VET Student Loan Review and Re-Crediting Policy

# Audience

All TasTAFE Employees and Students with VET Student Loans.

# Purpose

This policy outlines TasTAFE’s commitment to adhering to the Commonwealth’s requirements related to:

* VET Student Loan re-credit applications,
* providing students with refunds of upfront payment of tuition fees, where applicable and approved, and
* reviewing requests from students to review TasTAFE’s initial re-credit decision.

# Policy statement/details

* If a student withdraws from their studies on or before the census date, the student will not incur a VET Student Loan debt for the unit of study/course.
* If a student withdraws from their studies after the census date, the student will incur a VET Student Loan debt unless TasTAFE is satisfied that [special circumstances](#speccircumstances) apply.
* A student must apply in writing within 12 months of their withdrawal date, or within 12 months of the end of the period of study to request a re-credit of their FEE-HELP balance.
* TasTAFE will consider a student’s application and notify the student, in writing, of its decision and the reasons for making the decision, within 25 days of receiving the application for re-credit.
* A student has the right to apply for a review of the above decision. The student has 28 days, from the day the student receives notice of the decision, to apply for a review. This review request must be in writing and outline the reasons why they are applying for a review.
* If still unsatisfied, the student has the right to appeal to the Administrative Appeals Tribunal (AAT), Administrative Appeals Tribunal   
  Ground Floor, Edward Braddon Building  
  Commonwealth Law Courts  
  39-41 Davey Street   
  Hobart TAS 7000  
  T: 1800 228 333 http://www.aat.gov.au/Contact-Us

## Special Circumstances

* Students can apply to cancel their VET Student Loan in special circumstances. Examples of special circumstances are if a student is sick, injured or some other event that prevented the student from finishing the unit. To apply for special circumstances, the student must provide proof that:
  + the circumstance was beyond the person’s control; and
  + the full impact of the circumstance was on, or after, the Census Date; and
  + the circumstance was serious enough and made it impracticable for the person to complete the requirements of the unit.
* Special circumstances do not include, for example:
  + lack of knowledge or understanding of requirements under VET Student Loan; or
  + a person‘s incapacity to repay a VET Student Loan debt, as repayments are income contingent and the person can apply for a deferral of a compulsory repayment in certain circumstances.

Where it is satisfied that special circumstances apply, TasTAFE will either;

* re-credit a student's FEE-HELP balance with an amount equal to the amount of VET Student Loan assistance that the student received for the VET unit/s of study; or
* refund any upfront payments made by the student prior to the census date.

# Associated legislation

* [VET Student Loan (VSL) Rules 2016](https://www.legislation.gov.au/C2016A00098/latest/text)

# Associated documents

* [VET Student Loan Review and Re-Crediting Procedure](https://recordsmanager.education.tas.gov.au/linkgeneratorapi/record/6682702/download_latest_final_file)
* [Application to Re-credit VSL Form](https://recordsmanager.education.tas.gov.au/linkgeneratorapi/record/6862753/download_latest_version)
* [Application to Review a VSL Re-credit Decision Form](https://recordsmanager.education.tas.gov.au/linkgeneratorapi/record/6862759/download_latest_version)
* [VSL Re-credit and Review of VSL Re-credit Decision Form](https://recordsmanager.education.tas.gov.au/linkgeneratorapi/record/6862767/download_latest_version)

# Definitions/acronyms

**Census Date** - The census date is a period of time that is approximately 20 per cent of the way through the unit of study. It is the date a student incurs a debt for a unit of study.

**FEE-HELP**- is a loan scheme that assists eligible full fee-paying students pay their tuition fees at university and other higher education providers.

**Tuition Fee -**Any fee payable to TASTAFE by a student enrolled or seeking to enrol in a VET course of study with TASTAFE in respect of the granting of an award of VET Diploma, Advanced Diploma, VET Graduate Certificate or VET Graduate Diploma. It does not include a fee that is:

* payable in respect of an organisation of students, or of students and other persons; or
* payable in respect of the provision to students of amenities or services that are not of an academic nature; or
* payable in respect of residential accommodation; or - payable in respect of a special admissions test; or
* determined to be a fee of a kind that is ‘incidental’ to studies that may be undertaken with TASTAFE, as described under ‘incidental charges'.

**Unit of Study** -A subject or collection of subjects that a person may undertake with TasTAFE as part of a VET course of study.

# Policy control

## Contact points

| **Responsibility** | **Position title** | **Contact person** | **Contact number** |
| --- | --- | --- | --- |
| **Executive owner** | Chief Financial Officer | Will McShane | 0437 192 635 |
| **Policy owner** | Manager, Digital Services | Andrew Stevens | (03) 6270 5401 |
| **Contact person** | Business Systems Officer | Casey Harwood | (03) 6232 7546 |

## Consultation

The following teams/positions should be consulted during the development/review of this Policy:

* Finance and Performance – Finance Manager
* Chief Financial Officer
* VET Student Loan Coordinator

## Endorsement required prior to Risk and Compliance Committee:

Not Applicable

## Endorsements

| **Committee** | **Date** |
| --- | --- |
| Risk and Compliance Committee | 28.03.2024 |

## Dates:

**Last approved:**  8/04/2024

**Next review**: 8/04/2027

## Version history

| **Version** | **Date** | **Description of changes** |
| --- | --- | --- |
| 1.0 | 02.12.2019 | Format changes to meet policy template requirements. |
| 2.0 | 27.06.2023 | Updated Executive Owner Contact Person |
| 3.0 | 25.09.2023 | Updated Executive Owner from Chief Operating Officer to Chief Financial Officer. |
| 3.1 | 6.11.2023 | Updated with the new template |
| 4.0 | 15.03.2024 | Cyclical review, updated to the new template with supporting documents also updated. |

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Record Number: DOC/18/215474[v7]