the course the provider has defaulted in relation to a student.

#### 4.1.3 AS SOON AS PRACTICABLE

- 1) The provider website is updated to reflect that the course is no longer being provided and to provide tuition protection service information.

#### 4.1.4 IF REQUESTED BY THE VSL TUITION PROTECTION DIRECTOR

- 1) The Registrar provides to the VSL Tuition Protection Director, in relation to students to whom the provider has defaulted, either:
  - a. A copy of a statement of attainment or other *Australian Qualifications Framework* certification documentation issued by the course provider or an

- authorised issuing organising in accordance with the *Australian Qualifications Framework* for the parts of the course the student has completed; or
- b. A copy of an authenticated VET transcript prepared by the Registrar (within the meaning of the *Student Identifiers Act 2014 (Cth)*) for the parts of the course the student has completed.

#### 4.2 PROCEDURES AS A REPLACEMENT PROVIDER

- 1) As requested by the VSL Tuition Protection Director, the CEO and VET Course Coordinator must provide information to assist the Director to make decisions about whether a suitable replacement course exists for displaced students.
- 2) Under the VSL Acts and Rules, SITCM is encouraged to act as a replacement provider to support displaced VSL students to continue their studies.
- 3) In the case that SITCM acts as a replacement provider for another VSL-approved provider who ceases operation:
  - a. The CEO gives written notice to the VSL Tuition Protection Director, of the acceptance of any displaced students in the replacement course, within 14 days of the student's acceptance of the offer.
  - b. The Administration Office enrolls the student in the replacement course as soon as practicable.
  - c. Course credit is granted for parts of the original course successfully completed by the student, as evidenced by:
    - i. A statement of attainment or other *Australian Qualifications Framework* certification documentation issued in accordance with the *Australian Qualifications Framework*; or
    - ii. An authenticated VET transcript prepared by the Registrar (within the meaning of the *Student Identifiers Act 2014 (Cth)*).
  - d. The Finance Manager does not charge the student tuition fees for the replacement components of the replacement course if tuition fees have been paid for the affected part of the original course.
- 4) SITCM has obligations under the VSL Act and Rules to facilitate efficient and fair treatment of students to allow them to continue their studies with minimal disruption.

#### 5 RELATED POLICY AND OTHER DOCUMENTATION

- 1) VSL Student Loan Act (2016).
- 2) VSL Student Rules (2016).
- 3) VSL Manual for Providers v5.1.
- 4) VSL Statement of Tuition Assurance.
- 5) Fees Policy.
- 6) Refund Policy and Procedure.