



## Student affected by the VET Student Loans formal provider approval process

The Department recently completed a comprehensive assessment of the eligibility of training providers able to offer VET Student Loans after the transitional period of 1 January 2017 to 30 June 2017. Of those providers who were transitionally approved, some have not been approved to offer VET Student Loans after 30 June 2017.

Students should contact their current VET Student Loans provider in the first instance to discuss how this affects them, and for information about their options for study in the future.

The following questions and answers may assist you:

### **Can I continue to study with my current provider although they were not approved to offer VET Student Loans after 30 June 2017?**

Yes, you can continue your studies with your provider. Although your provider has not applied or was not approved to offer VET Student Loans after 1 July 2017, this has no impact on your provider's registration as a training provider and their ability to deliver courses.

Students should note, if you choose to remain with your current provider, you will not be eligible to access any further VET Student Loans for remaining units of your course with census dates after 1 July 2017 and will need to arrange alternative payment of your tuition fees.

### **I plan to enrol/have enrolled with a provider that is transitionally approved for VET Student Loans until 30 June 2017 but is not approved to deliver VET Student Loans from 1 July 2017. How does that impact me now? What happens after 30 June 2017?**

Students should consider the impacts of committing to studying with a provider who will not be able to continue to offer VET Student Loans from 1 July 2017.

Where a student has commenced with a provider who was transitionally approved, they can continue to access VET Student Loans whilst with their current provider and complete any units of study **with census dates that fall on or before 30 June 2017**. Students then wishing to continue accessing VET Student Loans to complete their course can be assisted to move to a new provider through tuition assurance arrangements. Some students may need to be studying concurrently with two providers during this period.

For students who have commenced with a transitionally approved VET Student Loans provider and their census date is not until after 1 July 2017, they should talk to their provider about alternative payment of your tuition fees. Alternatively, if a student want to access VET Student

Loans, they should ensure they formally withdraw from their provider before the census date by following their providers withdrawal requirements.

**I am enrolled with a provider that is transitionally approved for VET Student Loans (VSL) until 30 June 2017 but is not approved to deliver VSL from 1 July 2017. If I want to transfer before the end of June to another provider who has received approval to deliver VSL from 1 July 2017, can I?**

A student may decide not to remain with their current provisionally approved VSL provider to complete their units of study that have census dates falling on or before 30 June 2017, but it is important to note that students will have incurred a VET Student Loan debt for any of units of study which they do not formally withdraw from on or before the census date. Students moving providers prior to 30 June 2017 would not be eligible for assistance with transferring through tuition assurance arrangements (read FAQ above). Students moving providers would need to re-apply for VET Student Loans with their new provider, who has been approved to provide VET Students Loans from 1 July 2017. Students are advised to carefully consider their options, including course costs and ensuring that the provider they wish to move to is an approved provider, able to offer their particular VET Student Loans course.

Information on approved courses, relevant caps, and approved providers can be located at [www.education.gov.au/vet-student-loans](http://www.education.gov.au/vet-student-loans). Further information which will assist with researching your options can be found on the MySkills website at [www.myskills.gov.au](http://www.myskills.gov.au).

**Is it possible to continue studying with my current provider even if they have not been approved to deliver VET Student Loans from 1 July 2017?**

If a student wishes to continue with their current provider who has not received approval to offer VET Student Loans from 1 July 2017, they may do so. However, as students will not be able to access a VET Student Loan for units of study with census dates after 30 June 2017 (see above FAQ), they will need to make alternative payment arrangements with their provider to cover tuition fees for any remaining units of study to be completed.

**I am enrolled with a provider that is transitionally approved for VET Student Loans until 30 June 2017 but is not approved to deliver VSL from 1 July 2017. What happens if my provider ceases to teach my course on or before 30 June 2017?**

All providers are required, through the *VET Student Loans Act 2016*, to have adequate tuition assurance to cover their students. Most VET providers meet their tuition assurance requirements through membership with a tuition assurance scheme operator. The Australian Council for Private Education and Training (ACPET) and TAFE Directors Australia (TDA) are the two approved tuition assurance scheme operators.

The tuition assurance arrangements support VSL students in the event that their provider ceases to offer a course after it starts but before it is completed – for example, because the provider shuts down or ceases to teach a particular course.

If this happens, the tuition assurance operator will seek to match and offer students a similar, replacement course with an alternative approved VET Student Loans provider.

If there is no similar course or provider available, the student may be eligible for fee-repayment. The student may have their VSL debt re-credited for any parts of the course commenced but not complete.

Students impacted by a tuition assurance event will be directly notified by the relevant tuition assurance scheme operator.

Note: Where a provider remains open and has not ceased offering a VET Student Loans approved course, a student not wanting to complete their studies with that provider **MUST** follow their provider's withdrawal procedures to formally withdraw from their course.

More information on tuition assurance can be found in the Tuition assurance factsheet.

### **What happens if I want to just stop studying my course now? Will I be able to get reimbursed for my course?**

A student remains liable for any parts of a course where a census date has passed. If a student no longer wishes to study, they should notify their provider immediately, or in advance of any future census dates and follow the provider's student withdrawal procedures.

### **How do I find out who my VET Student Loans provider maintains tuition assurance arrangements with?**

Students with providers who are not approved to offer VET Student Loans after 1 July 2017 will receive an email from the department that will include details of the tuition assurance provider applicable. Alternatively, students can contact their provider or check on your providers website.

For more information on tuition assurance, please refer to the Tuition Assurance fact sheet on [www.education.gov.au/vet-student-loans](http://www.education.gov.au/vet-student-loans).

### **Is there anything I can do to make the transition to a new provider easier where I want to continue studying with another provider?**

Students are encouraged to gather any personal records such as:

- Emails and correspondence from the Department of Education and Training which would include confirmation of your electronic Commonwealth Assistance Form (eCAF).
- Emails and correspondence from their provider including documents such as any statements of attainments for any units completed, your Commonwealth Assistance Notice (CAN), your invoice issued to you from your provider, and your Commonwealth Higher Education Student Support Number (CHESSN).

### **My provider has closed and I would like to get my academic record/certificate of attainment.**

When a training provider closes, and has not given you your transcripts, the Australian Skills Quality Authority (ASQA) may obtain a copy of student records. Unfortunately, while this is a requirement for a VET training provider, there are instances where former-providers don't comply with these requirements.

If a VET training provider has closed, and has provided ASQA with your records, ASQA can issue the results to you.

ASQA **does not** issue statements of attainment or qualifications on behalf of a closed training provider, however it can issue a verified record of a student's assessment results.

You can request a copy of your student record at:

**<https://www.asqa.gov.au/students/applying-copy-student-records>**

You should include all the details of the units you have completed (include details of payments, assessments, etc) in your application to ASQA, including any evidence you may have to substantiate your progression.

If you have any other questions in relation to your statement of attainment, you can contact the ASQA info line on 1300 701 801 between 9.00 am and 7.00 pm Eastern Standard Time (EST), Monday to Friday. The info line is able to assist in these matters.

While the Department of Education and Training acknowledges that delays to transcripts can be frustrating for students, please be aware that the Department does not hold any student academic records.

### **My provider was not approved for VET Student Loans from 1 July 2017. Why?**

The Australian Government has designed the new VET Student Loans program to provide sustainable and affordable opportunities for students to undertake higher level VET courses. The program aligns to industry needs and employment outcomes, to provide students with the skills required by employers and industry.

As part of the new design of VET Student Loans, a strict application process was undertaken to ensure that only providers meeting the criteria were approved.

### **When will I receive notification about who my new provider would be?**

You will be contacted by the relevant tuition assurance operator as soon as your current provider ceases to deliver the course, or if they close their business. Students may wish to talk to their provider in the first instance to discuss their options. Where a provider has closed down, students will be assisted by the tuition assurance provider (in most cases, either the Australian Council for Private Education and Training or the TAFE Directors Australia) to find a new provider who is approved to offer VET Student Loans from 1 July 2017.

## Student Options

Situation	Result
<p><b>Student stays with VSL Transitional Provider</b></p>	<ul style="list-style-type: none"> <li>• Student can choose to stay with their provider however will not be able to access any further VSL for any remaining units with census dates that fall after 30 June 2017.</li> <li>• Students who stay with their provider will need to pay up front or arrange alternative payment for any remaining units.</li> </ul>
<p><b>Provider will train out any units of a course with census dates that are on or before 30 June 2017</b></p>	<ul style="list-style-type: none"> <li>• The student will stay with their current (transitionally approved) provider to complete any units of a course with a census date on or before 30 June 2017.</li> <li>• If the student wishes to continue accessing VET Student Loans, the student will be assisted to transition to a new provider for any remaining units for the course through the Tuition Assurance arrangement.</li> <li>• The students will be able to access any remaining course cap amounts for remaining units of study.</li> </ul>
<p><b>Provider stops training the course or unit of study at any time</b></p>	<ul style="list-style-type: none"> <li>• Students will be assisted to transition to a new provider through Tuition Assurance arrangements.</li> <li>• Any partially completed units will need to be completed through the new VSL provider and a student would not be expected to pay for these units again.</li> <li>• The students will be able to access any remaining course cap amounts for remaining units of study.</li> </ul>
<p><b>Student chooses to transfer to a new provider before 30 June 2017 on their own accord</b></p>	<ul style="list-style-type: none"> <li>• Student chooses to transfer to a new provider. The student, in doing so, will waive access to Tuition Assurance (unless new provider is subject to a closure or ceases to deliver the course).</li> <li>• The students will be able to access any remaining course cap amounts for remaining units of study.</li> </ul>

## For more information

If you cannot find the answer to your question in the Department's website, you are encouraged to use the Department's dedicated VET Student Loans online enquiry form at [www.education.gov.au/vet-student-loans-students](http://www.education.gov.au/vet-student-loans-students). In the 'What is your question regarding?' field, please select 'Provider not approved'.

You can also call the Department's Student Enquiry line on 1800 020 108.

**Please note:** *The information in this factsheet refers to VET Student Loans. VET FEE-HELP students are protected under the Higher Education Support Act 2003. If you require further information on tuition assurance for either VET Student Loans or VET FEE-HELP, please refer to the relevant tuition assurance operator or the Department of Education and Training.*

*The information in this document is a summary only. Please refer to the VET Student Loans Act 2016 and the VET Student Loans Rules 2016 for the tuition assurance requirements under VET Student Loans.*

*Last updated 23 May 2017*