

VET STUDENT LOANS – TUITION ASSURANCE PROCEDURE

Version control & document history

DATE	SUMMARY OF MODIFICATIONS MADE	MADE/MODIFIED BY	VERSION
May 2019	Creation of the policy.	B. McPherson	1.0
January 2022	Policy modified to adhere with Section 87 of the VSL Rules 2016	D. Buchta	2.0

1. POLICY PURPOSE

The purpose of this policy is to inform all interested parties of the position that Patrick's College Australia (The College), otherwise known as the provider, has if it closes, fails to start a course or stops offering a course to eligible students. This procedure sets out the processes and steps associated with Tuition Assurance for courses offered by The College, which are approved under VET Student Loans. This policy is compliant with s87, s91 and s92 of the VSL Rules 2016.

2. TUITION PROTECTION SERVICE (TPS)

TPS refers to the protections and assistance in place to support VET Student Loans (VSL) students in the unlikely event that Patrick's College Australia ceases to provide a course after it starts and before it is completed.

The College has arrangements in place to ensure it helps the student identify a replacement course and the student is transitioned to a suitable provider.

For further information on *Tuition Assurance* by the TPS for VSL students, refer to <https://tps.gov.au/VET>

3. CEASING TO PROVIDE AN ELIGIBLE VET COURSE OF STUDY

The meaning of 'ceasing to provide an 'eligible VET course of study' is set out in s13 of the Higher Education Support (VET) Guidelines 2015.

In the event that PCA ceases to provide a VSL approved course of study in which a student is enrolled, *after it starts but before it is completed*, the **CEO** or delegate will action the following:

- Within two (2) days, The College will notify students enrolled in the course, in writing, that the course is no longer being provided
- Within seven (7) business days after notifying the students, The College will hold a meeting with the students and the tuition assurance scheme operator for the course at the location where the course was primarily delivered
- As soon as practicable, The College will update its website to reflect that the course is no longer being provided and to give tuition assurance information



- Give the TAS operator (the Government until otherwise advised) a notice of events as required under s52 of the VSL Rules (information about events that affect provider) and s53 of the VSL Rules (notice and information when course ceases);

Where the Tuition Assurance Provider (The Government) places a student with The College (and The College accepts the enrolment) under TAS arrangements as a replacement course:

- The student will be subject to Patrick's College Australia's standard entry procedure requirements
- The student shall be granted course credits for parts of the original course successfully completed by the student, as evidenced by a statement of attainment issued in accordance with the Australian Qualification Framework; and
- The student will not be charged tuition fees for a replacement component of the replacement course by Patrick's College Australia.

4. PROCESSES AND PROCEDURES FOR CANCELLATION OF STUDENT ENROLMENT

In the event that Patrick's College Australia decides to or intends to cancel a student's enrolment after the census date, the College will proceed with the following:

- Provide the student with a written (email) letter which informs the student of the College's intention to cancel their enrolment and
- Provide the student with at least 28 days to initiate grievance procedures before the cancellation takes final effect and
- Provide for the cancellation of enrolment to only take effect after any grievance procedures initiated by the student have been completed and
- Set out the circumstances in which fees for the course, or part of the course, concerned will, or will not be refunded.

5. GRIEVANCE AND COMPLAINT HANDLING

Grievance matters can be either academic or non-academic matters. For either matter, a student who wishes to initiate grievance procedures with The College can refer to <https://www.pca.edu.au/wp-content/uploads/2020/09/Complaints-Handling-Grievance-Policy-PCA-VSL-Policy-SEP-2020.pdf>

End of Procedure