

LATROBE COLLEGE OF ART AND DESIGN

Policy

TREATMENT OF STUDENTS SEEKING REVIEWS

VET Student Loan Rules 2016, Part 7 Section 90

Policy

The purpose of this policy is to ensure that students who seek a review of a decision made under the VET Student Loans Act 2016 are treated fairly, respectfully, and without disadvantage, in line with Section 90 of the Act.

This policy applies to:

- Students who request a review of a VET Student Loan-related decision made by LCAD (e.g. refusal to re-credit a HELP balance);
- Staff involved in managing or responding to these review requests.

LCAD will not victimise, discriminate against, or otherwise disadvantage any student who exercises their right to seek a review of a decision relating to their VET Student Loan. All students will continue to be treated with respect, and their access to education, support, and services will remain unaffected throughout the review process.

Principles

- Fairness: Every student has a right to request a review and to be heard fairly.
- Impartiality: The review will be conducted by a qualified senior staff member not involved in the original decision.
- Non-retaliation: No action will be taken against a student for requesting a review.
- Transparency: Students will be clearly informed of the process and their rights.

Procedure for Ensuring Fair Treatment

Student Notification

- All students will be informed of their right to request a review of VET Student Loan decisions in:
 - This policy is available and accessible on the college's website
 - The Student Handbook
 - In written communications related to original decisions

Lodging a Review

- Students may request an internal review by submitting a written request within twenty-eight calendar days (28) of receiving the original decision.
- Requests should include reasons for the review and any supporting evidence.
- Reviews should be addressed to the coordinator, student support services officer, or another delegated senior officer.

Internal Review Process

- The review will be conducted within twenty business days (20) by a staff member who was not involved in the original decision.
- The student will be notified in writing of:
 - The outcome of the review
 - The reasons for the decision

- Their right to lodge a complaint with the Commonwealth Ombudsman if they remain dissatisfied

Ongoing Fair Treatment

While a review is underway:

- The student will retain access to support services, learning materials, and communication channels;
- The student's course participation or records will not be adversely affected;
- Staff are prohibited from treating the student differently due to their review request.

Staff Conduct

- All LCAD staff must:
 - Maintain professionalism and impartiality;
 - Avoid any actions or communications that could be perceived as coercive, dismissive, or retaliatory;
 - Report any breaches of this policy to the Compliance Manager immediately.

Record Keeping and Confidentiality

- All documentation relating to the review will be securely stored in the student's record.
- Information will be managed according to the Privacy Act 1988 and LCAD's Privacy Policy.
- Records will be retained for a minimum of five years (5).

Related Legislation and References

- VET Student Loans Rules 2016, Section 90
- VSL 89 Re-crediting HELP Balance Policy
- Complaints and Appeals Policy

Subdivision H—Treatment of students seeking review etc.

90 No victimisation or discrimination of students for seeking review etc.

An approved course provider's processes and procedures must ensure that a student is not victimised or discriminated against for:

- (a) seeking review or reconsideration of a decision; or
- (b) using the provider's processes or procedures about dealing with grievances; or
- (c) making an application for re-crediting of the student's HELP balance under Division 2 or 3 of Part 6 of the Act.