1. **Introduction**

The VET FEE-HELP program was 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**

All eligible students who are enrolled in a Unit of Study in a VET FEE-HELP eligible qualification (Eligibility criteria are explained in the TAFE NSW VET FEE-HELP Policy – Refer to section 2.1)

3. **Policy**

3.1 Full fee-paying students who meet the specified eligibility criteria and are enrolled in a VET FEE-HELP eligible qualification and, from 1 July 2014, eligible students in NSW Government subsidised training places in Diploma, Advance Diploma or selected Certificate IV courses:

- As a full fee-paying student, must be charged the same Tuition Fee for a particular Unit of Study irrespective of whether they pay up-front or take out a loan or,
- As a student in a NSW Government subsidised training places, must be charged according to the NSW published fees
- Are eligible for a refund or remittance of debt if they withdraw on or before the census date for the relevant Unit of Study. The census date is set at 20 per cent of the way into the Unit of Study.
- Are eligible for a refund or remittance of debt if they withdraw after the Census Date if they can demonstrate special circumstances.
- May apply to the Commonwealth for the FEE-HELP balance to be re-credited in circumstances of unacceptable conduct by TAFE NSW or an agent acting on behalf of TAFE NSW. Students should go to the StudyAssist website for more information and how to apply.

3.2 TAFE NSW sets an administrative date at no earlier than 10 per cent into the Unit of Study. By the administrative date students should have either:

- Paid their Tuition Fees up-front; or
- Paid a proportion of their Tuition Fees up-front and indicated that they intend to apply for a VET FEE-HELP loan to cover the balance; or
- Indicated that they intend to apply for a VET FEE-HELP loan to cover the full cost of their Unit of Study.

3.3 Students who elect to take out a VET FEE-HELP loan, must submit a Request for VET FEE-HELP Assistance Form on or before the census date. This form is available online as part of the enrolment process or in hard copy from the college. A period of at least two business days must elapse between enrolment and applying for a loan.

3.4 Students who take out a VET FEE-HELP loan incur a debt once their enrolment is confirmed after the census date for the relevant Unit of Study.
4. **Responsibilities**

<table>
<thead>
<tr>
<th>Position</th>
<th>Responsibility</th>
</tr>
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<tbody>
<tr>
<td>Manager, VET Student Loans</td>
<td>TAFE NSW-VET Student Loans Unit 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 must be in place between the NSW TAFE Commission and other TAFE NSW RTO’s (Delivering RTO’s) 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 include:
- Higher Education Support Act 2003
- VET Guideline 2015

5.2 The following policy documents and guidelines should be referred to in relation to this policy:
- VET FEE-HELP Policy Implementation Guidelines
- TAFE NSW VET FEE-HELP Tuition Fee and Refund Policy
- TAFE NSW VET FEE-HELP Tuition Fee and Refund Guidelines

6. **Contacts**

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

7. **Document Information and Review**

8.1 The policy will be monitored and evaluated on an annual basis.
Record No. PD20090398/V03
Review Due: 22 January 2019