

VET Student Loans Tuition Protection and Replacement Provider Arrangements Policy

Purpose

This policy describes how Hammond Institute protects VET Student Loans (VSL) students if provider default occurs, including support, notification, placement into a suitable replacement course, or VSL balance re-credit for undelivered units, in line with the Tuition Protection Service (TPS) framework.

Scope

Applies to all Hammond Institute students who access a VSL for approved courses delivered by Hammond Institute (e.g., CHC50121, CHC52025, CHC53315, CHC53415, CHC62015).

Non-VSL cohorts are covered by separate fee assurance mechanisms and do not fall under this policy unless VSL was used for the relevant units.

References

The Tuition Protection Service (TPS) assists VET Student Loans (VSL) students whose education providers are unable to fully deliver their course of study. <https://www.education.gov.au/tps/vsl-students>

Definitions

- Provider default: ceasing to provide a VSL-approved course (or part) after commencement, or closing, affecting enrolled VSL students.
- Replacement course: equivalent/comparable course enabling completion with credit for completed components, same delivery mode unless student agrees otherwise, and no higher tuition for replaced parts.
- TPS Director: Commonwealth officeholder arranging student placements and/or recredits when a VSL provider defaults.

Policy statement

Hammond Institute participates in VSL tuition protection, cooperates with the TPS Director, and, where liable, pays the Domestic Tuition Protection Levy as determined by the Department.

If Hammond Institute defaults, affected VSL students will be placed in a suitable replacement course or, if not possible or not accepted, will receive recredit of their VSL balance for undelivered units.

Triggers for activation

- Hammond Institute ceases to provide an approved VSL course or part after commencement or closes.
- Direction or request for information from the TPS Director relating to tuition protection.

Student support pathways

- Replacement placement: TPS-arranged or agreed placement into a suitable replacement course with recognition of completed units/parts and same delivery mode unless consented otherwise.
- Recredit: if no placement is available or accepted, recredit of the student's VSL balance for the undelivered affected units of study.

Replacement course requirements

Replacement arrangements must:

- (a) lead to the same/comparable qualification.
- (b) recognise completed components to avoid repeat study.
- (c) not charge more for replaced parts than the original tuition; and
- (d) use same delivery mode unless the student consents to change.

Notifications and timeframes

Hammond Institute will promptly notify the TPS Director and affected students of provider default, meeting Departmental timeframes and content requirements. Student notices will explain the event, replacement options, credit transfer, and the recredit process and timeframes.

Records and evidence

On request, Hammond Institute will provide to the TPS Director: enrolment and academic progress records; unit codes/names; tuition fee schedules; course structures and delivery modes; and evidence of completed components to facilitate placement or re-credit. Records will align to training.gov.au identifiers to support accurate credit mapping by replacement providers.

Acting as a replacement provider

If requested by the TPS Director, Hammond Institute may accept displaced students subject to capacity and suitability, recognise completed components, confirm acceptance in writing, and ensure no greater tuition is charged for replaced parts than the original amounts.

Fees, charges, and VSL re-credits

No administrative penalties will be imposed for TPS-related actions, and fees for replaced components will not exceed original amounts; if placement is not possible/accepted, the TPS Director may direct re-credit of the VSL balance for the affected units.

Levy obligations and data

Where liable, Hammond Institute pays the Domestic Tuition Protection Levy in accordance with Department notices and maintains accurate provider/student data underpinning levy settings and TPS administration.

Student information and communications

Hammond Institute's website and enrolment materials explain tuition protection and provider default assistance, including TPS role and external resources for students.

Roles and responsibilities

- CEO/Accountable Officer: ensures compliance, levy payments, and resourcing of default response.
- Compliance Manager: coordinates notifications, records collation, TPS engagement, and oversight of placement or recredit processes.
- Student Administration: issues student notices, manages credit transfer/enrolment logistics, and assists with credit processes.

Internal controls and readiness

Annual review of default response checklists, student notice templates, and data-readiness for TPS requests; periodic verification that student/course/fee records align with training.gov.au and are exportable for credit mapping.

Complaints and external review

Students may access Hammond Institute's internal complaints and appeals; external options include TPS support and Commonwealth complaints avenues related to VSL matters.