



Tuition Assurance 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) Standards for Registered Training Organisations (SRTO) 2015 Tuition Protection Service – VET
Legislation or other requirements	National Vocational Education and Training Regulator Act 2011 VET Student Loans Act 2016 (VSL Act)

Purpose

This policy and procedure protect VET Student Loan (VSL) students in the event their private education provider defaults (ceases delivering their course or closes entirely). This policy and procedure will also ensure that appropriate actions will be taken in relation to VSL provider default or if requested to become a replacement provider for displaced students.

Scope

This policy applies to all VSL students only.

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 training.gov.au
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.

General Processes

1. A tuition protection default occurs when Yorke Institute either:
 - Fails to start a course or part of a course on the day on which it was scheduled to start, and the student has not withdrawn before that day or
 - Ceases to provide a course or part of a course after commencement but before completion, and the student has not withdrawn before that day.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. If there is a suitable replacement course available, eligible VSL students will be assisted to continue their studies with a replacement provider. 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 Yorke Institute's default.
3. Yorke Institute will follow the requirements as specified in the VSL Act [Act s 66C and 66D] and VSL Rules [VSL Rules s 47 and 51] obligations. Obligations include requirements to notify students and the VSL Tuition Protection Director of the default and to provide each with specified information.

Within 24 Hours of Default	<ul style="list-style-type: none"> • Give written notice to the VSL Tuition Protection Director of the circumstances of the default • Notify students enrolled in the course, in writing, the course is no longer being provided <ul style="list-style-type: none"> ○ Yorke Institute will send the student notice to the: student's personal email address according to the student management system. ○ The following information will be included in the notice: <ul style="list-style-type: none"> ▪ The name of the course, or part or parts of the course the student was enrolled in at the time of the default ▪ The date of the default ▪ advise of a website specified by the VSL Tuition Protection Director where the student can get further information about tuition protection.
Within three (3) business days of a default occurring	<p>Give written notice to the VSL Tuition Protection Director specifying for each student in relation to who Yorke Institute has defaulted:</p> <ul style="list-style-type: none"> • the student's full name and contact details • the course, or part or parts of the course, the student was enrolled in at the time of the default • 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 • details about the payment of those tuition fees, including the amounts that are covered fees

	<ul style="list-style-type: none"> • whether the student was studying part-time or full-time • the mode of delivery of the original course • the location where the original course was primarily delivered • whether the student has withdrawn from the course or part of the course and the date of withdrawal • 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 • 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 • 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
As soon as practicable	Update Yorke Institute's website to reflect the course is no longer being provided and to provide tuition protection information.
If requested by the VSL Tuition Protection Director	<p>Provide to the VSL Tuition Protection Director in relation to students to whom Yorke Institute has defaulted, either:</p> <ul style="list-style-type: none"> • A copy of a statement of attainment or other Australian Qualifications Framework certification documentation issued by Yorke Institute or an authorised issuing organisation in accordance with the Australian Qualifications Framework for the parts of the course the student has completed or • A 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.

4. If requested by the VSL Tuition Protection Director, Yorke Institute will provide information to assist the Director to make decisions about whether a suitable replacement course exists for displaced students.

5. Yorke Institute will, where possible, act as a replacement provider to support displaced VSL students to continue their study. Replacement providers have a number of obligations under the VSL Act to facilitate efficient and fair treatment of students to allow them to continue their studies with minimal disruption.

6. If a student accepts an offer of a place in a replacement course, the replacement provider must give written notice of the acceptance to the VSL Tuition Protection Director within 14 days of the student's acceptance of the offer

Replacement providers must also:

7. Enrol the student in the replacement course as soon as practicable

8. Grant course credits for parts of the original course successfully completed by the student, as evidenced by:

- a. a statement of attainment or other Australian Qualifications Framework certification documentation issued in accordance with the Australian Qualifications Framework; or
- b. an authenticated VET transcript prepared by the Registrar (within the meaning of the Student Identifiers Act 2014)
- c. 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.

Continuous Improvement

A summary of all tuition protection 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 Pre-paid fees policy and procedure Student FEE-HELP re-credit policy and procedures
Forms or other organisational documents	NA

Review processes

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