1. **Introduction**

The VET FEE-HELP program has been replaced by the VET Student Loans scheme on the 1 January 2017. Existing eligible VET FEE-HELP students will be grandfathered under this policy until the 31 December 2018. New students from 1 January 2017 should refer to the TAFE NSW VET Student Loans Policy.

2. **Scope**

2.1 To be eligible for VET FEE-HELP, a student must:

2.1.1 meet the citizenship requirements, that is

- hold Australian citizenship, or
- hold a permanent humanitarian visa and be resident in Australia for the duration of the unit of study in which they are seeking VET FEE-HELP assistance or
- be a New Zealand citizen on a Special Category Visa (SCV subclass 444) and meet the following residency requirements:
  - arrived in Australia at least 10 years ago as a dependent child (i.e., under 18 and did not have a spouse or de-facto partner) and
  - been ordinarily resident in Australia for the previous 10 years (i.e., they have been here for the last 10 years including resident for eight of the last 10 years) and
  - lived in Australia for at least 18 months of the last two years at the time of application for the loan.

2.1.2 be a full fee-paying student or, from 1 July 2014, be a NSW Government subsidised student enrolled on or before the census date in an eligible unit of study through an approved VET provider and remain enrolled in the unit at the end of the census date.

2.1.3 have not exceeded their Commonwealth FEE-HELP limit (which includes FEE-HELP loans for higher education courses).

- Meet the Tax File Number (TFN) requirements for managing their loan
- Completed, signed and submitted a valid Request for VET FEE-HELP Assistance Form on, or before, the relevant Census Date.

2.1.4 Be actively participating in their course of study.

- TAFE NSW may cancel the enrolment of students who are not engaging in their studies and progressing through the course.

2.2 An Eligible VET FEE-HELP Course of Study:

2.2.1 Includes:

- All offerings at Graduate Certificate and Graduate Diploma level, as well as Diploma and Advanced Diploma courses offered to full fee-paying students.
- From 1 July 2014, NSW Government subsidised training places in Diploma and Advanced Diploma courses.

2.2.2 This policy does not apply to holders of temporary visas, other permanent visas or international students.
3. **Policy**

3.1 Students who meet the eligibility criteria and are enrolled in a VET FEE-HELP eligible qualification are able to apply for a Commonwealth VET FEE-HELP loan to cover all or part of the cost of their course fees. Eligible courses are Diploma, Advanced Diploma, Graduate Certificate or Graduate Diploma on the scope of the TAFE Commission RTO.

3.2 This policy outlines how TAFE NSW will manage VET FEE-HELP in accordance with the requirements of the Higher Education Support Act 2003 and associated VET Guidelines.

3.3 The Higher Education Support Act 2003 outlines requirements for approved providers offering VET FEE-HELP. These relate to providers ensuring that students have access to:

- Procedures for fair treatment
- Student Review procedures
- Student Grievance procedures for academic matters
- Student Grievance procedures for non-academic matters
- VET FEE-HELP Tuition Fee Refund Policy
- Tuition Assurance provisions.

3.4 Other Commonwealth legislative requirements, such as those relating to the Privacy Act 1988, call for TAFE NSW to have specific procedures in place for VET FEE-HELP in relation to the management of records and providing student access to personal information.

3.5 TAFE NSW meets the HESA obligations to treat all students fairly through its general student policies, including policies in regard to student selection, assessment and grievance.

4. **Responsibilities**

<table>
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<tr>
<th>Position</th>
<th>Responsibility</th>
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<tbody>
<tr>
<td>Manager, VET Student Loans</td>
<td>TAFE NSW-Western Sydney Institute will manage and administer VET FEE-HELP requirements on behalf of TAFE NSW, under delegation from the Managing Director.</td>
</tr>
<tr>
<td>All Employees of TAFE NSW</td>
<td>A Memorandum of Understanding is in place between TAFE NSW-Western Sydney Institute (the Managing Institute) and other TAFE NSW Institutes (Delivering Institutes) which sets out how VET FEE-HELP is to be managed in TAFE NSW. TAFE NSW Customer Services will be responsible for managing and monitoring the TAFE NSW VET FEE-HELP Policy and Policy Implementation Guidelines and revising as the need arises.</td>
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5. **Related Documents**

5.1 Legislative requirements met by this policy:

- Higher Education Support Act 2003
- Technical and Further Education Commission Act 1990
- VET Guidelines 2015
- Vocational Education and Training Act 2005
- Standards for Registered Training Organisations (RTOS) 2015
- Australian Migration Act 1958
- Privacy Act 1988
- Privacy and Personal Information Protection Act 1998 (NSW)
- Government Information (Public Access) Act (GIPA)

5.2 The following policy documents should be referred to in relation to this policy:

- VET FEE-HELP Tuition Fee and Refund Policy

5.3 The following guideline documents should be referred to in relation to this policy:

- VET FEE-HELP Implementation Guidelines
- VET FEE-HELP Tuition Fee and Refund Guidelines
6. **Contacts**

VET Student Loans, TAFE NSW Commission.
Phone: 02 9715 8239
Email: vslteam@tafensw.edu.au

7. **Document Information and Review**

The policy will be monitored and evaluated on an annual basis.

Record No.    PD20090397/V04
Review Due:   22 January 2019