

POLICY S9.2

VET STUDENT LOANS: STUDENT FEES AND PAYMENT

1.0 INTRODUCTION

1.1 Context

The Australian Institute of Management Education and Training (AIM) is a Registered Training Organisation (AIM VET 0049) and an approved VET Student Loans (VSL) provider, offering nationally recognised courses and courses on the Commonwealth Government VET Student Loans Approved Courses List, published in the [VET Student Loans \(Courses and Loans Caps\) Determination](#).

1.2 Purpose

This policy defines how AIM will manage fees and refunds for VSL students, in accordance with the [VET Student Loans Act 2016](#) and associated legislative instruments and identifies student obligations in regard to VSL.

1.3 Scope

This policy applies to all eligible students enrolled in a VSL-approved course and to AIM employees engaged in the VSL program.

2.0 RESPONSIBILITIES

All those referred to under the Scope of this policy are responsible for complying with the terms of the policy.

3.0 POLICY

3.1 Principles

1. AIM must ensure policies and procedures are in place to administer compliance requirements of the [Commonwealth Government VET Student Loans program](#).
2. Students who meet the eligibility criteria and are enrolled in an approved course can apply to the [Commonwealth Government for a VET Student Loan](#) to cover their course tuition fees (course loan caps apply). The AIM VET Student Loans Approved Course list is published on the AIM website.
3. [Loan eligibility criteria and academic suitability requirements](#) are published on the AIM website.
4. Eligible students may apply for a VSL to cover all or part of their course tuition fees. Fees for commercial (fee-for-service) students are determined by AIM.

Students will be charged the same course fees regardless of their payment method.

5. The Commonwealth Government applies a 20% loan fee for commercial students who take a loan. Students in a NSW Government subsidised training place are charged according to the NSW Smart and Skilled published fees schedule. There is no loan fee for NSW subsidised students.
6. A VET Student Loan forms part of a [student's accumulated HELP debt](#). Once a student reaches the minimum income threshold, loan repayments become compulsory and are made through the Australian Taxation Office (ATO).
7. Fees for VET Student Loan enrolments in AIM are charged evenly across the full course duration, spread over a minimum of three fee periods. Students who take a VET Student Loan incur the debt for the Unit of Study (UoS) if they are still enrolled on the day after the census day, for the relevant UoS. For students who have self-paid for that UoS, the census day is the day that those fees are non-refundable. A census day is set at no less than 20% into the duration of all UoS.
8. The Student Fee is for the course or training into which the student has enrolled and includes two attempts at training in any unit of competency within the enrolled course or training. Separate costs may be charged for additional attempts of a unit of competency.
9. Additional fees apply for:
 - a. The reissuing of a Testamur
 - b. Extensions to course duration. Refer to AIM's Withdrawal, Deferral, Extension, Transfer and Refund policy.
10. The Commonwealth Government sets a loan cap on the amount that can be borrowed for each VSL-approved course. If the loan cap determined by the Commonwealth Government is less than the course tuition fees, the difference between the cap and the allowable loan amount (the gap) must be self-paid by the student on or before the census day for the UoS.
11. Students who elect to take a VET Student Loan must complete the online [electronic Commonwealth Assistance Form](#) (eCAF). Eligible students who have requested a loan and have been assessed as academically suitable will be given access to the Commonwealth Government eCAF system.
12. Students who have been deemed eligible for a VSL will receive the following notices and are obliged to comply with any attached conditions to meet their VSL requirements:
 - VSL Statement of Covered Fees (after enrolment but before census day)
 - VSL Fee Notice (14 days before every census day)
 - CAN (28 days post census day)
 - Progression Forms (via the eCAF system at check intervals)

13. Students who do not meet the progression and engagement requirements may have their loan cancelled by the Commonwealth Government and will be required to pay for the remainder of their course tuition fees to the provider.
14. AIM will as per its [Student Progression Policy](#) contact all students who are not progressing through their course. If the student cannot be contacted, AIM may cancel the enrolment, with the cancellation taking full effect 28 days after the student has been advised of the cancellation.
15. Students wishing to discontinue their studies should notify AIM Student Support at studentsupport@aim.com.au immediately and complete the VET Student Loan Withdrawal Application form available on the VET Student Loans page of AIM website.
16. Students who have a loan or self-paid for a UoS, who withdraw on or before the census day, will not incur the loan amount and self-paid course tuition fees are refundable (for that UoS).
17. Students who withdraw after the census day may be eligible for a refund or re-credit of their loan amount if they can demonstrate special circumstances impacted on them and made it impracticable for them to complete the course. (Refer to the AIM Withdrawal, Deferral, Extension, Transfer and Refund [Policy](#) and [Procedure](#) for more information on Special Consideration.)
18. An application to re-credit a HELP balance form must be submitted within 12 months of the census day of the Unit of Study/Part of Course. For more information, refer to the [StudyAssist](#) website.
19. If a student's application to have their loan re-credited is not successful, they may request a review of the decision. If a review request is also unsuccessful, they may lodge an appeal to the Administrative Appeals Tribunal (AAT). For more information, go to the VET Student Loans page of the AIM website or the [StudyAssist](#) website.
20. Students may also apply to the Commonwealth Government for their HELP balance to be re-credited in the event of unacceptable conduct by a provider. More information is available on the [StudyAssist](#) website.
21. If AIM ceases to deliver a course and a suitable replacement course is not available, AIM will re-credit the loan amount or refund any upfront payment made for any affected UoS that has not been completed. (For more information, refer to the VET Student Loans page of the AIM website and the AIM VSL Withdrawal and Recredit Procedure.)

4.0 DEFINITIONS

- **Course commencement date** *Online*: The date that the student receives access to the online learning platform. *On-campus*: The date that the student attends their first training course for the qualification or unit of competency.
- **Enrolment** - Course enrolment is deemed to be complete when AIM receives a signed Acceptance of Offer from the student and payment of full course fees, and all entry requirements have been met.
- **Enrolment contract** - Refers to the formal agreement between the student and AIM for enrolment.
- **Enrolment form** - Form used by AIM to be completed by a prospective student as the first step of the admissions and enrolment procedure.
- **Fee Exemption**: A student who is enrolled into government subsidised training, including under Smart and Skilled, and who meets defined criteria current at time of enrolment is eligible for an exemption from payment of the Student Fee or Concession Fee.
- **Fee for Service**: Training for which all of the cost is borne by the student or a person or organisation on behalf of the student.
- **Provisional Enrolment Period/Cooling-off period** - An enrolment is provisional for five (5) business days, allowing a student to access their course and ensure it meets their requirements. Students are liable for the full fee after the Provisional Enrolment Period.
- **Special Consideration**- in making a decision on, for example, requests for course extensions, or withdrawal, special consideration allows for review of the circumstances which the student alleges were not the fault of the student, impacted on them, and made it impracticable for them to complete the course.
- **Student Fee**: The Student Fee is the amount paid by a student for enrolling into and undertaking training with AIM. The amount of the Student Fee is subject to whether the training being delivered is government-subsidized training, including under Smart and Skilled, or Fee for Service training.
- **Subsidised Training**: Training costs are borne by students and State and/or Commonwealth Governments. Enrolment requirements are established by Government including the applicability of the Concession Fee or Fee Exemption. The students pay a proportion of the course costs as a 'Student Fee' with the Government paying a 'subsidy' to AIM for the balance of the course cost and based on contract performance.
- **VET Student Loans**: The VET Student Loans program is an Australian Government loan program that helps eligible students pay tuition fees for approved courses at diploma level or above, at approved course providers.

5.0 REFERENCES AND ASSOCIATED INFORMATION

- [AIM Terms and Conditions](#)
- Enrolment [Policy](#) and [Procedure](#)

- Privacy of Student Information and Records [Policy](#) and [Procedure](#)
- [Student Handbook](#)
- [Standards for Registered Training Organisations \(RTOs\) 2015](#)
- [Student Progression Policy Procedure](#)
- Withdrawal, Deferral, Extension, Transfer and Refund [Policy](#) and [Procedure](#)
- [Smart and Skilled Fee Administration](#) policy
- VSL Act 2016 and VSL Rules 2016

6.0 POLICY OWNERSHIP

Policy Owner	Chief Financial Officer
Status	New
Approval Authority	Chief Executive Officer
Date of Approval	4 October 2023
Effective Date	5 October 2023
Implementation Owner	Senior Finance Manager
Maintenance Owner	VET Compliance and Operations Manager
Review Due	30 September 2025
Content Enquiries	Cindy Chen Email: cindy.chen@secentia.com.au

7.0 AMENDMENTS

Version	Amendment Approval (Date)	Amendment Made By (Position)	Amendment Details
S9.0	4 October 2023	VET Compliance and Operations Manager	New Policy
S9.1	13 October 2023	VET Compliance and Operations Manager	Updated links related to VSL
S9.2	7 November 2023	VET Compliance and Operations Manager	Added information related to additional fees for extensions, resits an reissuance of Testamurs