



# Scripture Union Queensland RTO 30548

## VET Student Loans Information

### Diploma of Youth Work CHC50413

This document is designed to provide key information to individuals considering undertaking the CHC50413 Diploma of Youth Work with Scripture Union Queensland, RTO 30548 (herein referred to as SU QLD Training) under a VET Student Loan. Information from this document relates directly to the requirements outlined in the *VET Student Loans Act 2016* and the *VET Student Loans Rules 2016* and in some instances the wording in this document has been taken directly from these.

Prior to reading this document, potential students MUST read the **VET Student Loans Information for 2017 booklet** (Department of Education and Training). This booklet provides important information that students MUST be aware of prior to submitting a VET Student Loan application.

In addition to this information please note that the VET Student Loan is a loan, and as such it is important to be aware that:

- A VET Student Loan is a loan from the Commonwealth that gives rise to a HELP debt
- The loan will remain a personal debt until it is repaid to the Commonwealth
- The loan may, until the debt is repaid, reduce the take-home (after-tax) wage or salary and may reduce borrowing capacity

Individuals are encouraged to seek independent financial advice before applying for a loan and to read the information provided on the Study Assist Website entitled Paying Back My Loan or Section 6 of the **VET Student Loans Information for 2017 booklet**.

For ease of reading for students this document includes both the ***information you need to be provided with prior to enrolment*** along with information about any ***relevant processes and procedures you need to be aware of***. This information document is supported by a range of other Policies & Documents provided on the website: [training.suqld.org.au](http://training.suqld.org.au)

## Student Entry Requirements & Course Enrolment

The Enrolment Requirements for the Diploma of Youth Work are clearly defined in the Prospectus which is available on the website. Students must be able to meet all enrolment requirements to be offered a place in the course.

The qualification is offered in intakes, not on an ongoing basis. Students wishing to enrol must do so in accordance with the intake cycle which will be marketed with clear closing dates and commencement of training timeframes for the intake. Students seeking enrolment outside of these timeframes will not be accepted. Once an intake is open, students will have access to marketing material relevant to that intake on the website along with the capacity to complete an Application for Admission.

An Application for Admission gathers specific information about students to assist in the pre-enrolment stage and nominates formal interest in enrolment. Once an Application for Admission is received a training staff member will contact the student to arrange a pre-enrolment consultation

which is an interview style meeting to cover the requirements of the course, both administrative and practical, and to ensure the student understands the course and also enables training staff to be aware of any individual needs of students. A student will be directed to provide required documentary evidence and contact details for referees. Once all materials are gathered and any actions required by staff are undertaken, a student may then be offered enrolment in the qualification.

An offer of enrolment is received via email in conjunction with additional information, such as the Student Handbook. The offer of enrolment will require students to utilise an online system to provide additional information, provide declarations and pay any fees as required. Information on **Tuition Fees and Administrative Charges** is provided on the website. A student must complete and submit all required information and fees on this online system to be formally enrolled in the course.

The enrolment of students in the Diploma of Youth Work is managed in line with the **Recruiting, Selecting and Enrolling Students Policy** which is available on the website and outlines the conditions under which a student may not be accepted into the course. Students are treated equally and fairly throughout the enrolment process.

Students wishing to enrol in the Diploma of Youth with the intent of accessing VET Student Loans to pay the course fees must do so being fully aware of the eligibility requirements to do so. VET Student loans will not be approved for students who do not meet eligibility requirements. To be an **eligible student** for VET Student Loans for the Diploma of Youth Work with SU QLD Training, a student must meet the following requirements:

1. **Enrolment & Loan Application:** the student must be enrolled in the Diploma of Youth Work and must be undertaking the course in Australia. In order to enrol in the Diploma of Youth Work a student needs to have met the Enrolment Requirements as outlined in the **Prospectus** (available on the [website](#)) and provided all information required for enrolment and VET Student Loans to SU QLD Training. Students must have sufficient FEE-HELP balance remaining (see [Loan Amount](#) section of this document) and apply for a VET Student Loan for the course (the RTO cannot do this on your behalf nor assist you to do so) in accordance with the [VET Student Loans Application Process](#) section of this document
2. **Citizenship & Residency:** the student must be:
  - An Australian citizen; or
  - The holder of a permanent humanitarian visa who is usually resident in Australia, or
  - A qualifying New Zealand citizen – a New Zealand Citizen who meets all of the following:
    - holds a special visa category, such as the New Zealand Special Category Visa (SCV);
    - has been usually resident in Australia for at least 10 years;
    - was a dependent child when he or she was first usually resident in Australia;
    - has been in Australia for periods totalling 8 years during the previous 10 years; and
    - has been in Australia for periods totalling 18 months during the previous 2 years.

For more information on eligibility see p. 6 of the [VET Student Loans Information for 2017 booklet](#)

3. **Information Requirements:** the student must be able to meet ALL of the information requirements set out in the **VET Student Loans Information Requirements** section of this

document which aligns with the criteria outlined on p. 6-7 of the **VET Student Loans Information for 2017 booklet**. Please note that this includes the requirement for the student to confirm their engagement and progression to continue to access the loan throughout the course.

4. **Academic Suitability**: the student must have been assessed by SU QLD Training as being academically suited to undertake the Diploma of Youth Work in accordance with the requirements outlined on p. 6 of the **VET Student Loans Information for 2017 booklet**. How this is specifically applied to the Diploma of Youth Work entry requirements is outlined in the **Prospectus**, available on the website, and summarised below:

#### **Eligibility & Academic Suitability**

The Diploma of Youth Work is suitable for a student who is able to manage the requirements of this qualification; this includes experience in youth work and academic suitability. Suitability for qualification entry will be considered as a part of the Admission process and the relevant documentation associated with this will be requested at that time.

In order to enrol in the Diploma of Youth Work, a student needs to demonstrate they meet one of the following eligibility requirements:

- Have completed the Certificate IV in Youth Work (CHC40413)\*
- Have completed an historical version of the Certificate IV in Youth Work or a related qualification of Certificate IV or higher under the Australian Qualifications Framework\*
- Employed in a youth work role in a suitable context with sufficient experience to demonstrate likely success at this qualification level and providing evidence of an Australian Year 12 Senior Secondary Certificate of Education

A student who is not currently employed in the sector and has not completed relevant previous training should undertake the Certificate IV in Youth Work (CHC40413) as the most appropriate qualification pathway.

*\*Please note, Certificate IV or higher level qualifications must have been delivered in English*

Training staff must be confident, based on the evidence provided, that the student is academically suited to undertake the course.

There may be instances where a student is currently employed in the sector, is deemed an appropriate candidate for entry to the Diploma by SU QLD Training, but cannot meet any of the above requirements. An example of this may be a student who is employed in the sector but completed qualifications in youth work or their senior schooling overseas, or did not complete Year 12 nor receive an Australian Year 12 Senior Certificate of Education.

A student in this scenario will be required to display competence at Exit Level 3 or above in the Australian Core Skills Framework in both reading and numeracy through an approved Language, Literacy and Numeracy test prior to enrolment. This will be arranged by SU QLD Training using an Assessment Tool approved for use to meet the VET Student Loans program student entry requirements, see <https://www.education.gov.au/language-literacy-and-numeracy-lln-assessment-tool-information>

SU QLD Training will provide students with access to the Assessment Tool at no cost to the student. This will include a link to an online external test environment and students will need to ensure they can access the internet to complete the test. Testing must be conducted with honesty and integrity; and training staff must be confident that a student displays that competence. This means that neither training staff nor other individuals can assist you to complete the test; it must be completed by you. The results of the test will be reported to the student as soon as practical after the assessment. SU QLD Training will also report the results of the test in the form, manner and time requested by the Department of Education and Training in relation to the VET Student Loan application process.

## **VET Student Loans Information Requirements**

SU QLD Training must collect and verify specific information in relation to applications by students for VET Student Loans. Information collected includes:

- Identification documentation that confirms the student's identity and date of birth –*copy of a birth certificate; passport and/or driver's licence; or a combination of these;*
- Formal documentation that provides evidence of the student's citizenship and/or residency in accordance with the eligibility requirements (above) – *copy of a full birth certificate, citizenship certificate, formal visa information; or a combination of these; or additional specific documentation as requested by training staff.*
- Formal documentation that provides evidence of the student's academic suitability - copy of a Senior Certificate of Education (Australian) for completion of Year 12; a copy of formal documentation demonstrating completion of a Certificate IV level qualification (delivered in English); outcomes of assessment displaying competence at Exit Level 3 in the Australian Core Skills Framework;
- Your Tax File Number or a Certificate of Application for a Tax File Number;
- A valid Unique Student Identifier (USI);
- Students under 18 years of age will need to provide evidence of co-signatory of a parent or guardian or independent as per meeting the requirements to receive Youth Allowance;
- You must have read the **VET Student Loans Information for 2017 booklet.**

Students not holding or able to access the relevant formal documentation will need to apply to relevant government agencies and/or other parties to acquire these prior to enrolment.

Following the receipt of an Application for Admission and as a part of the pre-enrolment process a student will be requested to provide relevant documentation to meet this requirement. A student's application for enrolment will not be processed without this information. Training Staff may request additional documentation and/or take action or request action on behalf of the student to verify the documentation received. Copies of relevant documentation are stored digitally on a secure server or in physical files. In order to "*meet our legal requirements in terms of Registered Training Organisation requirements*" (Privacy Policy) relevant personal information must be disclosed to Government agencies including the Commonwealth and Tuition Scheme Operators.

Students are reminded that they must provide up to date information to SU QLD Training for the duration of their enrolment, including changes to personal details (such as name), changes to

professional details that could affect their eligibility for enrolment (such as employment relevant to course requirements) and changes to contact details including phone, email and mailing address.

Students may be required during the course to communicate directly with the government their continuing agreement to use the VET student loan to pay tuition fees for the course. Students will be required to demonstrate engagement and progression in the course to continue to access a VET Student Loan. This will require you *“to log in periodically to confirm your active and legitimate enrolment in the course otherwise you will not be able to continue to access a VET Student Loan”* (p.15 VET Student Loans Information for 2017 booklet , Department of Education and Training). From time to time students may be contacted by the government to verify their enrolment in the course.

## Tuition Fees, Census Dates & Administrative Charges

Students should be aware of the following Tuition Fees:

Qualification	Code	Total Tuition Fees
Diploma of Youth Work	CHC50413	\$9,780

Students have the option to pay tuition fees as they become due across the period of enrolment in accordance with a payment plan or students have the option to pay tuition fees using a VET Student Loan (if they are eligible). Information about the fee-for-service payment plan is provided to students in the Student Handbook provided as a part of the offer of enrolment. Fees are established on the basis of individual unit costs which vary dependant on the block of coursework in which they reside. There are 21 units of competency in the Diploma of Youth Work. Fees are reasonably apportioned across 3 fee periods in the course aligning with the 3 semesters of coursework, with each fee period containing a census day.

Fees are applied across 3 fee periods aligned with the semesters of coursework which are called “Blocks”. The following table breaks down the fees based on the semester or coursework “Block”. The order in which students undertake these Blocks and incur the associated fees is dependent on the individual training pathway for the student (for instance where RPL/CT may apply) and the coursework block being delivered in a given semester.

Foundations Block	\$1980 total fees	9 Units	\$220 each
CHCPRT001	Identify and respond to children and young people at risk		
CHCYTH001	Engage respectfully with young people		
CHCYTH002	Work effectively with young people in the youth work context		
HLTWHS001	Participate in workplace health and safety		
CHCGRP002	Plan and conduct group activities		
CHCMHS001	Work with people with mental health issues		
CHCYTH010	Provide services for young people appropriate to their needs and circumstances		
CHCDIV001	Work with diverse people		
CHCDIV002	Promote Aboriginal and/or Torres Strait Islander cultural safety		

Practice Block		\$3900 total fees	6 Units	\$650 each
CHCCCS007	Develop and implement service programs			
CHCYTH008	Support young people to take collective action			
CHCYTH009	Support youth programs			
CHCCSM005	Develop, facilitate and review all aspects of case management			
CHCDEV002	Analyse impacts of sociological factors on clients in community work and services			
CHCPRP001	Develop and maintain networks and collaborative partnerships			

Process Block		\$3900 total fees	6 Units	\$650 each
CHCVOL003	Recruit, induct and support volunteers			
CHCCOM003	Develop workplace communication strategies			
CHCLEG003	Manage legal and ethical compliance			
HLTWHS006	Manage personal stressors in the work environment			
CHCPRP006	Lead own professional development			
CHCYTH012	Manage service response to young people in crisis			

A successful outcome for an application for CT/RPL may reduce the total tuition fees for these qualifications dependent on the numbers of units for which CT/RPL is awarded; the cost of the individual unit; and whether the outcome is CT or RPL. See information on **Recognition of Prior Learning & Credit Transfer** - [training.suqld.org.au](http://training.suqld.org.au)

A census day is the date by which a student may cancel their enrolment without incurring tuition fees for the course or a part of the course. **Census dates** are published on the VET Student Loans section of the [website](#) and made available to students prior to enrolment in the Diploma of Youth Work.

Information about fees other than tuition fees are listed as Administrative Charges in the document **Tuition Fees & Administrative Charges** on the website - [training.suqld.org.au](http://training.suqld.org.au)

## Loan Amount

Loans for the Diploma of Youth Work have a course cap of \$10,000; this is the maximum loan amount available for this qualification. It is important to be aware of this if you have enrolled in this qualification previously under a VET Student Loan or have changed provider as this may impact on the loan amount available to you in your course. Students also need to be aware of the FEE-HELP limit which is the total amount available to you under VET Student Loans, VET FEE HELP and FEE-HELP over the your life-time. Prior to enrolling students **MUST** check their FEE-HELP balance to ensure you have enough left to cover tuition fees for the course. If a student no longer has sufficient

FEE-HELP balance available to pay the full cost of tuition fees at any time in the duration of their enrolment, they will need to pay any balance required as a fee-for-service arrangement.

Students will incur a 20% loan fee for a VET Student Loan. This amount does not count towards your FEE-HELP limit and is added to your HELP debt by the ATO. The total VET Student Loans debt incurred for the course is the cost of the tuition fees (\$9,780) + the loan fee (\$1,956) = \$11, 736. More information on Loans can be found in the [VET Student Loans Information for 2017 booklet](#) and the Study Assist Website especially the [VET Student Loans page](#) and the [FAQs page](#) . Information on Loan Caps for specific courses can be found in the [VET Student Loans \(Courses and Loan Caps\) Determination 2016](#).

## **VET Student Loans Application Process**

Just enrolling in the Diploma of Youth Work with SU QLD Training and indicating that you would like to pay for the costs of the course with a VET Student Loan is not sufficient; ***you actually need to apply for a VET Student Loan directly.***

The process for applying for a VET Student Loan is outlined in detail in the [VET Student Loans Information for 2017 booklet](#), p.20 or on the [Study Assist website, VET Student Loans - Applying](#)

The following information is extracted directly from this document and website for your reference:

*To apply for VET Student Loans you must first enrol with your provider and indicate you wish to access VET Student Loans. Your provider will then give the department your enrolment information, including the nearest applicable census day, through the electronic Commonwealth Assistance Form (eCAF) system.*

*You will then receive an email from the department allowing you to sign into the eCAF system. Once you sign-in, you will need to verify the pre-populated information and complete the mandatory fields. You can then submit the eCAF, which will cause the system to email you a copy of your completed form. You should keep this form for your records.*

*In exceptional circumstances, you may be permitted to use a paper loan request form or other electronic Commonwealth Assistance Form developed by your provider. Your provider will advise you how to apply using these forms.*

*If you do not complete the eCAF, or other permitted form, by the required date for your course, you will have to wait until the next part of your course/unit, next semester or trimester to request VET Student Loans for future study. Retrospective access to VET Student Loans is not allowed under any circumstances.*

A student must complete the application prior to the census date and SU QLD Training will provide a specific deadline for completion of this following enrolment to ensure students meet this cut-off date. Students who wish to use a VET Student Loan to pay for fees must either have a Tax File Number or obtain a Certificate of Application for a TFN from the Australia Tax Office in order to submit an application for VET Student Loans.

Students who are under 18 years of age must have a parent or guardian co-sign the application for VET Student Loans. This is not necessary if a student is an independent who has been assessed as meeting the requirements to receive Youth Allowance under part 2.11 of the Social Security Act 1991. See the information provided on p.20 of the [VET Student Loans Information for 2017 booklet](#).

## **Withdrawing from Courses**

A student wishing to withdraw from the Diploma of Youth Work must do so in writing explicitly stating the desire to withdraw, the reason for withdrawal and an indication of the date on which the withdrawal was provided. A written withdrawal is accepted in an email received by a member of the training staff or general training email address ([training@suqld.org.au](mailto:training@suqld.org.au)) or in a written letter received in person or as an attachment to an email. A text message or verbal indication does not constitute a withdrawal and will not be acceptable.

If a student withdraws, in accordance with the guidelines outlined above for withdrawal, before the census day for the course or part of the course they will not incur a VET Student Loan debt for the course or part of the course and will receive a refund for any tuition fees already paid for the course or part of the course. There are no further financial, administrative or other barriers to withdrawal in these circumstances. Once processed a withdrawal will be confirmed in writing (email) confirming the date of withdrawal and clearly indicating any debt incurred and/or refund of fees where applicable. If a student has successfully completed unit/s of competency they will be awarded a Statement of Attainment for the unit/s completed in accordance with the usual timeframes.

Should a student who has withdrawn from the qualification wish to enrol at a later date, they can do so in accordance with usual enrolment processes and intakes. This will include the completion of an Application for Admission; the provision of all information and documentation required for enrolment; an RPL/CT application (where relevant); and all other requirements set out by SU QLD Training at the time of future enrolment. A student will not be enrolled in the course without the written permission of the student received as a part of the completion of the Application for Admission process.

All students should consider any impact on contractual employment obligations before proceeding with a withdrawal, and should discuss their intention to withdraw with their employer prior to advising SU QLD Training.

## **Cancellation of Enrolment**

SU QLD Training reserves the right to cancel the enrolment of a student at any stage, including after the census date for the course or part of the course, without their permission in the following circumstances:

- If a student has disengaged from training for an extended period of time without explanation (3 weeks or more), has discontinued communications with training staff and cannot be contacted.
- If a student has not met the requirements of a block of coursework/group of units in accordance with the agreed training plan, has not requested an extension for coursework nor provided an explanation; has failed to show progression in accordance with coursework expectations and as such is unable to continue on to future blocks of coursework/groups of units in line with the agreed training plan
- If a student has engaged in behaviour that is contrary to the Child Protection Policy or their situation has changed so that they no longer are able and/or willing to meet the eligibility requirements for enrolment.



A student will be advised in writing of a proposed cancellation and provided 28 days to appeal the decision before the cancellation takes effect. Students may lodge an appeal in relation to the Complaints and Appeals Policy. This policy is available online along with a contact form and other contact options for making a complaint or lodging an appeal - [training.suqld.org.au/complaints-and-appeals/](http://training.suqld.org.au/complaints-and-appeals/)

The cancellation will only take effect after 28 days or following the conclusion of any appeal process, should the outcome of that process be a cancellation. The student will be advised in writing of their cancellation. If a student has successfully completed unit/s of competency they will be awarded a Statement of Attainment for the unit/s completed in accordance with the usual timeframes.

The cancellation of an enrolment following the census date for a fee period will result in the student incurring full fees for that fee period. A student who is able to demonstrate special circumstances may apply for their FEE-HELP balance to be re-credited.

### **Re-crediting of FEE-HELP Balances**

At times circumstances may occur that are beyond a student's control that impact on their ability to complete the course or parts of the course in accordance with the enrolment requirements. These circumstances may mean that a student seeks to withdraw from the qualification at a time following the census date for a fee period incurring the fees for the units within that fee period.

A student's FEE-HELP balance can be re-credited and a student may apply to SU QLD Training for the students FEE-HELP balance to be re-credited if **special circumstances** apply. Special circumstances are defined within the VET Student Loans Act 2016 (p.53) as those that:

- Are beyond the student's control; and
- Do not make their full impact on the student until on or after the census date for the course; and
- Make it impracticable for the student to complete the requirements for the course, or the part of the course, during the students enrolment in the course, or the part of the course

Special circumstances may include medical, family, personal or employment. Examples of special circumstances are listed below:

- **Medical Circumstances:** a student has an illness prior to the census date that worsens unexpectedly after the census date making them unable to continue in the course; or a student contracts an illness following the census date making them unable to continue with the course.
- **Family or Personal Circumstances:** a member of the student's family experiences medical problems that require the student to become a carer; or a death occurs in the immediate family; or unforeseen family financial difficulties occur where each of these circumstances result in the student being unable to continue with the course.
- **Employment Circumstances:** a change in employment arrangements that are outside the control of the student and the student is unable to continue their course as a result.

A student must formally withdraw from the Diploma of Youth Work before a request for re-crediting can be made. Applications for re-crediting must be made within 12 months from the date of

withdrawal. A student cannot apply for the re-credit of unit if that unit has been successfully completed.

To apply to Re-Credit a FEE-HELP debt a student must do the following:

1. Submit a request in writing – a formal letter is required with the student’s signature included.
2. Provide the following information in the formal letter:
  - a. The date of the letter and the student’s signature
  - b. Current personal contact details including postal, email and phone
  - c. The part of the course for which re-credit is sought, for instance the unit/s
  - d. Outline the special circumstances especially providing information and when these circumstances started/changed. The student must explain how the circumstances are beyond their control, how they didn’t fully impact prior to the census date and how they make it impracticable to complete the course
3. Provide supporting documentation relevant to your special circumstance that outlines sufficient information to support your claim. Supporting documentation could include:
  - a. A letter from a doctor indicating the date the medical condition commenced or changed and how it has affected the student’s ability to complete the course requirements.
  - b. A letter from another professional, such as a counsellor, outlining the date on which personal circumstances changed and how these have affected the student’s ability to complete the course.
  - c. A letter from an employer indicating the previous work arrangements, the date on which they changed, the new work arrangements, the reason for the change, and how these have affected the student’s ability to complete the course.
  - d. A medical certificate or other documentation can also be provided but will need to be accompanied by the formal letter.
4. Submit the letter and supporting documentation within 12 months from withdrawal in one of the following ways:
  - a. As an attachment to an email sent to [training@suqld.org.au](mailto:training@suqld.org.au)
  - b. In person to Training Staff, 126 Barry Parade, Fortitude Valley QLD 4006
  - c. By mail to SU QLD Training, PO Box 1167 Eagle Farm QLD 4009

Once a request for re-credit has been received in full, including appropriate supporting documentation Training Staff will confirm receipt of the letter in writing via email or post as soon as practical.

Training Staff will consider the application in light of the supporting document provided and may request additional information or documentation, or verification of documentation submitted as a part of the process. A decision will be communicated to students as soon as practical from the date the request has been confirmed as being received. The decision will be provided in writing to the student via email or post.

Should a student wish to have the decision reviewed they may lodge an appeal using the process in accordance with the Complaints & Appeals Policy available on the website. Appeals must be received within 28 days of the date the decision was communicated to the student. There is no charge for lodging an appeal.

Should a student be unsatisfied following this appeal they can seek review by the Administrative Appeals Tribunal, information available at <http://www.aat.gov.au/>. Please be aware that there is a cost associated with lodging an appeal to AAT.

There are circumstances in which a student may directly request or be granted re-credit of their FEE-HELP balance from the Secretary; that is the nominated representative overseeing the implementation of the VET Student Loan scheme. The following circumstances are outlined in the VET Student Loans Rules 2016, p.42 (Subdivision G):

*“A student may apply to the Secretary for the student’s FEE-HELP balance to be re-credited under Section 71 of the Act because: the provider or someone acting on the provider’s behalf, engaged in unacceptable conduct in relation to the student’s application for the VET Student Loan; or the provider failed to comply with the Act or an instrument under the Act and the failure has adversely affected the student.”*

Applications for re-crediting in these circumstances need to be *“made within 5 years after the census day for the course, or within the period as extended by the Secretary.”*

Additionally *“the Secretary may re-credit a student’s FEE-HELP balance in relation to special circumstances if a course provider: is unable to act or is being wound up or has been dissolved; or has failed to act and the Secretary is satisfied that the failure is unreasonable.”*

## **Tuition Assurance**

Tuition assurance is an arrangement between an RTO and a tuition assurance scheme operator that ensures that *“In the event of a Provider ceasing to provide a course of study, to either find an alternative place for the student with another provider or refund course fees paid by the student and/or fees paid on the student’s behalf and particularly fees paid by the Commonwealth to a Provider as part of a HELP loan”* ([TAFE Directors Australia](#))

The approved tuition assurance arrangements in place for the Diploma of Youth Work (CHC50413) in line with the VET Student Loans requirements as outlined in the VET Student Loans Act 2016 and VET Student Loans Rules 2016 are provided in the **Statement of Tuition Assurance** available on the website.

If SU QLD Training ceases to provide the Diploma of Youth Work while a student is enrolled and before the course is completed the following action will be taken:

- within 2 days students will be notified in writing that the course is no longer being offered
- within 7 business days following this notification a meeting will be held for affected students with the tuition assurance scheme operator at the location where the course is primarily delivered
- the website will be updated as soon as practical to advise that the course is no longer being provided and provide tuition assurance information
- all actions required by the VET Student Loans scheme operator in relation to notification and re-crediting FEE-HELP balances

In the instance that another provider has ceased providing the qualification and a student has enrolled with SU QLD Training as a replacement provider, the student will be treated fairly. This

includes ensuring that a student will receive credit for parts for the original course successfully completed in accordance with the **Credit Transfer** information provided on the website.

A useful Tuition Assurance fact sheet for students is available on Department of Education and Training website: "[What to do if your provider closes – tuition assurance](#)"

## **Dealing with Complaints & Students Seeking Review**

The Complaints and Appeals Policy is in place to ensure that students have a mechanism to seek review of or appeal decisions and/or lodge a complaint in relation to both academic and non-academic issues. This policy is available online along with a contact form and other contact options for making a complaint or lodging an appeal - [training.suqld.org.au/complaints-and-appeals/](http://training.suqld.org.au/complaints-and-appeals/)

Students will be treated fairly, will not be victimised nor discriminated against for making a complaint or lodging an appeal, including, but not limited to:

- seeking review or reconsideration of a decision, for example an assessment outcome or enrolment decision
- making an application for re-crediting of the students FEE-HELP balance
- using the process for dealing with a grievance

All complaints and appeals received will be managed in line with the Complaints and Appeals Policy and in accordance with the following grievance procedure which incorporates both internal and external stages. There is no charge to the individual lodging a complaint or appeal for any aspect of either the internal or external stages of this procedure.

### **Grievance Procedure, Internal Stage – within the Functions and Staff of the RTO**

1. A complaint/appeal is received and provided to the Head of Vocational Training for review
2. The complaint/appeal is acknowledged in writing as soon as practical upon receipt by the Head of Vocational Training.
3. More information may be sought from the individual who has lodged the complaint/appeal should this be required to inform a decision regarding the outcome of the complaint/appeal. Information may also be sought from other parties who are implicated by the complaint/appeal.
4. If applicable, reports will be made to government departments where legal issues arise, for instance a child protection issue.
5. A formal decision will be communicated in writing to the individual who has made the complaint/appeal in writing within 60 calendar days this will include the reasons for the decision along with advice on how to appeal the decision.
6. Should more than 60 days be required to finalise or process the complaint/appeal this will be communicated in writing including the reasons why more than 60 calendar days are required and regular updates will be provided to the individual who has lodged the complaint/appeal on the progress of the matter.
7. Should the individual who has lodged the complaint/appeal wish to appeal the decision, this can occur through contact with the direct Executive Officer/Director who is the line manager of the Head of Vocational Training. A formal decision will be communicated in writing to the individual who has made the appeal in writing this will include the reasons for the decision along with advice on how to request a review of the decision.

8. The individual lodging the complaint/appeal may at any stage in the process be accompanied or assisted by another party of their choosing and at their own expense.

### **Grievance Procedure, External Stage – external parties in the broader organisation and VET Student Loans Ombudsman**

1. Should the individual who has lodged the complaint/appeal be dissatisfied with the outcome following all aspects of the internal stage, they may be referred to an independent external person from outside of the functions of the RTO staff to have the decision reviewed.
2. If the matter relates directly to VET Student Loans the VET Student Loans Ombudsman is the nominated and approved external dispute resolution scheme and as such forms the independent body with appropriate expertise to review decisions relating to issues that fall within the scope of that body. Individuals lodging a complaint/appeal can request contact details for the VET Student Loans Ombudsman as a part of this process or make contact independently.
3. For matters which do not fall within the scope of the VET Student Loans Ombudsman's jurisdiction, the People Services Team of Scripture Union Queensland has expertise to manage grievances and is independent of the RTO functions. The People Services Team may consider that external investigation, mediation or the involvement of an appropriate party independent of the broader organisation may be necessary and will make these arrangements.
4. More information may be sought from the individual who has requested a review of the decision regarding the complaint/appeal should this be required to inform a decision regarding the review. Information may also be sought from other parties, including RTO staff, who are implicated by the complaint/appeal.
5. The individual lodging the complaint/appeal may at any stage in the process be accompanied or assisted by another party of their choosing and at their own expense.
6. The outcome of the review will be communicated in writing to the individual who has requested the review and to the Head of Vocational Training.

Once an outcome and/resolution has been reached and decision communicated, all actions required by training staff will be implemented under the supervision of the Head of Vocational Training. Any recommendations that result from the external review stage will be given due consideration as a part of the continuous improvement strategies of the RTO.

All records associated with complaints and appeals are managed by the RTO in accordance with the Privacy Policy and as such allows for individuals who have lodged a complaint or appeal to access the records of that use upon request.

### **Handling Information**

The functions of the RTO align with the broader organisation Scripture Union Queensland in terms of the handling of information in accordance with the Privacy Policy which aligns with the Australian Privacy Principles - <https://www.suqld.org.au/privacy>

SU QLD Training, in the course of its operations will collect personal information from students (including potential students), for the purposes of administrative process or registration requirements. This information may relate to personal details such as address or age, academic

progress, financial information, personal welfare, medical information or occupation. It may include data, paper documents, photographs or audio-visual materials. SU QLD Training manages a student's academic, financial and other records in a manner that maintains confidentiality. These records will not be divulged to third parties unless authorised by a student, under law, under funding arrangements or as required by government agencies for the purposes of training and assessment.

As an RTO there is a legal requirement to provide information pertaining to students to relevant government bodies in relation to, but not restricted to, the following as requested or mandated:

- ASQA (Australian Skills Quality Authority)
- AVETMISS data provided nationally to NCVER
- USI (Unique Student Identifier)
- QLD Blue Card Services (or interstate equivalents)
- Department of Education & Training, both state and national
- Queensland Schools Authority
- Tuition Assurance Scheme Operators
- Funding bodies
- Centrelink

Additionally personal and course progress information is provided to other external parties, such as workplace supervisors or placement supervisors, only in circumstances where it directly impacts on training and assessment activities in the workplace; personal contact information for the purposes of formal placement arrangements, reporting documentation and other training and assessment related activities and or documentation.

Students are required to provide accurate information at the time of enrolment, including the accurate completion of all formal documentation and ensure that their personal details or changes to these are updated with SU QLD Training or external parties throughout the duration of their enrolment.

At any time during their enrolment students may have access to their personal information and may have incorrect personal information corrected. Corrections can be requested and discussed in person, on the phone or via email. At times Training staff may request supporting documentation to enable changes to personal details, for instance a name change.

## **References & Resources**

The information provided in this document has been compiled with reference to the following key documents and information available from the VET Student Loans section of the Australian Government, Department of Education & Training website: <https://www.education.gov.au/vet-student-loans>

Additionally students are encouraged to visit the VET Student Loans section of the Study Assist website for other helpful information: <http://studyassist.gov.au> and select "VET Student Loans"

All policies and documents referred to in this information guide are available on the provider's website: <https://training.suqld.org.au/>