

PP321 VET STUDENT LOANS FEE AND COMMONWEALTH ASSISTANCE NOTICES POLICY AND PROCEDURE

PURPOSE

This policy and procedure outlines the process in which the Southern Cross Education Institute provides to all students enrolled in its approved course (with in each fee period) a student loan fee notice that complies with section 99 and 100 of VET Student Loans Rules 2016.

SCOPE

This policy and procedure applies to all:

- staff of SCEI who are responsible for the enrolment of domestic students
- approved Educational Agents
- prospective and current students

DEFINITIONS

The Act	VET Student Loans Act 2016
Student	A person being trained and/or assessed by SCEI for the purpose of issuing AQF or non-AQF certification documentation.
Census Date	A published date, set by the provider, no earlier than 20% of the way through a VET Unit of Study
DESSFB	Department of Employment, Skills, Small and Family Business
Tuition Fees	Fees paid for a VET Unit of Study that is approved for VET Student Loans and applies to students who are, or would be entitled to VET Student Loans assistance under clause 43 of Schedule 1A of the Act.
Unit or VET Unit of Study	A VET unit of study approved for VET Student Loans that a student may undertake with Southern Cross Education Institute, for which the student may access VET Student Loans assistance to pay for all or part of their tuition fees.
Course of Study	An extended period of organised study, often leading to a qualification
Qualification	Formal certification, issued by SCEI, in recognition that a student has achieved the learning outcomes or competencies relevant to course of study.
SCEI	Southern Cross Education Institute
VETSL debt	VET Student Loan Debt
The rules	VET Student Loans Rules 2016

POLICY

Southern Cross Education Institute will provide to all students enrolled in its approved course a student loan fee notice that complies with section 99 and 100 of VET Student Loans Rules 2016. The notice provided to students will go under the title "VET Student Loan Fee Notice".

For the purposes of this procedure a student is an Australian citizen or an Australian resident permanent humanitarian visa holder enrolled in a VET STUDENT LOANS approved course with Southern Cross Education Institute.

To ensure effective implementation of the policy and procedure Southern Cross Education:

- Will use the Department of Education Census Day Calculator
- Set at least three (3) census days for the course
- Ensure each set census day for a part of the course is at least 20% of the way through the period
- Ascertain that all students are informed of the census date

- Ensure that all students are informed of the review procedures for the re-crediting of a VET STUDENT LOANS balance.

The process outlined in the policy and procedure will be implemented strictly unless there is a situation which can be described as 'beyond the student's control of circumstances'. Circumstances could be considered 'beyond the student's control' if a situation occurs that a reasonable person would consider is not due to the student's action or inaction, either direct or indirect, and for which the student is not responsible. This situation would generally be expected to be unusual, uncommon or abnormal.

PROCEDURE

A. VET Student Loan Fee Notice

1. Southern Cross Education Institute will provide all enrolled students in its approved course a notice that complies with:
 - 1.11 Section 99 of VET Student Loans Rules 2016 in relation to each fee period.
 - 1.12 The notice will include the title "VET Student Loan Statement of Covered Fee Notice".
2. The notice will include the following information:
 - 2.1. the student's name, residential address, phone number and email address;
 - 2.2. Southern Cross Education Institute's details
 - 2.3. any other business name that SCEI uses (if any);
 - 2.4. SCEI registration code;
 - 2.5. the date of the notice;
 - 2.6. the student's identification number as issued by the SCEI
 - 2.7. the student's Commonwealth Higher Education Student Support Number (CHESSN), if available;
 - 2.8. the student's unique student identifier (USI);
 - 2.9. the name of the course;
 - 2.10. the names of the parts of the course included in the fee period;
 - 2.11. an identifying code for each part of the course included in the fee period;
 - 2.12. the census day for each part of the course included in the fee period;
 - 2.13. for each part of the course included in the fee period:
 - 2.13.1. the amount of the tuition fees that are to be covered by a VET student loan; and
 - 2.13.2. the amount of VETSL debt the student will accrue (which could be up to 120% of the loan amount concerned); and
 - 2.13.3. the amount of the tuition fees that is to be paid by the student, and when the amount must be paid;
 - 2.14. a statement that:
 - 2.14.1. withdrawal of the student's enrolment in a part of the course before the census day for the part of the course must be in accordance with the SCEI's procedure; and

2.14.2. if the student withdraws from a part of the course before the census day for the part of the course, the student will not incur a VETSL debt for the part of the course and will receive a refund for any up-front payment of tuition fees;

2.15. information about how to withdraw, including where to find a copy of the SCEI procedure for withdrawal;

2.16. information on the student's right to request the correction of information contained in the notice in accordance with the SCEI's information handling procedures

2.17. advice that the student may be required to communicate the student's agreement for the Secretary to continue to use a VET student loan to pay tuition fees for the course;

2.18. advice that a VET student loan will not be used to pay the covered fees for a part of the course if the student advises SCEI before the census day for the part of the course that the student does not want the tuition fees to be paid using a loan;

2.19. advice that any VETSL debt will remain a personal debt until it is repaid to the Commonwealth.

3. SCEI will give the notice to the student at least 14 days before the first census day in the fee period.

4. SCEI will not give the notice to the student more than 42 days before the beginning of the fee period.

5. SCEI will send the notice:

5.1. to the student's personal email address as advised by the student; or

5.2. to the student's postal address as advised by the student; or

5.3. to the student by another method agreed to by the student.

B. Commonwealth Assistance Notice

6. SCEI will give a notice that complies with section 100 of VET Student Loans Rules 2016 to each student that:

(a) is enrolled in a part of a course on the census day for the part of the course; and

(b) has a VET student loan for the course.

7. The notice is a Commonwealth Assistance Notice:

7.1. SCEI notice will include the title "Commonwealth Assistance Notice".

7.2. SCEI notice will include the following information:

7.2.1. the student's name, residential address, phone number and email address;

7.2.2. SCEI's name;

7.2.3. SCEI any other business name that it uses (if any);

7.2.4. the date of the notice;

7.2.5. the student's student identification number as issued by the SCEI;

7.2.6. the student's student identifier;

7.2.7. the name of the course;

7.2.8. the name of the part of the course;

7.2.9. an identifying code for the part of the course;

- 7.2.10. the census day for the part of the course;
 - 7.2.11. the student's tuition fees for the part of the course;
 - 7.2.12. the amount of the student's tuition fees that are covered by a VET student loan;
 - 7.2.13. the amount of VETSL debt the student will accrue (which could be up to 120% of the loan amount);
 - 7.2.14. the amounts of any payments of the tuition fees made by the student;
 - 7.2.15. information on the student's right to request the correction of information contained in the notice in accordance with the SCEI's information handling procedure.
8. SCEI will give the notice to the student within the period:
- (a) starting on the census day for the part of the course; and
 - (b) ending 28 days after the census day.
9. A notice may relate to more than one part of the course so long as subsection (8) is complied with for each part included in the notice.
10. SCEI must send the notice:
- (a) to the student's personal email address as advised by the student; or
 - (b) to the student's postal address as advised by the student; or
 - (c) to the student by another method agreed to by the student.

RELATED DOCUMENTS

PP45 VET Student Loans Student Review Policy and Procedure
PP47 VET Student Loans Academic Grievance Policy and Procedure
PP48 VET Student Loans Refund Policy
LET03 Letter of Offer, Acceptance and Terms of Offer
FOR68 Application to study form (Domestic Students)
FOR69 Student enrolment agreement form (Domestic Students)
FOR84 Financial hardship form
FOR251 Pre-Enrolment Checklist for Domestic Students
FOR254 Statement of Fee Quote
Course Guide: Domestic
Census Day Calculator

LEGISLATIVE CONTEXT

VET Student Loans Rules 2016
VET Student Loans Act 2016

RESPONSIBILITIES

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