Purpose:

The purpose of this policy and procedure is to provide information in relation to the obligations of Frontier Education in managing student's ongoing loan access to VET Student Loans.

Policy Outline:

Frontier Education holds provisional approval to offer VET Student Loans for specific qualifications and has processes in place to organise the loan option for eligible students who elect to take out the loan.

Procedure:

Student Engagement and Progression

The Student Administration Manager logs in to eCAF to trigger the progression point each year during February, June and October and send to students.

Students receive an invitation email with login details to the eCAF system requesting that students indicate their study intent and complete a short survey.

Students may be requested to complete this form three times in a calendar year during the length of the course in February, June and October. Students have two weeks to submit the progression form to confirm their continuity as a genuine student.

If students do not complete the form and survey, students may not be able to continue accessing VET Student Loans to pay for the remainder of their course tuition fees.

Head of Faculty monitors student course progress to ensure course and assessment requirements are being met. The Head of Faculty uses the following methods to check for engagement and progression:

- Attendance sheet for classroom only
- Student Contact Reports
- Trainer/Assessor emails
- Student Management System monitoring reports
- Assessment submission dates

VSL Fee Notice

The Student Administration Manager issues the student with a VSL Fee notice at least 14 days prior to each census date (and not more than 42 days before the unit's commencement date) for a VET unit of study. The fee notice is emailed to the student's personal email.

The process of sending a fee notice continues for each fee period unless the student withdraws.

Commonwealth Assistance Notice (CAN)

The Student Administration Manager sends the student a Commonwealth Assistance Notice (CAN) within 28 days of the census day passing for the VET unit of study thereby confirming the VSL debt has been incurred.

The process of sending the CAN continues for each fee period unless the student withdraws.

Reporting Student Liability Data

Frontier Education reports student liability data to the Department of Education, Skills and Employment via HEIMS (Higher Education Information Management System) on 7th of the following month by the Administration Officer.

Data Reporting Timeframes

Data Type	Reporting Timeframe
Student enrolment data	Monthly based on census day, by the 7th of the following month
Course completions	Monthly based on completion month, by the 7th of the following month
Unit of study completions* (ongoing)	Quarterly*
Unit of study completions*	Monthly*

*The Student Administration Manager reports the status of all units quarterly while their status is 'ongoing'. Once a unit is completed, its status changes from 'ongoing' to a completed status, the Student Administration Manager reports this change by the next monthly reporting date; that is the 7th day of the following month.

Student Communication

Students are required to maintain communication with Frontier Education and the Department of Education and Training for the duration of the course to verify their enrolment and continue using VET Student Loans to pay tuition fees.

It is important that for the duration of the course students notify Frontier Education and the Department of Education and Training of any change of contact details, as it may impact on accessing VET Student Loans to pay for the remainder of their course tuition fees.

Student Record

VSL documentation is stored securely on the student file.

Approval Authority:

This Policy is approved by Chief Executive Officer as indicated and the control copy is one that is maintained within the Quality Management System and as such all hard copies need to be verified.

Documents Referenced:

- VET Student Loans – Refund
- VET Student Loans
- VET Student Loans - Student Entry
- Student Enrolment
- VET Student Rules 2016
- VET Student Act 2016