



# VET STUDENT LOAN POLICIES AND PROCEDURES

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## Assessing an Application for Re-crediting Procedure

### Overview

Students who withdraw from a Unit of Study after the published census date, or fail to complete a Unit of Study, may apply to have their FEE-HELP balance re-credited with respect to the Unit if they believe special circumstances apply in accordance with the Student Review & Re-Crediting VET FEE-HELP Balance and Student Review & Re-Crediting VET Student Loans Balance.

This procedure refers to the steps to be followed in order to assess such applications.

Students, who apply for re-crediting immediately after withdrawal, must be advised that the application will be assessed once the withdrawal process has been finalised. This ensures that the student's progress is up to date and accurate.

### Gathering Information

Once the student has submitted an application with all supporting evidence, Quality Assurance Coordinator will gather the following as a minimum:

1. Check student file to confirm:
  - the enrolment form was completed in full
  - any concerns with the student LL&N
  - all documentation is correct
  - student was provided all relevant documentation pre & post enrolment
2. Student intake course dates & UoS dates
3. Student's work progress in Learning Management System and VETtrak
  - list of units of competency commenced; and
  - list of units of competency deemed competent.
4. Student's attendance report
5. All Contact with/from the student:
  - any contact with Student Services
  - any contact with Trainers through emails or Learning Management System
  - any contact with RTO General Manager
6. Intake transfer/s (If applicable)  
Records of the student's intake transfers including:
  - reason for each transfer
  - person requesting the transfer (student, trainer or other)
  - dates when the transfer was requested
  - date when transfer action; and
  - student's participation and progress in the new intake.



## 7. Concerns

State any concerns the student and/or trainer may have raised. Specify when, what & any actions which may have followed.

### The review process

#### Stage one

- Student Services will analyse the student's application letter by separating each key statement made by the student, and identify if there is evidence to substantiate it or otherwise. This will be provided in a word document with comments, and include a recommendation on the re-crediting decision.
- The word document, all gathered information (as indicated above) and full application will then be emailed one week before the next schedule meeting to all VSL Committee Members, who will review prior to the upcoming VSL Committee Meeting.

#### Stage two

- At the meeting, the VSL Committee Members will review the case and make a decision.
- The decision will then be communicated to Student Services who will provide a response in writing to the student via email.

#### Stage three

- The decision will normally fall under the two categories below:
  - i. Decision not to re-credit
  - ii. Decision to re-credit based on the supporting evidence.
- The response to the student will address any other items referred to by the student regardless of them being unrelated to the re-crediting application.
- The response will also include the option for the student to appeal the decision as per the standard procedure.