

Recrediting VET Student Loan Balances Procedure

RTO Number 90198

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Applies to	NSW Health RTO
Related Policies	<ul style="list-style-type: none"> • Fees and Refunds
Related Procedures	<ul style="list-style-type: none"> • Refund of Fees • Collection of Fees • Program Cancellation
Forms and supporting documents	<ul style="list-style-type: none"> • Pre-Enrolment Course Information (PECI) • 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

- Where a student withdraws from a VET unit of study after census date, or has been unable to successfully complete a VET unit of study, and believes this was due to special circumstances then the student may apply to have their balance re-credited for the affected units.
- Special circumstances are circumstances that:
 - a) Are beyond the student's control; and
 - b) Do not make their full impact on the student until on or after the census day for the course; and
 - c) Make it impracticable for the student to complete the requirements for the course.
- Each application will be examined and determined on its merits by considering a student's claim together with independent supporting documentation substantiating the claim.
- **All students will be treated fairly and with integrity when charged fees or applying for re-crediting of Balance.**

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>Student Withdraws From a VET Unit of Study</p>	<ul style="list-style-type: none"> • Students are encouraged to contact their program coordinator prior to withdrawing from a course. • After this discussion, should a student still wish to withdraw, they should complete a Withdrawal Form. • Where a student withdraws from a VET unit of study after census date, or has been unable to successfully complete a VET unit of study, and believes this was due to special circumstances then the student may apply to have their VSL balance re-credited for the affected units.
<p>Student Applies for Re-Crediting</p>	<p>Students:</p> <ul style="list-style-type: none"> • Must make an application to the Program Coordinator within 12 months after the census day of the course, in writing by email. The following information must be provided: <ul style="list-style-type: none"> - Student name - Date the course started - Reason for withdrawing from the course; and - Date of withdrawal • Must outline the special circumstances. • There is no charge for review and consideration of the process.
<p>Delivery Site Informs RTOEO of Re-crediting Application</p>	<ul style="list-style-type: none"> • Immediately, the program coordinator must confirm the withdrawal by getting the student to complete a Withdrawal Form, if it has not already been received from the student. • Enter the student's withdrawal details into My Health Learning. • Provide the RTOEO with all relevant information including the Withdrawal Form and evidence of special circumstances.
<p>RTOEO Reviews the evidence</p>	<p>The RTOEO will:</p> <ul style="list-style-type: none"> • Review and consider the application • Re-credit the VSL balance to the student if it is satisfied that special circumstances apply: <ul style="list-style-type: none"> - Are beyond the student's control; and - Did not make their full impact on the student until on or after the census date for the VET unit of study in question; and - Make it impractical for the student to complete the requirements for that VET unit of study. • Be satisfied that a student's circumstances are beyond the student's control if a situation occurs that a reasonable person would consider is not due to the person's action or inaction, either direct or indirect, and for which the student is not responsible.
<p>RTOEO Informs the students of Re-Crediting Outcome</p>	<p>If the RTOEO is satisfied, the RTOEO will:</p> <ul style="list-style-type: none"> • Notify the student that their request for a re-credit has been accepted. • Notify the Department of Education and Training. • Repay to the Commonwealth any VSL assistance received on the student's behalf. • The student's VSL debt for those VET unit/s of study will be removed. <p>If the RTOEO is not satisfied, the RTOEO will:</p> <ul style="list-style-type: none"> • It will advise the student and provide reasons.

Student
Dissatisfaction with
RTOEO Decision

- If a student is not satisfied with the decision made by the RTOEO, in relation to re-crediting their VSL balance they may request a review of the decision.
- The application must:
 - Be in writing and lodged within 10 days of receiving notice of the original decision.
 - Specify the reasons for making the request.
 - Emailed to HSNSW-RTO@health.nsw.gov.au

RTOEO
Forwards
information to
Director of CSBP,
HETI

- The RTOEO will:
- Escalate the matter to the Director of Corporate Support and Business Partnerships (CSBP), HETI.
 - Provide all relevant information relating to the matter

Director, CSBP HETI

- Review all evidence provided within 3 weeks and advise the student of the decision in writing giving the reasons for the decision.
- May confirm, vary or change the outcome of the RTOEO's decision.
- Provide a written notice of the decision setting out the reasons
- Outline to the student of their right to apply to the RTO using the External Appeals Procedure.

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