



## Student Review Procedure

This policy relates to:	
Registration Manager	Australian Skills Quality Authority (ASQA)
Conditions of Registration	VET Quality Framework (VQF)
Codes and Standards	VET Student Loans Rules 2016 (VSL Rules)
Legislation or other requirements	VET Student Loans Act 2016 (VSL Act)

### Purpose

This procedure ensures how to assess Student FEE-HELP re-credit after the census date of the approved course of study.

### Scope

This policy applies to all VSL students.

### Glossary

census day	A date by which enrolment may be cancelled without incurring tuition fees for the course or the part of the course. See also section on census days in this manual.
course	A course listed in the VET Student Loans (Courses and Loan Caps) Determination 2016
RTO	registered training organisation as listed on the National Register of VET at <a href="http://training.gov.au">training.gov.au</a>
VSL	VET Student Loans
Approved Course	Approved Course means a qualification or course of study that has been approved by the Department of Education as eligible for VET Student Loans.
VET Course of Study	VET Course of Study means an eligible course of study in which the VET units of study forming the course meets course requirements for VSL Act.
VET Unit of Study	VET Unit of Study means a published unit of study that forms part of an Approved course.

## Framework

- Student who withdraws from the course/ unit of study on or before the census date will not incur a VET Student Loan for the unit of study including no administration and withdrawal penalties will be applicable to this situation.
- A student who withdraws from a VET Unit Course of study on or before the census date is entitled to a full refund of their VET tuition fees if the tuition fees are paid up front.
- A student who withdraws from the course/ unit of study after the census date will incur the VSL debt.
- A student may apply for FEE-HELP re-credit according to the given procedures.

## Special circumstances

- Student's HELP balance can be re credited under Part 6 of the Act
- Student may apply to you for the student's HELP balance to be re credited under section 68 of the Act because of special circumstances
- Student may apply to the Secretary for the student's HELP balance to be re credited under section 71 of the Act because:
  - RTO engaged in unacceptable conduct in relation to the student's application for the VSL, or
  - RTO has failed to comply with the Act or an instrument under the Act and the failure has adversely affected the student
- That special circumstances are circumstances that are beyond the student's control, do not make their full impact on the student until on or after the census day for a course, or the part of a course and make it impracticable for the student to complete the requirements for the course, or the part of the course, during the student's enrolment in the course, or the part of the course.
- That applications for re crediting under section 68 of the act must be made within 12 months after the census day for the course, or the part of the course, concerned, or within that period as extended by RTO.
- That applications for re crediting under section 71 of the act must be made within 5 years after the census day for the course, or the part of the course, concerned or within that period as extended by the secretary.
- The processes available to students in relation to reconsideration and review of decisions whether or not to re credit help balances, including relevant time limits that apply.
- That there is no charge for reconsideration or review of decisions, other than review by the administrative appeals tribunal (AAT).
- Each application will be examined and determined on its merits by considering the student's claim together with independent supporting documentation substantiating the claim. Initial applications for the re- crediting of a student's FEE-HELP balance are to be made in writing to RTO's compliance manager.
- That the secretary may re credit a student's help balance in relation to special circumstances if an approved course provider is unable to act or is being wound up or has been dissolved, or has failed to act and the secretary is satisfied that the failure is unreasonable.

## General Processes

Process	Responsible person
When student withdraw after the census date and believe that he/she has special circumstances (as explained above), then student must apply in writing to Yorke institute compliance manager with in 12 months from the census date for the course.	<b>Student</b>
Students to provide all the supporting documents with the application.	<b>Student</b>
For applications for re-crediting under Section 71/Section 46A of the Act, the student must apply in writing to Yorke institute within 5 years/3 years from the census date for the course, or part of the course/after the period during which the person undertook, or was to undertake the specified unit	<b>Student</b>
Compliance manager will acknowledge the application in 10 working days and start the review process.	<b>Compliance manager</b>
Review procedure: <ol style="list-style-type: none"> <li>1. Compliance manager review all the documents provided and add information in the register.</li> <li>2. Compliance manager will discuss the matter with relevant people including but not limited to trainer, account manager and coordinator.</li> <li>3. Compliance manager may ask student to provide further information and documents as required to make decision.</li> </ol>	<b>Compliance manager and other relevant people</b>
Compliance manager will notify the student regarding outcome of the application.	<b>Compliance manager Student</b>
Is student is not satisfied with the outcome of the application then they may appeal the decision.	<b>Student</b>
Appeal process will be conducted according to York Institute compliant and appeal policy (available on website).	

## Continuous Improvement

A summary of all student Fee-Help re-credit related matters and concerns will be presented as a part of the Continuous Improvement Policy and Procedure at the Management Meeting for review. The purpose of this is to ensure management are up-to-date and aware of:

- Any general adverse trend that needs correcting
- Common threads relating to compliance and quality assurance.
- Repeat issues

## Confidentiality and Privacy Statement

For more information, please refer to our Privacy and Confidentiality Policy.

## Publication

This policy once approved, will be available to all students and staff by accessing RTO Intranet or on request. This policy will also be available through RTO's website as well.

This policy and procedure will form part of the information distributed and communicated during staff orientation.

**Review processes**

This policy and procedure will be reviewed annually by the Compliance Manager.

**Other related policies and procedures**

Related policies	Complaint and appeal policy
Forms or other organisational documents	Complaint and appeal form Student Fee Help Re-credit form

**Review processes**

<b>Policy review frequency: Annually</b>	<b>Responsibility for review: Compliance Manager (RM)</b>
Documentation and communication: Describe how the policy decisions will be documented and communicated	
<p>Version 10.0</p> <ul style="list-style-type: none"> <li>• Major updates are made after an Internal audit</li> <li>• The Policy is reviewed for grammatical errors</li> <li>• The Policy is forwarded to all staff members via an email</li> <li>• The Policy is uploaded to the website</li> </ul>	