



# VET STUDENT LOAN POLICIES AND PROCEDURES

---

## Data Control and Record Keeping Policy

### VET Student Loans (VSL) students

#### 1. Following records to be retained for at least 5 years:

- Records of all information given to each prospective student prior to enrolment, which includes: [Ref. Part 7, Division 4, 105]
- emails or other consultation records confirming provision of the payment options (upfront, VSL, VFH, other); accurate VSL information; location of the Schedules of Fees, Census Dates for approved courses, Policies and Procedures and Withdrawal form on the RTO website
  - Course Information Sheet/Handout
  - Pre-Training Review Outcome form
  - Orientation Booklet/Handout (signed by each student)
  - Training Plan
  - relevant Student Database (VETtrak) entries.
- Records of enrolments:
  - Enrolment Application Form and copy of the eCAF form provided by the student
  - copy of VSL Eligibility evidence
  - copy of Loan Fee Notice for VSL Students
  - copies of Commonwealth Assistance Notice (CAN)
  - relevant Student Database (VETtrak) entries.
- Results of LL&N Assessments
- All correspondence between the provider and the student (or the student's parent or guardian) in relation to the course, including notices issued to the student
- Each use of student grievance procedure, including:
  - formal grievance documentation (letters, complaint forms, emails etc.)
  - Requests for Withdrawal (incl. special circumstance requests and supportive documentation)
  - email confirmation of not incurring a debt following a withdrawal that occurred before/on census date
  - email confirmation of incurring a debt following a withdrawal after census date (incl. information on special circumstance withdrawal and appeal process)



- Requests for Appeal (letters, forms, emails etc.)
- relevant Student Database (VETtrak) entries/ call logs (incl. informal grievance).

2. Following records must be retained for 7 years in accordance with the requirements of the *Archives Act 1963*:

- New Zealand SCV holders' proof of eligibility to access VSL loan.

**Note:** The following documents will be retained in the organisation's Quality Management System (Archives) for a minimum of **5 years**:

- Student Handbook that consist of relevant policies and procedures for students such as Withdrawal policy
- VET Student Loans Information Booklet
- Schedule of Fees that consist of census dates
- Course Flyers.