

THE RTO VSL STUDENT REVIEW PROCEDURES

1. PURPOSE AND SCOPE

- 1.1. The purpose of this Procedure is to ensure that Part 7, Division 1, Subdivision H of the [VET Student Loans Rules](#) is addressed, being that students will be able to seek review of decisions without victimization or discrimination.
- 1.2. The Procedure applies to VET Student Loan (VSL) students and graduates of The College.
- 1.3. This Procedure should be reviewed in conjunction with the following documents:
 - 1.3.1. The RTO VSL Student Grievance Procedures;
 - 1.3.2. The RTO VSL Student Re-Credit Procedures.

2. DEFINITIONS

- 2.1. For the purposes of this Policy, and associated Procedures, the following definitions apply:
 - 2.1.1. ASQA – Australian Skills Quality Authority, the national VET regulator for RTOs.
 - 2.1.2. RTO – Registered Training Organisation.
 - 2.1.3. VET – Vocational Education and Training.
 - 2.1.4. VSL-VET Student Loan – a loan provided by the Commonwealth Government to eligible students to contribute to tuition fees in vocational education. The loan becomes a VETSL debt that is repayable.
 - 2.1.5. VETSL Debt – a debt owed to the Commonwealth by VSL loan debtors.
 - 2.1.6. ECAF – Electronic Commonwealth Assistance Form that initiates enrolment and loan approval.
 - 2.1.7. The College – Western Sydney University Enterprises Pty Limited trading as Western Sydney University The College.
 - 2.1.8. The University – Western Sydney University.
 - 2.1.9. The Department – Commonwealth Department of Employment and Workplace Relations (DEWR).
 - 2.1.10. The Secretary – The Secretary of the Department of Employment and Workplace Relations.

3. POLICY STATEMENT

- 3.1. This Procedure ensures that Part 7, Division 1, Subdivision H of the [VET Student Loans Rules](#) is addressed:

3.1.1. **no victimisation or discrimination of students for seeking review etc;**

3.1.2. an approved course provider's processes and procedures must ensure that a student is not victimised or discriminated against for:

3.1.2.1. seeking review or reconsideration of a decision; or

3.1.2.2. using the provider's processes or procedures about dealing with grievances;
or

3.1.2.3. making an application for re-crediting of the student's HELP balance under Division 2 or 3 of Part 6 of the Act.

3.2. Students of The College who access a VET Student Loan, shall have access to fair and impartial appeal and complaint resolution processes that provide for:

3.2.1. natural justice and procedural fairness;

3.2.2. transparency, accountability and confidentiality;

3.2.3. effective, reciprocal communication and feedback;

3.2.4. the handling of grievances informally where possible and if appropriate;

3.2.5. resolution of grievances as early as possible and as close as possible to the source of dissatisfaction;

3.2.6. the provision of regular procedural review; and

3.2.7. the enhancement of the appeals process and outcomes.

4. PRINCIPLES

4.1. The College takes all reasonable steps to ensure that all prospective VSL students are aware of The RTO VSL Student Grievance Procedures; The RTO VSL Student Re-Credit Procedures, and that they are accessible to them. Students receive information about these Procedure prior to admission, during orientation and through The College website.

5. ROLES AND RESPONSIBILITIES

5.1. The RTO Director is responsible for the application of this Policy and may delegate all or part of this responsibility to a staff member of The College.

5.2. The RTO Director, or delegate, is responsible for:

5.2.1. establishing and maintaining appropriate procedures to oversee and monitor implementation of this Procedure.

6. GUIDELINE AND REFERENCES

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

6.2. Related Legislation/Policies/Procedures

- 6.3. [VET Student Loans Act 2016](#)
- 6.4. [VET Student Loans \(Approved Course Provider Application Fee\) Determination 2017](#)
- 6.5. [VET Student Loans \(Charges\) Act 2016](#)
- 6.6. [VET Student Loans \(Charges\) Regulations 2017](#)
- 6.7. [VET Student Loans \(Courses and Loan Caps\) Determination 2016](#)
- 6.8. [VET Student Loans \(External Dispute Resolution Scheme\) Specification 2017](#)
- 6.9. [VET Student Loans Rules 2016](#)
- 6.10. [VET Student Loans \(VSL Tuition Protection Levy\) Act 2020](#)
- 6.11. [VET Student Loans \(VSL Tuition Protection Levy\) \(Administrative Fee\) Determination 2020](#)
- 6.12. VET Student Loans Manual for Providers Version 5.2 December 2022
- 6.13. National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007 (National Code 2007)
- 6.14. Standards for Registered Training Organisations (RTOs) 2015
- 6.15. The College policies including:
 - 6.15.1. The RTO Admissions Policy and Procedure
 - 6.15.2. The RTO Assessment Policy and Procedure
 - 6.15.3. The RTO Student Complaints and Appeals Procedure
 - 6.15.4. The RTO Fees and Refunds Policy and Procedure
 - 6.15.5. The RTO Student Support Policy and Procedure
 - 6.15.6. The RTO Recognition of Prior Learning and Credit Transfer Policy and Procedure
 - 6.15.7. The College Staff Complaint Handling and Resolution Policy
 - 6.15.8. Western Sydney University's Student Code of Conduct

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STATUS AND DETAILS

Status	UNDER REVIEW		
Version	1		
Effective Date	9 February 2023		
Review Date	9 May 2023		
Approval Policy	The College Senior Management Team		
Governing Authority	Western Sydney University Enterprises Board		
Endorsed by	The RTO Committee		
Unit Responsible	The College Registered Training Organisation		
Enquiries Contact	The College RTO E: rto@westernsydney.edu.au		
Available On	SharePoint	<input type="checkbox"/>	Website <input checked="" type="checkbox"/>

Summary of Changes from Previous Version