

VET FEE-HELP

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1 PURPOSE

This policy outlines a comprehensive set of principles for administering the Commonwealth Government loan scheme VET FEE-HELP and its associated activities in accordance with the Commonwealth Government's Vocational Education and Training (VET) Guidelines.

2 SCOPE

This policy applies to all procedures and activities undertaken by CQUniversity relating to VET FEE-HELP administration, and applies to staff involved in administering this policy and related procedures and activities for approved VET FEE-HELP Diploma and Certificate IV where relevant.

For any clarification, refer to the Administrator (in the Approval and Review table below).

3 EFFECTIVE DATE 11 July 2016

4 LEGISLATIVE AUTHORITY

[Higher Education Support Act 2003 \(Cwlth\) – Schedule 1A](#) (HESA)

5 POLICY STATEMENT

- 5.1 CQUniversity has implemented VET FEE-HELP as a tuition fee payment option for students enrolling in identified Commonwealth Government approved, full fee-for-service, Diploma and Certificate IV where relevant.

A suite of policies, procedures and forms are established to effectively manage VET FEE-HELP services at CQUniversity.

VET Tuition Assurance Exemption

- 5.2 CQUniversity has been granted an exemption from the VET Tuition Assurance requirements under the Higher Education Support Act 2003. This exemption applies to VET FEE-HELP courses only.

This exemption recognises that as a VET provider, the University is accountable for the delivery of high quality training and assessment services to students across its entire offerings. The University is committed to achieving the best outcomes for students when commencing, reviewing, changing or discontinuing any program.

Prior to discontinuing a VET program, the University will consult with any affected students. Where a decision has been made to cease a program and no suitable replacement is available at CQUniversity, students are entitled to a refund of their up-front VET tuition fee payments and/or re-crediting of any FEE-HELP balance for any VET course that the VET student was enrolled or commences but does not complete because CQUniversity ceases to provide the VET program of which the course forms part.

- 5.3 CQUniversity must comply with the requirements for VET tuition assurance in Schedule 1A of HESA and the VET Guidelines. The objective of the VET tuition assurance requirements is the protection of students enrolled under VET FEE HELP. In the event that CQUniversity ceases to provide a VET course of study in which a student is enrolled, the student is entitled to a choice of:

- 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
- a refund of his or her upfront payments for any VET unit of study that the student commences but does not complete because CQUniversity 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').

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

Quality and accountability requirements

5.5 CQUniversity must meet and continue to comply with all of the VET quality and accountability requirements to maintain its approved status as a VET provider under Schedule 1A of HESA. These requirements include the following:

Financial viability

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

VET quality

5.5.2 As a VET provider, CQUniversity must continue to operate at an appropriate level of quality which the Department of Education is satisfied meets the requirements set out in the Standards for Registered Training Organisations (RTO's) 2015.

Fair treatment and equal benefits and opportunity

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

Compliance

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

Fee requirements

5.5.5 CQUniversity is required to meet the fee requirements including the publication of schedules of tuition fees and the charging of fees

Banning inducements to students under the VET FEE-HELP students

5.5.6 Students must not be offered any inducements such as laptops, cash or prizes during marketing and recruitment practices. CQUniversity does not offer any inducements of any kind.

Tightening VET marketing and recruitment practices

5.5.7 CQUniversity must not offer any courses available with VET FEE-HELP as "free" or "government funded". Students must have a clear understanding of their rights and obligations before they make a decision on their payment options. CQUniversity must not accept a Request for a VET FEE-HELP Loan form from any

student before two business days have passed since the time of enrolment. From 1 January 2016, students will also receive an invoice prior to their census date, ensuring that they have all of the information they need to make payment and study decisions.

Agents

- 5.5.8 CQUniversity must enter into a formal agreement with any agents, which is consistent with Standard 2 of the Standards for Registered Training Organisations (RTO's) 2015. The written agreement must specify the responsibilities and requirements the agent must comply with on behalf of CQUniversity. Compliance of the agent is the responsibility of CQUniversity. A list of any agent agreements in place will be published on CQUniversity's website.

Improving the understanding of how VET FEE-HELP operates, and students' rights and obligations

- 5.5.9 When students are completing a Request for VET FEE-HELP Loan form, they are now aware of the total course cost and duration. Students under the age of 18 must also have a parent/guardian signature.

Barriers to withdrawal

- 5.5.10 CQUniversity must ensure that there are no barriers to a student being able to withdraw from a VET unit of study on or before the census date for that unit, including no withdrawal fees or penalties

Streamlining the debt waiver and revocation processes for students under VET FEE-HELP

- 5.5.11 Government reform will make it easier for students to remove any VET FEE-HELP debt which has been unfairly applied in breach of the guidelines. CQUniversity will have a clear process for students to follow when they believe they have incurred a debt in error.

Strengthening the assessment criteria for, and ongoing scrutiny of, all training providers (from 1 January 2016).

- 5.5.12 CQUniversity is required to report financial information annually to ensure consistency and accountability in practices.

Ensuring student debt is incurred in line with course delivery and continued participation

- 5.5.13 CQUniversity will levy the student fees over the duration of the course the student is enrolled in. Students will incur fees in a minimum of three (3) fee periods (census dates) in their course.

Establish minimum pre-requisite and prior education qualifications, including demonstrated literacy and numeracy requirements.

- 5.5.14 CQUniversity will introduce an updated *Entry Requirements Procedure* to ensure that students who intend to study a Higher Level qualification undertake an assessment to ensure they have the capacity to complete this program.

Enhancing training and outcomes information, allowing students to make more informed choices about training providers and courses.

- 5.5.15 Students and prospective students will have access to additional information on training choices, employment options and other outcomes. Additionally, the MySkills website www.myskills.gov.au will assist students with determining the amount of their debt and identifying and comparing training providers

Student Fairness

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

Grievance and review procedures

- 5.6.1 As a VET provider, CQUniversity must have grievance procedures to deal with academic and non-academic complaints by students and persons seeking to enrol at CQUniversity, who are or would be entitled to VET FEE-HELP assistance. CQUniversity 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 CQUniversity, as a registered training organisation (RTO), may be required to have in place.
- 5.6.2 CQUniversity 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. The procedures will be published on CQUniversity's website.

FEE-HELP balances

- 5.7 It is the responsibility of students and persons seeking to enrol at CQUniversity to be aware of their current FEE-HELP balance and to advise CQUniversity if they do not have sufficient FEE-HELP balance to cover their tuition fee/s.
- 5.8 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 CQUniversity.
- 5.9 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.
- 5.10 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 HITS order of precedence. Should a student have an insufficient FEE-HELP balance to cover a unit of study, The Department of Education will notify CQUniversity via an exception report. CQUniversity will be accountable 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.

Re-crediting FEE-HELP balances

- 5.11 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. CQUniversity will advise the student when they withdraw from studies that they may apply, in writing to CQUniversity, 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.
- 5.12 CQUniversity 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.
- 5.13 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 CQUniversity must repay any amounts of VET FEE-HELP assistance for the VET unit/s of study to the Commonwealth. (Refer to re-crediting)

Re-crediting

- 5.13.1 CQUniversity must re-credit or remit if CQUniversity is satisfied that 'special circumstances' apply to the students that were:
- beyond the person's control
 - did not make their full impact on the person until on, or after, the census date

- 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.

5.13.2 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.

Application period

5.15.3 A student's application to re-credit FEE-HELP balance must be made, in writing, within twelve months of the withdrawal date, or, if the student has not withdrawn, within twelve months of the end of the period of study in which the unit/s of study was, or was to be, undertaken. CQUniversity may waive the application period on the grounds that it would not be, or was not, possible for the application to be made before the end of that period.

Student Entitlement

5.16 Chapter 6 of the Vocational Education and Training (VET) Guidelines 2015 defines student entitlement for VET FEE-HELP.

5.16.1 Full fee-paying students are entitled to VET FEE-HELP Loans for VET diplomas, VET advanced diplomas, VET graduate certificates and VET graduate diplomas,

* **Note:** 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.

5.16.2 Subsidised students are entitled to access VET FEE-HELP for only VET diploma, VET advanced diploma courses, or a specified certificate IV course (nominated courses vary by state) as part of the Certificate IV Trial (concluding December 2016)

Student eligibility

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

- be an Australian citizen; or
- be a New Zealand Special Category Visa holder who meets long-term residency requirements; or
- be a permanent humanitarian visa holder (resident in Australia for the duration of the unit); and
- have not exceeded the FEE-HELP limit; and
- meet the tax file number requirements; and
- meet course requirements as follows:
 - are a full fee-paying / fee for service student studying a diploma, advanced diploma, graduate certificate or graduate diploma level course at an approved VET FEE-HELP provider; **OR**
 - are a student subsidised by a state or territory government studying a diploma or advanced diploma course; **OR**
 - are a student subsidised by the Queensland Government studying in a specified Certificate IV course (nominated courses vary by state) as part of the Certificate IV Trial that concludes in December 2016; **AND**
 - are enrolled with an approved VET FEE-HELP provider in an eligible unit of study by the census date for that unit.

Note 2: Where CQUniversity determines that a student is eligible for VET FEE-HELP and later identifies that the student is not eligible, CQUniversity is required to repay the amount of VET FEE-HELP assistance provided to the student back to the Commonwealth.

Dates

5.18 CQUniversity VET Students must be enrolled prior to census date. The Academic Calendar for VET students is available on the CQUniversity website.

Census dates and EFTSL values

5.18.1 CQUniversity 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.

5.18.2 Where a published census date is available only through the Internet or in other electronic format, CQUniversity must also provide student with access to an information system which students can use to access the information.

5.18.3 For a VET unit of study which is being undertaken through a 'restricted access arrangement', CQUniversity must inform and make available to each student within five days of commencement of the unit, the census date.

5.18.4 CQUniversity may only vary a *published census date* if:

a) The variation is:

- necessary because of circumstances that did not apply at the time the census date was determined, or
- to correct an administrative error.

b) In CQUniversity's reasonable view, the variation:

- does not disadvantage a VET student, or person seeking to enrol in a VET unit of study, and,
- is prior to the census date of the VET unit of study, or

c) In CQUniversity's reasonable view, the variation will disadvantage a student enrolled, or a person seeking to enrol, in the VET unit of study affected by the variation, and the date is more than two months before the earlier of:

- the date of commencement of the VET unit of study, and
- the last date that a person can enrol in the VET unit of study without incurring a late enrolment fee.

Note: Without limiting paragraphs (b) and (c) a student or person will be disadvantaged by a variation that brings that *published census date* forward in time.

5.18.5 Where the variation does disadvantage a student enrolled or a person seeking to enrol and is made within two months of the earlier of the dates ascertained in accordance with paragraph (d) above, the variation must be approved by the Commonwealth Department of Education in writing.

5.18.6 Where the *published census date* has been varied, CQUniversity must publish, via its internet site, the varied *census date* no later than ten business days after making the variation. As the information will only be available to students via the Internet, CQUniversity must also provide access to an information system (for example, direct students to the library) which the student can use to access the information.

5.18.7 Where the Minister has approved variation to a published census date (i.e. the variation does not disadvantage a student enrolled or a person seeking to enrol), CQUniversity must publish the varied census date no later than ten business days after the day the Minister gives approval for the variation.

Enrolment dates

5.18.8 Students must be enrolled prior to start of study for the relevant semester/census period. CQUniversity cannot guarantee a position in a program unless the student is enrolled prior to its start date. Approval from

the Deputy Vice-Chancellor (Industry, Vocational Training and Access Education) and the Deputy Vice-Chancellor (Student Experience and Governance) is required prior to programs being cancelled.

New students from 1 January 2016 will need to enrol two (2) weeks and two (2) days prior to their census date. CQUniversity must not accept a Request for VET FEE-HELP Loan form from a person unless two business days have passed from the date and time the person enrolled. This will ensure students have had time to fully understand the details of their course enrolment and consider the fee payment options available to them. Also from 1 January 2016, students will receive a VET FEE HELP invoice notice from providers before each census date, ensuring they have all the information they need to make study and payment decisions.

Withdrawal dates

5.18.9 The withdrawal dates set out by CQUniversity apply in the following circumstances when a student may at any time during a semester, cancel enrolment for the semester or amend it by withdrawing from one or more units of study. However, the cancellation of enrolment may be subject to academic penalty and/or financial penalty as follows:

- a) Withdrawal from unit/s of study or change of enrolment prior to the administration date:
 - no academic penalty, and
 - no financial penalty/fine.
- b) Withdrawal from unit/s of study or change of enrolment prior to the administration date:
 - no academic penalty, and
 - financial penalty/fine.
- c) Withdrawal from unit/s of study or change of enrolment after the census date but prior to the withdrawal date (COS):
 - no academic penalty, and
 - full financial liability to the Commonwealth Government.
- d) Withdrawal from unit/s of study or change of enrolment after the census date and after the withdrawal date (COS):
 - academic penalty, and
 - full financial liability to the Commonwealth Government.

Publication of census and withdrawal dates

5.18.10 CQUniversity is required to publish census, administration and withdrawal dates for each VET unit of study with the exception of 'restricted access arrangements'.

Fees and charges

5.18.11 CQUniversity 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. CQUniversity is required to provide the Department of Education 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 calculate 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 on or before the earliest enrolment dates for the VET unit/s of study.

5.18.12 CQUniversity may only vary a VET tuition fee for a VET unit of study if:

- a) the variation is:
 - necessary because of circumstances that did not apply at the time the VET tuition fee was determined, or
 - to correct an administrative error.

- b) In CQUniversity's reasonable view, the variation:
- does not disadvantage a VET student enrolled, or a person seeking to enrol, or;
- c) the date is prior to the census date of the VET unit of study

5.18.13 Where the variation does disadvantage a student enrolled or a person seeking to enrol such as increased fees or bringing the published census date forward in time, the variation must be approved by the Minister for Training and Skills in writing.

5.18.14 CQUniversity must publish the replacement fee schedule as soon as practicable after making that decision. Where variations to schedule occur, CQUniversity must publish the replacement schedule as soon as practicable.

Commonwealth Assistance Notice (CAN)

- 5.19 CQUniversity will issue each student requesting VET FEE-HELP assistance with a Commonwealth Assistance Notice (CAN). **Note:** This will be issued regardless of whether the student has made a full upfront payment of their tuition fees and therefore has not incurred a VET FEE-HELP debt on that census date.
- 5.20 A CAN must be supplied within twenty-eight days of the earliest census date indicated in the notice.
- 5.21 If, after issuing a CAN to a student, CQUniversity is satisfied that information in the notice is not, or has ceased to be, correct, CQUniversity will issue a further CAN to the student setting out the correct information.
- 5.22 A student who receives a CAN from CQUniversity 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 office of CQUniversity, within fourteen days after the original CAN was given.
- 5.23 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.
- 5.24 Upon receipt of such a request CQUniversity will, as soon as practicable:
- determine the matter to which the request relates
 - notify the student in writing of CQUniversity's determination, and
 - if CQUniversity determines that the information in the CAN was not, or has ceased to be, correct they will amend and issue a further CAN.

Electronic communications

- 5.22 Where a student is required to give a notice or other documentation to CQUniversity and that information is given by way of facsimile, email, web-based communication or any other form of electronic communication, the information system used for providing that information must be accessible by the student. CQUniversity is required to:
- inform students, via direct communication or via CQUniversity publications, that the communication in question will occur by electronic means using the information system
 - give students the authority to use the information system.
- 5.23 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 CQUniversity
 - 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.

5.24 CQUniversity is accountable 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, staff must instruct the student to complete a paper form.

Tax file numbers

5.25 A student must meet certain tax file number (TFN) requirements 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 one month before the relevant consensus date, the student should request the Australian Taxation Office (ATO) to issue them with a Certificate of Application for a TFN.
- If a student has not received their TFN within ten days before the census date, the student should provide this certificate to CQUniversity 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, clause 82(a)].
- If a student chooses not to provide their TFN, they will not be entitled to VET FEE-HELP.
- CQUniversity uses students' TFNs to advise the ATO the amount of each student's loan.
- If a student does not provide their TFN on the Request for VET FEE-HELP Assistance Form, CQUniversity must notify the student in writing within seven days of receiving the form or on or before the census date (whichever is earlier) that the student has not provided a valid TFN. The written advice must explain how the student can meet the TFN requirements by either providing a TFN or a Certificate of Application for a TFN.

Personal information

5.26 CQUniversity is accountable for ensuring that students' information can only be accessed by persons authorised by CQUniversity 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.

Responsibilities

The VET provider (CQUniversity)

- 5.27 Staff administering CQUniversity VET FEE-HELP procedures and activities are responsible for adhering to this policy.
- 5.28 CQUniversity is responsible for making the Request for VET FEE-HELP Assistance Form and the VET FEE-HELP Information Booklet available to student and potential students. The Request for VET FEE-HELP Assistance Form is required once for each VET course of study in which the student is enrolled. Where students are enrolling in a dual award, forms must be completed for both courses of study.
- 5.29 CQUniversity 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).

VET FEE-HELP Coordinator

- 5.30 The VET FEE-HELP contact officer is responsible for:
 - overall coordination of VET FEE-HELP activities at CQUniversity
 - making available 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 the specified timeframes, and
- coordination and assessment of student review requirements including re-crediting and refund requests.

Students and potential students of CQUniversity

5.31 Students and potential students of CQUniversity are responsible for:

- completing and submitting a Request for VET FEE-HELP Assistance Form to CQUniversity 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 CQUniversity 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 CQUniversity if they do not have sufficient FEE-HELP balance to cover their tuition fee/s and making alternative arrangements for payment to ensure continuance in the course of study
- maintaining an awareness of important dates relevant for their studies and informing themselves of this policy as it relates to VET FEE-HELP, and
- supplying proof of Australian citizenship or permanent humanitarian visa at time of application for VET FEE-HELP assistance (must be certified JP copy).

6 RESPONSIBILITIES

Compliance, Monitoring and Review

6.1 The Administrator is responsible for ensuring compliance with and monitoring implementation of this policy and to undertake reviews as required.

Reporting

6.2 There are no additional reporting requirements.

Records Management

6.3 All records relevant to this document are to be maintained in a recognised University recordkeeping system.

7 DEFINITIONS

NOTE: These definitions are specific to this policy and to CQUniversity operations.

Academic matters: includes those matters which relate to student progress, assessment, curriculum and awards in a VET course of study.

Administration date: CQUniversity may set an earlier date than the census date, called an 'administration date' for a unit of study. This must not disadvantage students as outlined in the fairness provisions of the Act.

The administration date is used by CQUniversity as the deadline for which completion of online enrolment and submission of the Request for VET FEE-HELP Assistance Form is required by Customer Service. After the administration date the 'late enrolment' financial penalty/fine will apply to all persons seeking to enrol in a unit of study.

The administration date, being the start of study for that unit of study, is also the deadline for which to make any changes to unit of study enrolments, including withdrawing from these units, without incurring a Change of Enrolment financial penalty/fine for each unit of study affected.

The administration date does not override the census date in terms of a student incurring financial liability to the Commonwealth for those units of study in to which they are enrolled.

The administration date will be set for each unit of study in accordance with the fairness provisions of Clause 18 of Schedule 1A to the *Higher Education Support Act*.

Students are responsible for ensuring they are aware if CQUniversity has set an earlier administration date, as the deadline for enrolling in units of study.

Appropriate officer: is a person who has been appointed to be an appropriate office of CQUniversity for the purpose of VET FEE-HELP assistance by the Deputy Vice-Chancellor (IVET) or their delegate.

Australian Qualifications Framework (AQF): the Australian Qualifications Framework (AQF) is the national policy for regulated qualifications in Australian education and training. It incorporates the qualifications from each education and training sector into a single comprehensive national qualifications framework.

ATO: Australian Tax Office

CAN: Commonwealth Assistance Notice

Census date: CQUniversity 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 Request for VET FEE-HELP Assistance 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: students are allocated a Commonwealth Higher Education Student Support Number (CHESSN) when they use Commonwealth assistance (for example, scholarship, Commonwealth supported place, HELP loan).

It is a unique identifier that will remain with them and it is allocated to them by CQUniversity when they apply for admission to a course. It helps CQUniversity and the Australian Government to provide information to the student about the Commonwealth assistance they have used. The CHESSN must be used in all communications with the Commonwealth Government concerning a person who:

- is enrolled, or seeking to enrol, in a VET unit of study with the CQUniversity; and has indicated that they are seeking Commonwealth assistance under HESA for the unit of study, or is a Commonwealth supported student for the unit of study.

Students are notified of their CHESSN when they receive their first Commonwealth Assistance Notice (CAN).

This CHESSN will remain linked to the student for the remainder of their academic life for the purposes of managing:

- 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 Australian Taxation Officer (ATO) regarding FEE-HELP.

Students also use their CHESSN to access information on their use of Commonwealth assistance through the 'Going to Uni' website (www.goingtouni.gov.au).

DET: The Commonwealth Department of Education

EFTSL: EFTSL is an equivalent full-time student load that is used in data reporting and payment estimates to DET. 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, for example, 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.

Full fee-paying student: a student enrolled in a VET course of study for which CQUniversity 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.

HEP: Higher Education Provider

HESA: Schedule 1A, *Higher Education Support Act 2003*

Incidental charges: a charge is incidental to studies if it:

- 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 CQUniversity
- 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:
 - 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.
- a fine or penalty, provided it is imposed principally as a disincentive and not 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 2012–2013 is \$49,096.

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 *Migration Act 1958* (Cwlth).

Request for VET FEE-HELP Assistance Form: A DET produced form that must be completed to apply for VET FEE-HELP assistance for VET units of study with a VET provider.

Restricted access arrangement: an agreement entered into between CQUniversity and an employer or industry body for the provisions 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: 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:

- previous study
- work experience
- life experience.

Prior to, or after enrolment with CQUniversity, students may be eligible to have their prior learning recognised through gaining credit for prior studies.

RTO: registered training organisation – registered by state and territory training authorities to deliver nationally recognised training – which means training that:

- 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.

A RTO can be a government department or a private enterprise in which training does not have to be its core business.

Student: A person who is enrolled in a VET course of study with CQUniversity.

Tuition assurance: Tuition assurance is an arrangement between CQUniversity 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.

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 re-credit of their FEE-HELP balance.

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, VET advanced diploma, VET graduate certificate or VET 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 Diploma and Certificate IV where relevant, VET advanced diploma, VET graduate certificate or VET graduate diploma.

The 'VET FEE-HELP Information Booklet', a DET publication, provides VET FEE-HELP information to students.

VET provider: a registered training organisation (RTO) that is approved, under Schedule 1A of the *Higher Education Support Act 2003* (HESA) to offer VET FEE-HELP to its students.

VET tuition fee: any fee payable to CQUniversity by a student enrolled or seeking to enrol in a VET course of study with CQUniversity in respect of the granting of an award of Diploma and Certificate IV where relevant, advanced diploma, VET graduate certificate or VET graduate diploma. It does not include a fee that is:

- payable in respect of an organisation of students, or of students and other persons, or
- payable in respect of the provision of 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 CQUniversity, as described under 'incidental charges'.

VET unit of study: a subject or collection of subjects that a person may undertake with CQUniversity as part of a VET course of study.

HITS: HELP IT System is the Federal system used to Administer VET FEE-HELP.

8 RELATED LEGISLATION AND DOCUMENTS

Note: Staff can access CQUniversity forms, templates and fact sheets on CQUniversity's [SharePoint system](#).

Related Policy Document Suite

[VET FEE-HELP Equity and Fair Treatment Policy](#)

[VET FEE-HELP Academic Grievance and Appeals Policy and Procedure](#)

[VET FEE-HELP Academic Grievance and Appeal Form](#)

[VET FEE-HELP Non-Academic Grievance and Appeals Policy and Procedure](#)

[VET FEE-HELP Non-Academic Grievance and Appeal Form](#)

[VET FEE-HELP Application to Re-Credit Fee-HELP Balance Form](#)

[VET FEE-HELP Assessment of Application to Re-Credit FEE-HELP Balance Form](#)

[VET FEE-HELP Application to Review a Re-Credit Decision Form](#)

[VET FEE-HELP Review and Re-Crediting Policy and Procedure](#)

[VET FEE-HELP Tuition Fee and Refund Policy](#)

Related Legislation and Supporting Documents

[Electronic Transactions Act 1999 \(Cwlth\)](#)

[Higher Education Support Act 2003 \(Cwlth\) – Schedule 1A](#)
[Information Privacy Act 2009 \(Qld\)](#)
[Information Privacy Policy and Procedure](#)
[Administration Information for Providers](#)
[Privacy Commissioner's Tax File Number Guidelines 1992](#)
[VET Guidelines 2015](#)

Approval and Review	Details
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Administrator	Director, Governance
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