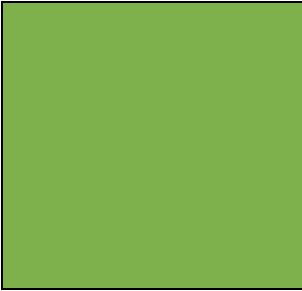


VET FEE-HELP Policy

Policy Information

Policy Name:	VET FEE-HELP
Policy Number:	521
Current Version:	3.1 – 03/02/2012
Purpose:	The purpose of this policy is to provide a comprehensive set of guidelines and principles for Southbank Institute of Technology in the administration of the Commonwealth Government loan scheme VET FEE-HELP and its associated activities.
Scope:	This policy applies to all procedures and activities conducted by Southbank Institute of Technology, relating to VET FEE-HELP, and is relevant to all current Institute staff who are involved in administering these procedures and activities.
Exceptions:	Higher Education FEE-HELP
Policy Owner:	Director, Academic
Policy Author:	FEE-HELP Coordinator, Derek Phillips
Related policies and legislation:	<p>This policy operates within the Commonwealth Government's legislation and policy framework regarding VET FEE-HELP, including:</p> <ul style="list-style-type: none"> ▪ Schedule 1A of Higher Education Support Act 2003 (HESA) Higher Education Support Act 2003 ▪ VET FEE-HELP Guidelines VET FEE-HELP Guidelines ▪ VET Provider Guidelines VET Provider Guidelines ▪ VET Administration Guidelines VET Administration Guidelines ▪ Australian Quality Training Framework http://www.training.com.au/aqtf2007/ ▪ Privacy Commissioner's Tax File Number Guidelines 1992 Tax File Number Guidelines 1992 ▪ Electronic Transactions Act 1999 Electronic Transactions Act 1999
Internal procedures guided by this policy:	<ul style="list-style-type: none"> ▪ SBIT Policy No. 601 – Southbank Institute of Technology VET Student Rules ▪ SBIT Procedure No. 5023 – VET FEE-HELP Review and Re-Crediting ▪ SBIT Procedure No. 5009 – Processing Drops ▪ SBIT Procedure No. 5002 – Enrolment ▪ SBIT Procedure No. 5003 – Counter Enrolment ▪ SBIT Procedure No. 5004 – Phone Enrolment ▪ SBIT Procedure No. 5005 – Online Enrolment ▪ SBIT Procedure No. 5006 – Mail and Fax Enrolment ▪ SBIT Procedure No. 6100 – SBIT Academic Planning Process ▪ SBIT Procedure No. 5001 – Client Services ▪ SBIT Procedure No. 6111 – Delivery Packages and Classes ▪ SBIT Procedure No. 6007 – Registration of Academic Programs ▪ SBIT Procedure No. 4000 – Curriculum Development for Higher Education Sector

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- SBIT Procedure No. [6032](#) – Creating/Updating/Deleting Program Brochures
 - SBIT Procedure No. [5051](#) – Credit Transfer
 - SBIT Procedure No. [5050](#) – Recognition of Prior Learning
 - SBIT Procedure No. [6021](#) – VET FEE-HELP Non-Academic Grievance and Appeals
 - SBIT Procedure No. [6022](#) – VET FEE-HELP Student Academic Grievance and Appeals

Policy

1.0 Responsibilities

1.1 The VET Provider (Southbank Institute of Technology)

All SBIT staff are responsible for adhering to the guidelines within this policy when dealing with matters relating to VET FEE-HELP.

SBIT is responsible for making the *Request for VET FEE-HELP Assistance* application forms and the *VET FEE-HELP information* booklet available to students and potential students. The *Request for VET FEE-HELP Assistance* form is required once for each VET course of study the student is enrolled in. Where students are enrolling in a dual award forms must be completed for both courses of study.

SBIT is responsible for collecting and securely storing student information including Tax File Numbers (TFN) so that VET FEE-HELP debts can be properly notified to the Australian Tax Office (ATO).

1.2 Student Administration and Services

Student Administration and Services staff are responsible for:

- providing information to students and potential students who enquire about VET FEE-HELP;
- providing advice and assistance to students in the completion and submission of *Requests for VET FEE-HELP Assistance* forms;
- verifying information supplied on students' *Requests for VET FEE-HELP Assistance* forms, and processing these forms upon receipt from students;
- maintaining records of any hard copies of the *Request for VET FEE-HELP Assistance* forms;
- ensuring that legislative requirements are met, and reporting occurs according to timeframes specified.

1.3 SBIT Students and Potential Students

Students and potential students of SBIT are responsible for:

- completing and submitting a *Request for VET FEE-HELP Assistance* form to SBIT prior to the Census Date for each VET unit of study for which they wish to apply for VET FEE-HELP assistance;
- supplying their tax file number to SBIT at the time of submitting a *Request for VET FEE-HELP Assistance* form, or supplying a *Certificate of application for a tax file number* from the Australian Tax Office;
- maintaining an awareness of their current FEE-HELP balance and advising SBIT if they do not have sufficient FEE-HELP balance to cover their tuition fee/s;
- maintaining an awareness of important dates relevant for their studies and informing themselves of SBIT Policy as it relates to VET FEE-HELP.

2.0 Eligibility

Under Schedule 1A of the Higher Education Support Act (2003), SBIT must comply with the following VET FEE-HELP eligibility requirements:

2.1 VET Course of Study Eligibility

To be eligible for VET FEE-HELP, a VET course of study must:

- be a program of study that results in a VET award of Diploma, Advanced Diploma, Vocational Graduate Certificate or Vocational Graduate Diploma; and
- be a full fee-for-service program*; and
- demonstrate an agreed credit transfer arrangement with a Higher Education Provider, that meets

a minimum level as outlined in the [VET Provider Guidelines](#) (see 5.0 VET Credit Transfer Arrangements).

*Students electing to transfer from Government Subsidised to Full Fees to access VET FEE-HELP will forfeit their Government Subsidised position for all future semesters of study within their program. The decision to transfer to Full Fee is made at the time of enrolment in the respective semester/census period.

2.2 Student Eligibility

To be eligible for VET FEE-HELP assistance for a VET unit of study, the student must:

- (a) be an Australian citizen; or a permanent humanitarian visa holder who will be resident in Australia for the duration of the unit;
- (b) have an available FEE-HELP balance;
- (c) be enrolled, and have submitted their 'Request for VET FEE-HELP Assistance' form on or before Census Date
- (d) meet the Tax File Number requirements.

Where SBIT determines that a student is eligible for VET FEE-HELP and this subsequently turns out not to be the case, SBIT will be required to repay the amount of VET FEE-HELP assistance provided to the student back to the Commonwealth.

3.0 VET Tuition Assurance Requirements

SBIT must comply with the requirements for VET tuition assurance set out in Schedule 1A of the *HESA* and the *VET Provider Guidelines*.

The objective of the VET tuition assurance requirements is the protection of students enrolled under VET FEE-HELP. In the event that Southbank Institute of Technology ceases to provide a VET course of study in which a student is enrolled the student is entitled to a choice of:

- (a) an offer of a place in a similar VET course of study with a Second Provider without any requirement to pay the Second Provider any VET tuition fee for any replacement VET units (this is known as the "**VET Course Assurance Option**");

OR

- (b) a refund of his or her up-front payments for any VET unit of study that the student commences but does not complete because Southbank Institute of Technology ceases to provide the VET course of study of which the VET unit forms part (this is known as the "**VET Tuition Fee Repayment Option**")

SBIT is required to publish and make publicly available to all enrolling students a complete and unambiguous 'Statement of VET Tuition Assurance' explaining the VET tuition assurance requirements and the VET tuition assurance scheme that is in place to meet the VET tuition assurance requirements for each of its VET courses of study. SBIT must ensure that each enrolling student is provided with clear information about where the Statement of VET Tuition Assurance may be obtained.

4.0 Quality and Accountability Requirements

SBIT must meet and continue to comply with all of the VET Quality and Accountability Requirements in order to maintain its approved status as a VET provider under Schedule 1A of the *HESA*. These requirements include:

4.1 Financial Viability

As a VET provider, SBIT must be financially viable and likely to remain financially viable. SBIT is required to provide to DEEWR a financial statement for each annual financial reporting period in which a student has engaged with SBIT for VET FEE-HELP assistance.

4.2 VET Quality

As a VET provider, SBIT must continue to operate at an appropriate level of quality which DEEWR is satisfied meets the requirements set out in the *Australian Quality Training Framework*.

4.3 Fair Treatment and Equal Benefits and Opportunity

As a VET provider, SBIT must treat fairly all students enrolled or seeking to enrol who are or would be entitled to VET FEE-HELP assistance. SBIT must have open, fair and transparent procedures that are based on merit for making decisions in relation to VET FEE-HELP assistance. SBIT is required to publish and make publicly available its procedures that relate to fair treatment and equal benefits and opportunity.

4.4 Grievance and Review Procedures

As a VET provider, SBIT must have grievance procedures to deal with academic and non-academic complaints by students and persons seeking to enrol at SBIT, who are or would be entitled to VET FEE-HELP assistance. SBIT is required to publish and make publicly available up-to-date details of the grievance procedures. The grievance procedures required under VET FEE-HELP are in addition to other requirements or responsibilities that SBIT, as a RTO, may be required to have in place.

SBIT must also publish and make publicly available the review procedure for dealing with review of decisions relating to a person's VET FEE-HELP assistance.

4.5 Compliance

As a VET provider, SBIT is required to provide DEEWR with any statistical or other information requested in respect of the provision of vocational education and training and compliance with Schedule 1A of the HESA.

4.6 Fees

SBIT is required to determine the tuition fees for each VET unit of study it provides or proposes to provide to students during a particular period.

SBIT is required to provide the DEEWR Minister, with a schedule of fees in a form approved by the Minister and in accordance with the requirements that the Minister determines in writing.

The schedule of fees must provide sufficient information to enable a person to work out their tuition fee for each VET unit of study. The schedule must be made available to all students enrolled, or persons seeking to enrol, on request and without charge.

The schedule of VET tuition fees must be published by:

- 1 April of each year for a VET unit of study with a Census Date between 1 July and 31 December; and
- 1 October of each year for a VET unit of study with a Census Date between 1 January and 30 June.

There are strict requirements with respect to the varying of any tuition fees. SBIT is not permitted to vary a tuition fee for a VET unit of study unless it does so with the written approval of DEEWR and in some circumstances, SBIT must request written approval from the DEEWR Minister. The following circumstances apply to varying of the schedule of tuition fees:

- SBIT may only vary tuition fee for a VET unit of study, up to two months before the earlier of:
 - (a) the date of commencement of the VET unit of study;
 - (b) the Administration Date for the semester, which is the last date a person can enrol in the VET unit of study without incurring a late enrolment fine.
- SBIT may only vary a tuition fee if:
 - (a) the variation is:
 - (i) necessary because of circumstances that did not apply at the time the student contribution amount was determined; or
 - (ii) to correct an administrative error; and

- (b) SBIT advises DEEWR, in writing, of its intention to vary the tuition fee at least five business days before making the variation; and
- (c) where the variation, such as increase, to the student contribution amount or tuition fee for a VET unit of study will, in SBIT's reasonable view, disadvantage a student enrolled or seeking to enrol in the VET unit of study affected, it is made two months prior to the earlier between commencement of unit or Administration Date.

5.0 VET Credit Transfer Arrangements

SBIT is required to have at least one approved credit transfer arrangement with a Higher Education provider for *each* Diploma and Advanced Diploma in order for the course to be an eligible one in which students can access VET FEE-HELP assistance.

Credit transfer requirements only apply to Diploma and Advanced Diploma courses. If a VET course of study leads to an award of a Vocational Graduate Diploma or a Vocational Graduate Certificate, a VET credit transfer arrangement does not need to be in place for the course.

Once approved as a VET provider, Diploma and Advanced Diploma courses can be added or removed as eligible courses for VET FEE-HELP assistance under Chapter 3 of the *VET FEE-HELP Guidelines*.

5.1 Credit transfer levels

SBIT is required to ensure that each VET credit transfer arrangement provides a guaranteed level of credit for the award of VET Diploma or VET Advanced Diploma towards a Higher Education award of Bachelor Degree. The following credit levels have been set by *Schedule 1A of the HESA* as a guideline:

- 50% credit for a VET Advanced Diploma when linked to a 3 year bachelor degree;
- 37.5% credit for a VET Advanced Diploma when linked to a 4 year bachelor degree;
- 33% credit for a VET Diploma when linked to a 3 year bachelor degree; or
- 25% credit for a VET Diploma when linked to a 4 year bachelor degree.

These levels of credit transfer are the best practice benchmark levels that have been approved by the Australian Qualifications Framework Advisory Board and are listed in its 'National Guidelines on Cross-Sector Qualifications Linkages'. Any credit transfer agreements that meet or exceed these levels will be approved for VET FEE-HELP.

Diplomas and Advanced Diplomas that do not meet these levels will be assessed against existing sector best practice arrangements, according to those courses or qualifications that DEEWR is aware of. DEEWR will compare the amount of credit given by Higher Education providers for a particular VET qualification in the sector and the highest amount given is the best sector benchmark used when assessing a VET credit transfer arrangement for approval.

As a minimum, VET credit transfer arrangements for Diplomas and Advanced Diplomas must be at least 50% of the listed diploma credit levels to **be considered**.

5.2 Publication Requirements

SBIT must publish and make publicly available all credit arrangements with Higher Education Providers that have been approved by DEEWR.

This document must contain:

- details of each award at respective providers;
- the amount of credit towards the Higher Education award that is guaranteed under the arrangement;
- the expiry date, if any, of the VET credit transfer arrangement

SBIT must seek approval from DEEWR before varying a VET credit transfer arrangement and publishing this.

5.3 Specialisations or Streams within a Course

For the purpose of determining whether a specialisation or stream within a course will be treated separately, the following rules apply:

- streams within a course are the same course if they lead to the same award;
- if the stream leads to a separate award, then it is a separate course of study.

Where streams lead to separate awards, they will be treated as separate courses of study and each course will require, as a minimum, one approved credit transfer arrangement for each course.

Expiry of VET Credit Transfer Arrangements

If a VET credit transfer arrangement expires and there are students who are, or would be, entitled to VET FEE-HELP assistance enrolled in units under the course, these students may continue to access VET FEE-HELP assistance for any unit that form part of that course [VET FEE-HELP Guidelines 3.10.1].

The course will not be an eligible course for VET FEE-HELP assistance for students that enrol in the course after the date on which the credit transfer arrangement expires. The course will be an eligible course for these students once another credit transfer arrangement has been approved.

SBIT must:

- immediately notify DEEWR and the 'Affected Students' that the VET credit transfer arrangement has expired; and
- attempt to negotiate another VET credit transfer arrangement with a HEP for the VET course of study.

6.0 Dates

SBIT Census, Enrolment and Withdrawal Dates are aligned with:

- the first period of a year which commences on 1 January and ends on 30 June of the year; and
- the second period of a year which commences on 1 July and ends on 31 December of the year

6.1 Census Dates & EFTSL Values

SBIT will, for each VET unit of study that it provides or proposes to provide during the first or second period of the year, determine:

- a particular date to be the Census Date for the unit; and
- the EFTSL value for the unit.

The Census Date must occur not less than 20% of the way through the period during which the unit is undertaken.

Where a published Census Date is available only through the Internet or in other electronic format, SBIT must also provide students with access to an information system which students can use to access the information.

For a VET unit of study which is being undertaken through a restricted access arrangement, SBIT must inform and make available to each student within five days of commencement of the unit, the Census Date.

SBIT must not vary the Census Date or EFTSL value for a VET unit of study after publication, unless it does so with the written approval of the DEEWR Minister, and under the following circumstances:

- SBIT may only vary a published Census Date or EFTSL value for a VET unit of study, up to two months before the earlier of:
 - (a) the date of commencement of the VET unit of study; and
 - (b) the Administration Date for the semester, which is the last date a person can enrol in the VET unit of study without incurring a late fine.
- SBIT may only vary a published Census Date if:

- the reason for the change was unforeseen by SBIT at the time the Census Date or EFTSL value was published; and
- the reason for the change was beyond SBIT's control; and
- SBIT has advised DEEWR, in writing, of its intention to vary, and its reasons for varying, the published Census Date or EFTSL value.

For circumstances to be considered unforeseen, the circumstances must be unusual, uncommon or abnormal.

For circumstances to be considered beyond the SBIT's control, the circumstances must be such that a reasonable person would consider the circumstances to not be due to SBIT's action or inaction, either direct or indirect.

A varied Census Date must be published no later than ten business days after making the variation.

6.2 Enrolment Dates

Students must be enrolled prior to Start of Study for the relevant semester/census period. Southbank Institute cannot guarantee a position in a program unless you are enrolled prior to its start date.

6.3 Withdrawal Dates

SBIT will set a 'Withdrawal Date' after the Census Date, after which students who withdraw from a unit of study will receive a fail grade.

6.4 Publication of Census and Withdrawal Dates

SBIT is required to publish Census, Administration and Withdrawal Dates for each VET unit of study, with the exception of restricted access arrangements by:

- 1 April for a VET unit of study with a Census Date between 1 July – 31 December; and
- 1 October for a VET unit of study with a Census Date between 1 January - 30 June.

7.0 VET FEE-HELP Balances

It is the responsibility of students and persons seeking to enrol at SBIT to be aware of their current FEE-HELP balance and to advise SBIT if they do not have sufficient FEE-HELP balance to cover their tuition fee/s.

If a student enrolls in a VET unit/s of study and the tuition fee/s exceed the student's FEE-HELP balance, the student will receive VET FEE-HELP assistance only for an amount equal to the student's current FEE-HELP balance. The student will be required to pay the remainder of their tuition fees direct to SBIT immediately.

Students who are approaching the limit of their FEE-HELP balance, and who are enrolled with more than one provider must notify each provider of how much VET FEE-HELP assistance they wish to receive for their units.

In cases where students are enrolled in more than one unit with multiple providers on the same Census Date, and fail to notify their providers that they do not have enough FEE-HELP balance to cover all units, VET FEE-HELP assistance will be determined according to the VITS order of precedence. Should a student have an insufficient FEE-HELP balance to cover a unit of study, DEEWR will notify SBIT via an exception report. SBIT will be responsible for recovering any outstanding tuition fees from students. The Commonwealth is only liable to pay up to the amount of the student's FEE-HELP balance.

8.0 Re-crediting FEE-HELP Balances

Students who withdraw from their studies after the Census Date or who do not complete the requirements for their VET unit/s of study can apply, in special circumstances, to have their FEE-HELP balance re-credited, or upfront payments refunded. SBIT will advise the student when they withdraw from studies that they may apply, in writing to SBIT, to re-credit their FEE-HELP balance and for a remission of their VET FEE-HELP debt. A student cannot apply if they have successfully completed the VET unit/s of study.

SBIT must, where it is satisfied that special circumstances apply, either;

- re-credit a student's FEE-HELP balance with an amount equal to the VET FEE-HELP assistance that the student received for the VET unit/s of study,
- and/or refund any upfront payments made by the student prior to the Census Date.

If a student's FEE-HELP balance is re-credited, any VET FEE-HELP debt they acquired for the VET unit/s of study must be remitted and SBIT must repay any amounts of VET FEE-HELP assistance for the VET unit/s of study to the Commonwealth.

8.1 Special Circumstances

SBIT must re-credit or remit if SBIT is satisfied that special circumstances apply to the student that were:

- beyond the person's control;
- did not make their full impact on the person until on, or after, the Census Date; and
- made it impracticable for the person to complete the requirements for the VET unit/s of study in the period during which the person undertook, or was to undertake, the VET unit/s of study.

Special circumstances do not include, for example:

- lack of knowledge or understanding of requirements for VET FEE-HELP assistance; or
- a person's incapacity to repay a HELP debt, as repayments are income contingent and the person can apply for a deferral of a compulsory repayment in certain circumstances.

8.2 Application Period

A student's application to re-credit FEE-HELP balance must be made, in writing, within 12 months of the Withdrawal Date, or, if the student has not withdrawn, within 12 months of the end of the period of study in which the unit/s of study was, or was to be, undertaken.

9.0 Commonwealth Assistance Notice (CAN)

SBIT will issue each student requesting VET FEE-HELP assistance with a Commonwealth Assistance Notice (CAN). **This will be issued regardless of whether the student has made a full up-front payment of their tuition fees and therefore has not incurred a VET FEE-HELP debt on that Census Date.**

A CAN must be supplied within twenty-eight days of the earliest Census Date indicated in the notice.

If, after issuing a CAN to a student, SBIT is satisfied that information in the notice is not, or has ceased to be, correct, SBIT will issue a further CAN to the student setting out the correct information.

A student who receives a CAN from SBIT may request in writing for the notice to be corrected if the student considers that information in the notice is not, or has ceased to be, correct. This request must be given to an appropriate officer of SBIT, within fourteen days after the day the original CAN was given.

The request must specify the information in the CAN that the student considers is incorrect and the reasons the student has for considering that it is incorrect. The making of such a request does not affect the liability or entitlement of the student.

Upon receipt of such a request SBIT will, as soon as practicable:

- determine the matter to which the request relates; and
- notify the student in writing of the Institute's determination; and
- if SBIT determines that the information in the CAN was not, or has ceased to be, correct – issue a further CAN.

10.0 Electronic Communications

Where a student is required to give a notice or other document to SBIT and that information is given by way of facsimile, email, web-based communication or any other form of electronic communications, the information system used for providing that information must be accessible by the student. SBIT is required to:

- inform students, via direct communication or via Institute publications, that the communication in question will occur by electronic means using the information system;
- give students the authority to use the information system.

As well as being accessible by students, the information system must be:

- secure, so that students' information can be accessed only by persons authorised by SBIT;
- able to store a notice, document or information so that it is readily accessible by the student and can be made available for subsequent reference;
- accessible in respect of a request for Commonwealth assistance where, in the case of a student submitting an electronic request for Commonwealth assistance:
 - (a) the student must use a unique identifier to identify himself or herself and to indicate his or her approval of the conditions and requirements outlined in the request for Commonwealth assistance; and
 - (b) the system must automatically generate a date field on the request; and
 - (c) able to generate a printable receipt for the student.

SBIT is responsible for ensuring that back-up measures are in place to cater for situations where computer malfunctions occur. In such cases, if a student is unable to complete an electronic form, Institute staff must instruct the student to complete a paper form.

11.0 Tax File Numbers (TFN)

A student must meet certain tax file number (TFN) requirements in order to be eligible for VET FEE-HELP assistance. These include the requirement for a student to provide their TFN when completing and signing a '*Request for VET FEE-HELP Assistance*' form.

If a student applies for a TFN **less than 1 month before the relevant census date**, the student should request the ATO to issue them with a Certificate of Application for a TFN.

If a student has not received their TFN **within 10 days before the census date**, the student should provide this certificate to SBIT as proof of having applied.

The student must quote their TFN **within 21 days from the day the ATO issues** the student a Tax File Number Advice [HESA Schedule 1A cl82(a)].

If a student chooses not to provide their TFN, they will not be entitled to VET FEE-HELP.

SBIT uses students' TFNs to provide advice to the ATO regarding the amount of each student's loan.

12.0 Personal Information

SBIT is responsible for ensuring that students' information can only be accessed by persons authorised by SBIT to access that information.

Information provided by students, in particular TFNs, must be in a secure database. The storage and security of TFNs must comply with the Privacy Commissioner's *Tax File Number Guidelines 1992*.

Glossary of Terms/Definitions

Terms	Definitions
Academic matters	Includes those matters which relate to student progress, assessment, curriculum and awards in a VET course of study.
Appropriate officer of SBIT	Is a person whom has been appointed to be an appropriate officer of SBIT for the purposes of VET FEE-HELP assistance, by: <ul style="list-style-type: none"> (a) the chief executive officer of SBIT; or (b) a delegate of the chief executive officer of SBIT.
AQTF	Australian Quality Training Framework – the arrangements agreed from time to time between the Commonwealth, the States and the Territories to ensure the high quality of vocational education and training (VET) services.
Australian Qualifications Framework (AQF)	Means the framework for recognition and endorsement of qualifications established by the Council comprised of the Ministers responsible for education, employment, training and youth affairs for the Commonwealth and each State, known as the Ministerial Council on Education, Employment, Training and Youth Affairs (MCEETYA).
ATO	Australian Tax Office
Census Date	SBIT is required to set a Census Date for each VET unit of study offered, that is available for VET FEE-HELP assistance. This is the last date that a student can submit a <i>Request for VET FEE-HELP Assistance</i> form for VET units of study in the period of study for which the student wishes to obtain VET FEE-HELP assistance. Once the Census Date has passed, the student incurs a debt to the Australian Government. The Census Date is also the last date that a student can withdraw from a VET unit of study without incurring a debt to the Commonwealth Government.
CHESSN	Commonwealth Higher Education Student Support Number (CHESSN) – this is a unique identifier that SBIT must use in communications with the Commonwealth Government concerning a person who: <ul style="list-style-type: none"> ▪ is enrolled, or seeking to enrol, in a VET unit of study with the SBIT; and ▪ has indicated that they are seeking Commonwealth assistance under HESA for the unit, or is a Commonwealth supported student for the unit. This CHESSN will remain linked to the student for the remainder of their academic life for the purposes of managing: <ul style="list-style-type: none"> ▪ Student Learning Entitlement (SLE); ▪ Higher Education Loan Program (including VET FEE-HELP); and ▪ Commonwealth Learning Scholarships. The CHESSN is limited in its use to monitoring Commonwealth assistance to eligible students, including the provision of data to the TAX Office regarding HELP debts. <p>Students also use their CHESSN to access information on their use of Commonwealth assistance through the <i>Going to Uni</i> website (www.goingtouni.gov.au).</p>
DEEWR	The Commonwealth Government Department of Education, Employment and Workplace Relations.
EFTSL	EFTSL is an equivalent full-time student load that is used in data reporting and payment estimates to DEEWR. It is a measure of the study load, for a year, of a student undertaking a VET course of study. A typical full-time student would have an EFTSL of 1.0. A part-time student undertaking part of the full-time student load would incur an EFTSL less than 1.0 such as an EFTSL for a student undertaking half of the full-time student load of 0.5.
FEE-HELP Balance	A person's FEE-HELP balance is the amount of the FEE-HELP limit they have not used. It is the sum of the amount of FEE-HELP assistance AND VET FEE-HELP assistance that is used to calculate a person's FEE-HELP balance

	[HESA s104-15].
Full fee-paying student	A student enrolled in a VET course of study for which SBIT does not receive any funding from a State, Territory or the Commonwealth in relation to the student's enrolment in that VET course of study.
HESA	Higher Education Support Act 2003
Incidental fees	<p>A fee is incidental to studies if it:</p> <ul style="list-style-type: none"> ▪ is for a good or service that is not essential to the VET unit or course of study; ▪ is for an alternative form/s of access to a good or service that is an essential component of the VET unit or course of study but is otherwise made readily available at no additional fee by SBIT; ▪ is for an essential good or service that the student has the choice of acquiring from a supplier other than the VET provider and is for: <ul style="list-style-type: none"> - equipment or items which become the physical property of the student and are not consumed during the VET course of study; or - food, transport and accommodation costs associated with the provision of field trips that form part of the VET course of study; ▪ is a fine or penalty, provided it is imposed principally as a disincentive and not in order to raise revenue or cover administrative costs.
Minimum repayment threshold	Students start repaying their accumulated HELP debt once their repayment income is above the minimum repayment threshold for compulsory repayment. The repayment thresholds are adjusted each year to reflect any changes to average weekly earnings. The minimum repayment threshold for the 2009-10 is \$43,150.
Non-academic matters	Includes complaints in relation to behavioural misconduct, non-payment of fees, matters relating to a person's application for study, the management of personal information with a VET provider.
Permanent humanitarian visa	A visa that is, or has at any time been, defined as a permanent humanitarian visa for the purposes of the regulations made under the <i>Migration Act 1958</i> .
Request for VET FEE-HELP Assistance	A DEEWR produced form that must be completed in order to apply for VET FEE-HELP assistance for VET units of study with a VET provider.
Restricted Access Arrangement	An agreement entered into between SBIT and an employer or industry body for the provision of a course(s) or places in a course(s) in which enrolment is limited or restricted to employees of the employer or industry body.
RPL	<p>Recognition of Prior Learning – allows individuals to receive recognition and credit for knowledge and skills gained previously, that meet the learning outcomes and assessment criteria of the qualification they are seeking credit for. This can include skills gained from:</p> <ul style="list-style-type: none"> ▪ previous study; ▪ work experience; ▪ life experience. <p>Prior to or after enrolment with SBIT, students may be eligible to have their prior learning recognised through gaining credit for prior studies.</p>
RTO	<p>Registered Training Organisation – registered by state and territory training authorities to deliver nationally recognised training – which means training that:</p> <ul style="list-style-type: none"> ▪ is recognised by all RTOs throughout Australia; ▪ is part of a training package that has been developed to meet the needs of a particular industry; and ▪ results in a qualification that is part of the Australian Qualifications Framework. <p>A RTO can be a government department or a private enterprise in which training does not have to be its core business.</p>

SBIT	Southbank Institute of Technology
Student	A person who is enrolled in a VET course of study with SBIT.
Tuition Assurance	<p>Tuition Assurance is an arrangement between SBIT and an external party intended to protect students in the event that the VET provider ceases to provide a VET course of study in which a student is enrolled.</p> <p>Under this arrangement a student is offered a choice of enrolling with another Provider in a similar VET course of study or receiving a refund of upfront payments or recredit of their FEE-HELP balance.</p>
VET course of study	A structured and integrated course of vocational education or training, usually consisting of a number of modules (VET units of study) or shorter courses, and leading to the award of a VET Diploma, Advanced Diploma, Vocational Graduate Certificate or Vocational Graduate Diploma.
VET FEE-HELP	VET FEE-HELP is a Federal Government loan scheme that assists eligible students to pay their VET tuition fees. That is, for courses at the level of VET Diploma, Advanced Diploma, Vocational Graduate Certificate or Vocational Graduate Diploma.
VET FEE-HELP Information Booklet	A DEEWR publication that provides VET FEE-HELP information to students.
VET Provider	A registered training organisation (RTO) that is approved, under Schedule 1A of the <i>Higher Education Support Act 2003 (HESA)</i> to offer VET FEE-HELP to its students.
VET tuition fee	<p>Any fee payable to SBIT by a student enrolled or seeking to enrol in a VET course of study with SBIT in respect of the granting of an award of Diploma, Advanced Diploma, Vocational Graduate Certificate or Vocational Graduate Diploma. It does not include a fee that is:</p> <ul style="list-style-type: none"> ▪ payable in respect of an organisation of students, or of students and other persons; or ▪ payable in respect of the provision to students of amenities or services that are not of an academic nature; or ▪ payable in respect of residential accommodation; or ▪ payable in respect of a special admissions test; or ▪ determined to be a fee of a kind that is incidental to studies that may be undertaken with SBIT, as described under 'incidental studies'.
VET unit of study	A subject or collection of subjects that a person may undertake with SBIT as part of a VET course of study.
VITS	VET FEE-HELP IT System is the Federal system used to administer VET FEE-HELP.

Revision History

Revision Date:	Status: (Draft/Final)	Summary of Changes	Prepared/Approved By:	Revision #:
28/09/2009	Final	Initial document	FEE-HELP & Scholarships Coordinator, Product Innovation r	01
30/03/2010	Final	Updates made to Administration Date	FEE-HELP & Scholarships Coordinator, Product Innovation	02
30/03/2011	Final	Reviewed with no policy intent changes - minor update/review only to clarify some language used Updated owner & author details.	FEE-HELP Coordinator, Chief Operating Office	03

		Change to new policy template		
03/02/2012	Final	Added to new template. Added in minor informatin to section 9 and fixed order of numbering and updated policy owner and author	FEE-HELP Coordinator	3.1

Distribution

This policy must be distributed to all SBIT staff, including all SBIT Directors, Faculty Directors, Managers and all Educational and Administration Staff.