

Purpose

ALACC is committed to ensure all VET Student Loan (VSL) eligible students are protected if ALACC ceases to operate

Scope

This policy and procedure applies to all VET Student Loan (VSL) eligible students enrolled with ALACC.

Policy and Procedure

1. General

- 1.1 ALACC endeavours to deliver quality education throughout the students' enrolment period with us.
 - 1.2 The policy will be updated to comply with the VET guidelines and published on our website for all students.
 - 1.3 At the time of enrolment, each enrolling VET student is provided with clear information about where they can access this information.
 - 1.4 ALACC is covered by Australian Council for Private Education and Training (ACPET) Australian Student Tuition Assurance Scheme (ASTAS).
 - 1.5 Contact details for ACPET are:
National office
Suite 101, Level 1, 126 Wellington Parade, East Melbourne VIC 3002
PO Box 551, East Melbourne Vic 8002
Phone: 1800 657 644 (toll-free nationally) (03) 9412 5900
Fax: (03) 9416 1895 Email: acpet@acpet.edu.au (National office)
 - 1.6 If ALACC ceases to provide the VET course of study in which the VET student is enrolled, ALACC is covered by ACPET's ASTAS to meet the VET tuition assurance requirements.
2. ALACC's action when it ceases to provide course
 - 2.1 If ALACC intends to cease providing a course after it starts but before it is completed, it will give ACPET a written notice of the intention as soon as practicable or within 24 hours.
 - 2.2 ALACC will give ACPET the following for each covered student concerned within 3 business days after ALACC ceases to provide the course:
 - 2.2.1 the student's full name and contact details;
 - 2.2.2 the part or parts of the course that the student is enrolled in;
 - 2.2.3 the amount of the tuition fees for each part of the course in which the student is enrolled;
 - 2.2.4 details about the payment of those tuition fees, including the amounts that are covered fees;
 - 2.2.5 a copy of a statement of attainment for the parts of the course the student has completed, issued by the course provider or an authorised issuing organisation in accordance with the Australian Qualifications Framework.
 - 2.3 within 2 days, notify students enrolled in the course, in writing, that the course is no longer being provided;
 - 2.4 within 7 business days after notifying the students, hold a meeting with the students and

- 2.5 ACPET for the course at the location where the course was primarily delivered; as soon as practicable, update ALACC's website to reflect that the course is no longer being provided
 - 2.6 as soon as practicable after receiving notice from ACPET required under subsection 73(2) (notice that a student's FEE-HELP balance must be re-credited) ALACC will re-credit the student's FEE-HELP balance.
3. ACPET's action when course is ceased by ALACC
- 3.1. ACPET will:
- a. attend the meeting held by ALACC
 - b. organise a telephone service to deal with enquiries from covered students about the tuition assurance arrangement;
 - c. provide on its website accurate information about the tuition assurance arrangement;
 - d. within 7 business days after being notified by ALACC that the course is no longer being provided, provide to each covered student written information about the tuition assurance arrangement, ACPET's role in facilitating tuition assurance and the telephone service.
 - e. within 14 business days after being notified by ACU that the course is no longer being provided, contact each covered student by telephone to discuss and assess options for a replacement course;
 - d. within 20 business days after being notified by ACU that the course is no longer being provided, send to each covered student:
 - i. a replacement tuition offer, in writing or
 - ii. if ACPET decides there is no replacement course for the student
 - a) an explanation of the student's right to seek review of the decision;
 - b) an explanation of the requirements that a course must meet under the tuition assurance arrangement to be offered as a replacement course;
 - c) a statement that the student has 28 days to seek review of the decision before the fees for the affected part of the original course that were paid using a VET student loan are re-credited to the student's FEE-HELP balance;
 - d) a statement that, to facilitate early repayment and re-crediting, the student may, at any time during the 28 days, give ACPET notice in writing that the student will not seek review of the decision.

4. Replacement Courses

- 4.1 If a VET student is offered a replacement course, ACPET ensures that a VET student, who is currently enrolled in that VET course of study, is:
- a. offered a replacement courses to be provided by approved course providers
 - b. receiving 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
 - c. not charged tuition fees for replacement components of replacement courses

4.2 ACPET will ensure that

- a. a replacement course leads to the same or a comparable qualification as the original course;
- b. the mode of delivery of a replacement course is the same as the mode of delivery of the original course;

- c. the location where the replacement course for a student is primarily delivered is reasonable, having regard to the costs of, and the time required for, the student's travel;
- d. a student who enrolls in a replacement course:
 - i. will not incur additional fees that are unreasonable; and
- ii will be able to attend the replacement course without unreasonable impacts on the student's prior commitments.
- e. ACPET will give a student a 6-month period in which to accept a replacement tuition offer.
- f. ACPET will repay the student's tuition fees for a replacement component of a replacement course if the student's FEE-HELP balance is re-credited under section 68 of the Act for the replacement component.
- g. The obligation to covered students will continue even if the arrangement is terminated and despite of following;
 - i. a default under the arrangement by the course provider;
 - ii. non-compliance with the Act by the course provider;
 - iii. whether the course provider is solvent or insolvent.

4.3 ACPET will provide the students with all the relevant information including but not limited to the replacement course provider, course code and title, commencement date, credit arrangements, acceptance date and any other relevant information.

4.4 Within 28 days after sending the student a replacement tuition offer, either an acknowledgement of receipt of the replacement tuition offer or an acceptance of the offer, ACPET must attempt to contact the student by telephone to remind the student of the offer. ACPET must make at least 3 reasonable attempts to contact the student by telephone.

4.5 If, within 3 months after sending a student a replacement tuition offer, ACPET has not received either an acknowledgement of receipt of the replacement tuition offer or an acceptance of the offer, ACPET must send another copy of the offer to the student.

4.6 ACPET must provide review procedures that are clearly set out in stages, should any student wish to review its decision to offer or not to offer a replacement course.

Acts/Legislation/Guidelines

- ASQA Standards
- VET student loan requirements

Supporting Documents /Related policies

Student enrolment form
Student orientation form

Definitions

VET Student Loan (VSL) is a student loan scheme that helps eligible students pay for all or part of their tuition costs for Diploma of Nursing level course only.

Tuition assurance arrangement is an arrangement between a course provider and another person (the tuition assurance scheme operator) under which the tuition assurance scheme operator is to do certain things if a course provider ceases to provide a course at any time after it starts but before it is completed.

Cease to provide a VET course of study means VET provider ceases to provide a VET course of study to a person who is entitled to VET Student Loan (VSL) assistance if:

- a. the provider ceases to be a registered training organisation;
- b. the provider's approval as an approved course provider is revoked;
- c. the provider makes changes to the training being delivered to the extent that the course is no longer the same in substance as the course in which students originally enrolled;
- d. the enrolment of students has been cancelled in a way that does not comply with the provider's procedures for withdrawal and cancellation;
- e. any of the following event affects the ability of the provider to deliver the content of the course to a standard sufficient to meet learning outcomes for the course under the Australian Qualifications Framework.
 - i. notice is served on the provider, or proceedings are taken, to cancel the provider's incorporation or registration under the Corporations Act 2001 or similar legislation; or dissolve the provider as a legal entity;
 - ii. the provider comes under a form of external administration (within the meaning of subsection 600H (2) of the Corporations Act 2001) or an equivalent arrangement;
 - iii. the provider fails to comply with a statutory demand within the meaning of section 459F of the Corporations Act 2001;
 - iv. the provider is unable to pay all of its debts when they become due;
 - v. proceedings are initiated for an order for the provider's winding up;
 - vi. at a meeting of the provider, a resolution is made to wind up the provider.

Non-compliance

Any breach of the VET Tuition Assurance policy must be reported in accordance with the complaints and appeals policy and procedure. If no complaint is lodged, but ALACC becomes aware of a possible breach, the CEO/Director of Studies will ensure that the matter is properly investigated and resolved.

Documentation Control

Last of review: -

Current review: March 2018

Date of next review: January 2020

Policy reviewed by: Compliance manager

Authorised by: Janet Lawrence -FACN Position: CEO/Director of Studies.