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Policy Purpose

This policy outlines the policy and process for a VET Student Loans funded student who is enrolled in a course that is superseded or where a student is to undertake study with Q Academy as a replacement provider.

Policy Scope

This policy applies to all Q Academy students studying an approved VET Student Loans course and using VET Student Loans to help fund the course fees. This is only for on-site or mixed delivery method qualification course in a Q Academy campus.

This policy does not include fully self funded students, short courses or non-accredited courses.

Policy Content

Training packages are regularly updated. Q Academy will manage this process to allow students to have options to best complete study or transition to the updated courses or units.

This document will outline the basic steps and responsibly within these processes.

There may also be circumstances where students are required to move to a replacement provider as the original study provider is no longer able to provide access to the courses. This could involve Q Academy's students moving to another provider, or students using Q Academy as the replacement provider.

Superseded or Deleted Course Transition

In the case where a course becomes superseded, non-current, or deleted (as managed by the Australian Skills Quality Authority [ASQA] students accessing a VSL will continue to have an approved loan for the remainder of study in that course.

Where students choose or are required to transition from the superseded to the replacement course, a new eCAF application will be required to be submitted by the student on or before the first census day in the replacement course and the student will have access to the maximum loan amount for the new (replacement) course if required.

The student may have access to the maximum course cap that applies to the new (replacement) course and the students should be provided with clear and transparent tuition fee impacts, information, and relevant notices.

Q Academy's Obligations

upload the student's enrolment information for the replacement course into the eCAF system.

monitor the eCAF system and ensure the student submits the eCAF for the replacement course prior to the first census day in the replacement course for which they wish the loan to apply.

update and reissue Statement of Covered Fees, Fee Notices and Commonwealth Assistance Notices (CAN) applicable to the census days in the replacement course.

Provide students with clear and transparent tuition fee impacts, information, and relevant notices.

Student Obligations

Submit an eCAF application will be required to be submitted by the student on or before the first census day

Clearly communicate with Q Academy if they do not wish to transition to a new course or units and complete withdrawal paperwork prior to census periods.

Replacement Provider Information

As part of the VSL Tuition Protection service Q Academy will allow students to relocate into its approved course/s.

If a student accepts an offer of a place in a replacement course, Q Academy ensure the students will be granted course credits for parts of the original course successfully completed by the student. These will need to be evidenced by a statement of attainment issued in accordance with the Australian Qualification Framework. Q Academy will not charge tuition fees for a replacement component of the replacement course.

Q Academy will ensure students are enrolled in the replacement course as soon as practicable.

Publication

Information relating to fees, policies and processes relating to VET Student Loans will all be maintained on <https://qacademy.com.au/fees-finance/finance-options-vet-student-loan-debt/>