

## VET STUDENT LOAN (VSL) STUDENT REVIEW POLICY AND PROCEDURE

---

1. PURPOSE	2
2. SCOPE	2
3. POLICY STATEMENT	2
4. PROCEDURES	2
5. LEGISLATIVE AUTHORITY	3
6. APPROVAL AND REVIEW DETAILS	3

# VET STUDENT LOAN (VSL) STUDENT REVIEW POLICY AND PROCEDURE

---

## 1. PURPOSE

1.1 Under Part 7, Division 1, Subdivision H of the VET Student Loans Rules. If a student has been informed that their application to have HELP balance re-credited is unsuccessful, students have the right to request a review of the decision.

## 2. SCOPE

2.1 A student has the right to request a review of a decision by LTF to not re-credit their VETSL balance (reviewable VET decisions). There is no charge for an application for re-crediting of a VETSL balance or for reconsideration or review of decisions, other than review by the Administrative Appeals Tribunal (AAT).

## 3. POLICY STATEMENT

3.1 Under the VET Student Loans Act 2016, students who withdraw from a Unit of Study/Part of a Course after census day are able to apply to have their VETSL debt re-credited. The application must be submitted within 12 months of the census day of the Unit of Study/Part of a Course.

## 4. PROCEDURES

If you are requesting a review of a decision not to re-credit a FEE-HELP balance, you need to follow the Student Review.

4.1 When you are notified that your re-credit application is not successful, an application to review a decision not to re-credit a FEE-HELP balance form will be sent to you.

4.2 Complete your application and submit along with supporting documentation to the LTF RTO Manager.

4.3 Requirements for submitting a valid request are:

- you must apply for a review of a decision within 28 days from the day you first received notice of the original decision not to re-credit your FEE-HELP balance
- you must provide reasons as to why you are applying for a review
- you should submit original or certified copies of documentation supporting your claim.

4.4 Your application will be acknowledged in writing and you will receive a response within 45 days of submitting the application for review.

4.5 The RTO Manger will reconsider the decision according to the following available options:

- confirm the decision
- vary the decision, or
- set the decision aside and substitute a new decision.

## VET STUDENT LOAN (VSL) STUDENT REVIEW POLICY AND PROCEDURE

---

4.6 You will be notified in writing of the outcome of the review process and will be provided with the reasons for making the decision.

4.7 You have the right to make an appeal to the Administrative Appeals Tribunal (AAT) of an unsuccessful Review. The contact details and address of the nearest AAT registry are:

Administrative Appeals Tribunal (AAT)

<http://www.aat.gov.au>

Phone: 1800 228 333

In relation to consideration of appeals by the AAT, LTF will:

- Provide to the Commonwealth government, within 5 business days of being requested, copies of all the documents it holds that are relevant to your appeal.
- Keep any originals and copies of the documents relevant to your appeal in accordance with normal record management procedures.
- Further information can be found on the Study Assist website.

### 5. LEGISLATIVE AUTHORITY

[Standards for RTO's 2015](#)

[High Education Support Act \(HESA\) 2003 \(Cth\)](#)

[VET Student Loans Act 2016](#)

[VET Student Loans Rules 2016](#)

### 6. APPROVAL AND REVIEW DETAILS

APPROVAL AND REVIEW	DETAILS
Approval authority	Chief Executive Officer
Committee to approve	Compliance Committee
Administrator	RTO Manager
Next Review	December 2022
Version	1.0 Jan 22