

Cancelling a VET Student Loan Students Enrolment Procedure

RTO Number 90198

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Contact	Executive Manager, NSW Health RTO
Consultation	NSW Health RTO Strategic and Steering Committee NSW Health RTO Operations and Compliance Committee
Applies to	NSW Health RTO
Related Policies	Fees and Refunds Privacy
Related Procedures	Refund of Fees Collection of Fees Re-crediting VSL Balances
Forms and supporting documents	Program Guide Withdrawal Form Deferral Form RTO Student Handbook Schedule of Fees VSL Schedule of VET Tuition Fees and Census Dates Smart and Skilled Fee Information Sheet Enrolment Data Collection – AVETMISS Enrolment Data Collection – Smart and Skilled form
Review date	28 May 2021

DOCUMENT HISTORY

Version	Issued	Author	Reason for Change
v1.0	May 2019	RTOEO	New Procedure
v1.1	May 2020	RTOEO	Amended the titles of the RTO new Committees

Issued by the Executive Manager, NSW Health RTO under the authority of the Chief Executive (CE).

Overview

This procedure outlines the process for cancelling a VSL student's enrolment in an approved course, or a unit of study, after the census day of the course.

Cancellation of a student's enrolment in an approved VSL course, or a unit of study may be as a result of matters arising from Academic Progression, Academic Misconduct policies and procedures.

The decision to cancel a student's enrolment will be made after the Complaints and Appeals Policy and Procedures are followed.

All students will be treated fairly and with integrity when charged fees or applying for re-crediting of VSL Balances.

Definitions

Census Date	For VET Student Loans approved courses: 20% of the way through the unit of study
Payment Schedule	A timetable outlining the dates at which payments are to be made. It includes a description, the payment amount and dates due.
RTO	Registered Training Organisation
RTOEO	NSW Health RTO Executive Office
VET	Vocational Education and Training
VET Products	AQF Qualification, Skill Set, Skill Cluster and standalone Unit of Competency
VSL	VET Student Loans

Procedure

<p>RTOEO Triggers the Cancellation of the VSL Student's Enrolment Procedure</p>	<ul style="list-style-type: none">• This procedure will be triggered only where the Complaints and Appeals Policy and Procedure have been followed to manage student misconduct or failure to progress and a decision is made to cancel a VSL student's enrolment.• Provide students with a copy of this procedure.
<p>RTOEO Informs Student of Cancellation of their Enrolment</p>	<ul style="list-style-type: none">• Inform the student concerned of enrolment cancellation• Allows the student 28 days to initiate an external appeal, in line with RTOEO External Appeal procedure, before the cancellation of enrolment takes final effect.• Will provide for the cancellation to take final effect, only after the external is initiated by the student have been completed.
<p>RTOEO VSL Fees</p>	<ul style="list-style-type: none">• In the event that NSW Health RTO cancelling a student's enrolment after the Census date for a unit of study:<ul style="list-style-type: none">- No refund is applicable; and/or- The student will incur a VET Student Loan debt.• Follow the RTOEO's Fees and Refunds Policy and Procedures.• Students may appeal the decision on special grounds by lodging an appeal in writing to the RTO Executive Office Email: HSNSW-RTO@health.nsw.gov.au within 10 working days.
<p>Student Dissatisfaction with RTOEO Decision</p>	<ul style="list-style-type: none">• This procedure, and the availability of the NSW Health RTO Complaints and Appeals policy and procedures, do not remove the student's right to take action under Australia's consumer protection laws.• Students seeking to make an external complaint about any administrative decision should do so after following NSW Health RTO internal procedures, by contacting the VET Student Loans Ombudsman on: Telephone:1300 362 072 www.ombudsman.gov.au/

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