

LATROBE COLLEGE OF ART AND DESIGN

FAIR TREATMENT AND EQUAL BENEFITS AND OPPORTUNITY POLICY PP

VET Student Loan Rules 2016 and VET Student Loan Act 2016

Overview

La Trobe International Galleries Pty Ltd Trading as Latrobe College of Art and Design (LCAD) supports the concept of equal opportunity and is committed to providing all staff, students and potential students with a working and learning environment which values diversity, respects differences and provides an environment that is safe, healthy, positive, supportive and free from all forms of harassment, bullying and discrimination.

Definitions

For the purposes of this document the following applies:

The Act refers to the *Vet Student Loan Rules 2016 and Vet Student Loan Act 2016*

Student/s refers to all persons enrolled in a unit of study who are, or would be entitled to **VET STUDENT LOANS** assistance under clause 43 of Schedule 1A of the Act; and

Potential Students refers to all persons seeking to enrol in a VET unit of study that meets the course requirements under sub-clause 45(1) of Schedule 1A of the Act and who are, or would be, entitled to **VET STUDENT LOANS** assistance under clause 43 of Schedule 1A of the Act.

Fair Treatment the college will treat fairly all students and potential students. Fair Treatment also applies to students themselves treating others, particularly students and staff whilst they are enrolled at LCAD, with the same sense of fairness and respect.

Student Selection the college has open, fair and transparent procedures, based on merit for making decisions about:

- a) the selection, from among potential students; and
- b) the treatment of students.

The College is Latrobe College of Art and Design or LCAD

Fair Treatment

The College treats fairly all of its students. This applies to those who are, or who would be, entitled to **VET STUDENT LOANS** assistance and all of the persons seeking to enrol in a VET subject of study that meets the college' course requirements and who are, or would be entitled to **VET STUDENT LOANS** assistance under clause 43 of schedule 1A of the act

Specifically the fairness requirements include:

- fair treatment
- equal benefits and opportunities
- student grievance procedures
- student review procedures
- requirements to appoint review officers
- personal information procedures
- tuition assurance

The application of fair treatment does not require that all students are treated the same. Fairness must be considered in the context of all the relevant circumstances. There will be situations in which the fair treatment of students may result in students in varying circumstances being treated differently.

The college publishes these fairness procedures and makes them publicly available on its website.

Fair Treatment also requires students themselves to behave well, fair and with respect towards other students and staff at LCAD. It also requires them extend this behavior outside of the school and whilst they are an enrolled student at LCAD.

Equal Benefits and Opportunities

The college has open, fair and transparent procedures that, in its reasonable view, are based on merit for making decisions about students undertaking, and persons applying for, VET courses. This includes:

- The selection, from among the persons who are, or would be, entitled to **VET STUDENT LOANS** assistance under clause 43 of schedule 1A of the Act and who seek to enrol with the college in a VET subject of study that meets the requirements under sub-clause 45(1) of schedule 1A of the Act of persons to enrol; and
- The treatment of students who are, or who would be, entitled to **VET STUDENT LOANS** assistance under clause 43 of schedule 1A of the Act undertaking a VET course of study.
Refer below to 'Selection Procedures'

Application of Merit

The application of merit in decision-making processes involves the college considering each application on a case by case basis and not applying inflexible policies that preclude eligible applicants from having their application considered.

No income test

The college does not apply an income test when making decisions about which students are eligible for enrolment or for **VET STUDENT LOANS** assistance.

The college also protects student fees paid in advance by not accepting more than \$1500 payment from domestic fee paying students to meet its VET tuition assurance requirements.

Educational disadvantage

When making decisions about the selection of students, The college takes educational disadvantages that a particular student has experienced into account, including consideration of the actual disadvantages that a particular student has experienced. The college does not use 'proxy indicators' of educational disadvantage in the absence of clear evidence that all students in such a group necessarily suffered educational disadvantage. Such proxy indicators are not used because they assume that all people who satisfy the proxy condition (e.g. being from a low income group or being from

a rural area) have necessarily experienced educational disadvantage. The college considers a particular student's specific circumstances before making a decision about whether the student has actually suffered educational disadvantage.

Restricted access arrangement

When making decisions about the selection of students, the college takes into account students that are enrolled under a restricted access arrangement, as appropriate. (This is an agreement entered into between the college and an employer or industry body for the provision of a course(s) or places in a course(s) in which enrolment is limited or restricted to employees of the employer or industry body.)

Selection Process

Pre-enrolment

All potential students are provided with information, including a course brochure that details the accredited course, code, VET subject of study and vocational outcomes. Brochures are accompanied by general course information through the college website, providing:

- selection processes
- course content and outcomes
- fees, charges and refund policy
- fair treatment, equal benefits and opportunities processes
- provision for language, literacy and numeracy assistance
- learning support arrangements
- learning strategies and methods
- welfare and guidance services
- grievances, complaints and appeals processes
- disciplinary processes
- College approach to access and equity
- Skills recognition processes
- privacy requirements

References are made to Latrobe College of Art & Design Policies and Procedures which are available in the Student Handbook on the college website: www.latrobecollege.edu.au/policies_and_information

Fair Treatment, equal benefits and opportunities policy

Complaints and appeals policy and procedures;

Privacy Policy;

Student review procedures VET tuition fee refund policy (Including re-crediting of **VET STUDENT LOANS** Balance Policy);

Tuition assurance policy to meet VET tuition assurance requirements.

Prospective student enquiries are directed to the administration officer/reception staff that has the appropriate course knowledge. Prospective students are encouraged to attend information sessions or to discuss with the administration officer or manager-student services, details specific to intending VET students. Individual interviews and tours are conducted with prospective students. Course applicants are personally interviewed. Prospective students unable to attend interviews are spoke to by phone or email.

Applications

Applicants for full time study should apply directly to Latrobe College of Art and Design through the website, www.latrobecollege.edu.au.

Fair Selection Process

Selection is undertaken in a fair and transparent manner, based on a demonstration of ability to successfully participate in the study program and the completion of any prerequisites that may apply to a course or subject or VET study. This is demonstrated through interview. Students are not compromised on social, cultural, language, literacy, sex, religious, physical or other status. Latrobe International Galleries Pty Ltd has equal benefits and opportunities processes. Adult student/learner applicants are required to demonstrate readiness for a return to study or capabilities based on prior learning. All applicants are interviewed and may be required to provide some written responses to questions. Students who are returning to study or who may have learning difficulties are considered for a 'graduated entry', where a reduced study load may be offered. Where applicants do not have the prerequisites for course entry, as stated in the course information, they may be offered an alternative course more appropriate to their current skill level. Course fees are finalised on enrolment.

Prior Recognition

LCAD recognises and gives students credit for previous study in any one of LCAD's qualifications it delivers, if the qualifications and their code match exactly. This is called CREDIT TRANSFER (CT). If not, then the college will recognise previous study that is no older than 7 years. This recognition is called Recognised Prior Learning (RPL), for which a process and a charge applies. There is no charge for CT.

Enrolment

All candidates are notified in writing, or at the time of their interview, of their application result. Appeals may be lodged in writing to the CEO and are dealt with under the college's S27 COMPLAINTS Academic Grievance PP.

Induction/Orientation

All enrolled students attend a compulsory Orientation session. This is to provide further information regarding classrooms and facilities, student services, course and assessment information, teaching, Policies and Procedures, and to complete Enrolment, Dropbox, VET Student Loans.

Student Grievance Procedures

The college has student grievance procedures for dealing with complaints about academic and non-academic matters by students and persons who seek to enroll with the school. The College addresses complaints and appeals efficiently and effectively and makes publicly available its student grievance procedures in the Student Handbook or www.latrobecollege.edu.au/policies_and_information. The student grievance procedures required under **VET STUDENT LOANS** are in addition to other requirements or responsibilities that The College has in place. There are grievance procedures addressing both Academic and Non-Academic matters.

Academic Matters

Academic matters include those matters which relate to student progress, assessment, curriculum and awards in a course. Please see policies at: www.latrobecollege.com.au/policies_and_information

Non-academic matters

Non-academic matters include complaints in relation to personal information that the college holds in relation to a student. Non-academic grievances can arise from events occurring or from decisions made by the college and cover issues such as financial matters, fines and payments, application procedures, exclusions from events and facilities, harassment, vilification, discrimination, and the use or misuse of personal information. Please see policies at: www.latrobecollege.com.au/policies_and_information

Requirements

The College has arrangements for handling complaints that:

- are easily accessible to students
- are provided at no cost, or at a reasonable cost and which encourage timely resolution of complaints
- include provision for independent internal investigation of complaints which remain unresolved
- include provision for external review of decisions made following any internal investigation and a mechanism for considering any recommendations arising from external review
- are complete, unambiguous and are agreed to and ratified by the college
- do not discriminate or victimize
- are communicated to staff who are trained in their application
- specify reasonable timelines for responses
- allow third party representation
- if requested, provide reasons and a full explanation in writing of decisions and actions taken and require confidential accurate records of all grievances to be kept for at least 5 years.
- Students or those persons seeking to enrol with The college are entitled to access the student grievance procedures, regardless of the location of the campus at which the grievance has arisen, the student's place of residence or the mode in which they study.

Privacy Complaints and Advice

Student grievance procedures extend to complaints about breaches of personal information by the college (including its officers, employees and those who perform services by or on behalf of the college and relating to information obtained for the purposes of **VET STUDENT LOANS** assistance and repayment of **VET STUDENT LOANS**, loans. The Privacy Policy is at: www.latrobecollege.com.au/policies_and_information

Applications and Student Review Procedures (reviewable decisions)

VSL Applications

Applications for **VET STUDENT LOANS** must be indicated on the Acceptance Agreement Form when agreeing to enroll in a course. The college will help the students to access the government support. Any queries or initial requests for a change must be made by email to admin@latrobecollege.edu.au or post to Latrobe College of Art and Design 138 Cromwell Street Collingwood 3066 clearly stating the reasons for the requested change and including all relevant documentation.

Review

A person has the right to apply for a review of a decision by the college to not re-credit or remit their **VET STUDENT LOANS** balance (reviewable decisions). LCAD has student review procedures for reconsidering such decisions. Students should submit a valid request for review in writing, including the required content, clearly stating the reasons. The college provides details of letters or required content of the letters that providers are required to send to a person who has requested the review of a decision to not re-credit or remit their **VET STUDENT LOANS** balance. A request for a formal review of the decision made should be directed to the CEO, who is the person who can review decisions. The college must acknowledge receipt of an application for review of a decision in writing, and inform the applicant that, if the reviewer has not advised the applicant of a decision within 45 days of receiving the application for review, the reviewer is taken to have confirmed the original decision. The college makes publicly available its **VET STUDENT LOANS** student review policy and procedures at www.latrobecollege.com.au/policies_and_information.

Privacy - Personal Information Procedures

The college with the information privacy principles relating to information obtained for the purposes of **VET STUDENT LOANS** assistance. The college has a personal information procedure under the privacy requirements which allows students to apply for and receive information that The college holds about them. The Privacy Policy is available on the college website www.latrobecollege.com.au/policies_and_information. This policy does not permit the disclosure of a student's personal information to a third party without specific, written, signed instruction by the student in specific circumstances.

Publication

This *Fair Treatment and Equal Benefits and Opportunity Policy and Procedure* will be made available to students and potential students through www.latrobecollege.com.au/policies_and_information

Approval

This policy was ratified by Latrobe College of Art and Design Governance Board.