



- 1.1. The purpose of this policy is to provide applicants and The College staff guidance on the requirements and associated processes for re-crediting a student's VSL FEE-HELP balance.

- 2.1. For the purposes of this policy eligible students to contribute to tuition fees in vocational education. This becomes a VETSL debt that is repayable.
 - 2.1.2. VETSL Debt – a debt owed to the Commonwealth by VSL loan debtors.
 - 2.1.3. ECAF – Electronic Commonwealth Assistance Facility.
 - 2.1.4. The College – Western Sydney University Enterprises Pty Limited trading as Western Sydney University The College.
 - 2.1.5. The University – Western Sydney University.
 - 2.1.6. The Department – Commonwealth Department of Employment and Workplace Relations (DVEET Student Loans Rules 2012). It is a requirement that The College must

- 3.1.

have processes and procedures for explaining the re-crediting of students' HELP balances under Part 6 of the VSL Act [Rules s 89].
- 3.2. This policy must be made available to prospective VSL applicants prior to enrolment where a VET Student Loan is to be used to contribute towards the tuition fees of a VSL approved course/qualification.
- 3.3. The College will conduct this procedure in compliance with Part 6 of the Act.

- 4.1. For the purposes of this procedure a student is an Australian citizen or an Australian resident permanent humanitarian visa holder or a qualifying New Zealand citizen enrolled in a Vet Student Loans approved course with The College.



- 4.2. The College will ensure that all students are informed of the census dates for each VET unit of study by the prescribed dates and the procedures for the re-crediting of a FEE-HELP balance.
- 4.3. If a student who has requested VSL assistance withdraws from a VET unit of study on or



- 4.14. Circumstances are special circumstances under the Act, if a student can demonstrate to the satisfaction of the provider that the circumstances were:
- 4.14.1. beyond the student's control;
 - 4.14.2. did not make their full impact on the student until on, or after, the census day for the course, or the part of the course; and
 - 4.14.3. made it impracticable for the student to complete the requirements for the course, or part of the course, during the student's enrolment.
- 4.16. Examples of circumstances that may be considered beyond a person's control might include a motor vehicle accident or the worsening of a serious illness may meet the criteria.
- 4.18. Circumstances could be considered not to make their full impact on the person until on or after the census day for the VET unit of study if the person's circumstances occurred:
- 4.18.1. before the census day, but worsen after that day;
 - 4.18.2. before the census day, but the full effect or magnitude did not become apparent until



taking into account any additional circumstances, including continuation of a pre existing



4.30.3. the reason for withdrawing from the course; and



Tribunal for a review of the decision and will provide the contact details of the closest Administrative Appeals Tribunal Registry and the approximate costs of lodging an appeal.

4.41. The CEO shall:

4.41.1. seek all relevant information from the person who made the original decision;

4.41.2. review the case within 3 weeks and advise the student of the decision in writing giving the reasons for the reviewer's decision.

4.42. The CEO may:

4.42.1. confirm the decision;

4.42.2. vary the decision; or

4.42.3. set the decision aside and substitute a new decision.

4.43. The CEO will give written notice of the decision setting out the reasons for the decision. The applicant shall also be advised in the decision of the right to apply to the Administrative Appeals Tribunal for a review of the decision; and be provided with the contact details of the closest Administrative Appeals Tribunal Registry and the approximate costs of lodging an appeal.

4.44. Where a student is unsatisfied with the reviewed decision, they may apply to the Administrative Appeals Tribunal for consideration of The College's decision to refuse to re-credit their FEE-HELP balance. The student may supply additional information to the Administrative Appeals Tribunal which they did not previously supply to The College either in the original application or the request for review.

4.46. These Student Review Procedures for Re-crediting a FEE-HELP Balance will be published on The College's website.

5.1. VET Student Loans Manual for Providers – Version 5.2 December 2022

5.3. [VET Student Loans Act 2016](#)

5.4. [VET Student Loans \(Approved Course Provider Application Fee\) Determination 2017](#)

5.5. [VET Student Loans \(Charges\) Act 2016](#)

5.6. [VET Student Loans \(Charges\) Regulations 2017](#)

5.7. [VET Student Loans \(Courses and Loan Caps\) Determination 2016](#)



	UNDER REVIEW
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	9 February 2023
	9 May 2023
	The College Senior Management Team
	Western Sydney University Enterprises Board
	The RTO Committee
The College Registered Training Organisation	