



## Skills Generation VET Student Loans Tuition Protection Policy and Procedure

### PURPOSE

Provides Skills Generation with a policy for understanding responsibilities in relation to the Tuition Protection Service for VET Student Loans students.

### POLICY STATEMENT

To comply with the relevant Australian Government VET Student Loans legislation; the VET Student Loans Rules 2016, VET Student Loans Act 2016, and the VET Student Manual for providers, the Tuition Protection Service, as well as the Standards for Registered Training Organisations (2015).

### OVERVIEW

As stated on [www.tps.gov.au/home](http://www.tps.gov.au/home) in relation to VET Student Loans, the Tuition Protection Service (TPS) is an initiative of the Australian Government to assist eligible domestic students accessing a VET Student Loan (VSL) whose education providers are unable to fully deliver their qualification of study. The TPS ensures that these students are able to either:

- complete their studies in another qualification or with another education provider or
- receive a re-credit of their VET Student loan for open units of study.

Skills Generation is committed to having transparent and rigorous processes in place for in the unlikely event Skills Generation were to default (cease delivering their VSL qualifications or closes entirely), that the student's affected would have assistance in line with the Tuition Protection Service.

### ACCOUNTABILITY

The Skills Generation Directors are accountable for ensuring the management and maintenance of this policy and procedure, including ensuring its continued appropriateness to the business, compliance with legislation and external requirements, and periodic review.

### AUDIENCE

This policy and procedure apply to all:

- Skills Generation staff and contractors
- Students
- Third parties/agents

### POLICY NOTE

Where appropriate, **VET Student Loans** can be referred to as **VSL** throughout this document.

## REQUIREMENTS OF SKILLS GENERATION NOTICE TO STUDENT

1. Skills Generation will specify in its written notice of default to students in relation to whom it has defaulted:
  - a. the name of the qualification, or part or parts of the qualification that the student was enrolled in at the time of the default;
  - b. the date of the default;
  - c. a website specified by the VSL Tuition Protection Director where the student can get further information about tuition protection.
2. Skills Generation will send the notice:
  - a. to the student's personal email address as advised by the student; or
  - b. to the student's postal address as advised by the student; or
  - c. to the student by another method agreed to by the student.
3. Section 66D of the VET Student Loans Act 2016 requires Skills Generation to give the student in relation to whom Skills Generation has defaulted, written notice of the default within **24 hours of the default occurring**.

## VSL STUDENTS: WHAT HAPPENS IF SKILLS GENERATION DEFAULTS

In the unlikely event that Skills Generation defaults or closes, the Tuition Protection Service has information on their website to advise students: <https://www.education.gov.au/tps/vsl-students>.

The student should collect evidence that helps to demonstrate progress through their qualification. This will help their replacement provider to identify which parts of the qualification they need to complete.

The student should save or print out evidence of their:

- Academic Transcript (this may also be called a Statement of Attainment, Student Record or Statement of Results) – The student can request this from Skills Generation.
- completed units and competencies
- completed assessments, assignments and work placements (if appropriate)
- qualification structure (list of units of competency in their qualification, and when they were being delivered)
- any other documents or emails that demonstrate which parts of the qualification the student was studying, and which parts the student had completed

If the student is unable to receive a transcript from Skills Generation or its liquidator, the student can request a copy of their transcript from the Australian Skills Quality Authority (ASQA) ([asqa.gov.au/students/student-record](https://asqa.gov.au/students/student-record)) or the Unique Student Identifier (USI) ([usi.gov.au/your-usi/view-your-transcript](https://usi.gov.au/your-usi/view-your-transcript)). Both your ASQA and USI transcripts will only show competencies reported by Skills Generation. ASQA and USI are unable to update or make changes to a student's transcript.

The student should check that Skills Generation has their correct personal and contact details.

The student should **NOT** enrol with a new provider to continue their qualification without discussing it with the Tuition Protection Service (TPS). If they do, their eligibility for tuition protection may be affected.