

Policy: **VET Student Loans - Student Review Procedure****Objective:** The purpose of this policy and procedure is to outline the process that Australian Institute of Fitness Pty Ltd, will undertake if a student has requested a review be undertaken on a decision that has previously been communicated by the business specifically but not limited to students who are approved VET Student Loans applicants.

This policy is in accordance with:

- VET Student Loans Act 2016
- VET Student Loans Rules 2016
- VET Student Loans (VSL Tuition Protection Levy) Act 2020
- VET Student Loans (Charges) Act 2016
- Higher Education Support Act 2003

Last updated: 26 March 2021**Definitions:** **AIF** Australian Institute of Fitness Pty Ltd (Head Office | RTOID 121508)
The Provider Australian Institute of Fitness Pty Ltd (Head Office | RTOID 121508)
VSL VET Student Loans**Policy:** **1. Requirements and Expectations around Student Review**

AIF will not allow any victimisation or discrimination of students for seeking review, this includes but is not limited to students:

- 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.

2. Students Expectations around Student Review

After a review has been completed by AIF at the request of the student, AIF will consider the decision finalised if there has been no further communication received by telephone, email, or post within 30 calendar days from our last transmission.

If a student is not satisfied with the outcome of the AIF review, they should refer to the Grievance procedures set out in the Grievance Procedure (External), downloadable from our website at www.fitness.edu.au.

Compliance: As far as this policy imposes any obligations on AIF, those obligations are not contractual and do not give rise to any contractual rights. To the extent that this policy describes benefits and entitlements for Team Members they are discretionary in nature and are also not intended to be contractual. The terms and conditions of employment

that are intended to be contractual are outlined in a Team Member's Employment Agreement

AIF may unilaterally introduce, vary, remove or replace this policy at any time in accordance with VSL Legislation, Act and Rules.

Team Member's who fail to comply with this policy may face disciplinary action and, depending on the severity or in the case of repeated non-adherence with the policy whether intentional or otherwise, this may include termination of employment

Where Team Members witness significant departures from the principles of this Policy by others, they are obligated to report it immediately to their Manager, HR, or an iExec Team Member. Failure to do so constitutes a breach of this Policy & the AIF Code of Conduct.

Associated documentation:

- VET Student Loans Act 2016
- VET Student Loans Rules 2016
- VET Student Loans (VSL Tuition Protection Levy) Act 2020
- VET Student Loans (Charges) Act 2016
- VET Student Loans Manual for Providers
- Higher Education Support Act 2003
- Grievance Procedure (External)
- Grievance Policy
- VSL Student Withdrawal Policy and Procedure
- VSL Re-crediting FEE-HELP Balances Procedure
- VET Student Loans Handbook

Supersedes: Not Applicable**Original Author:** Nouri Groom - Head of Finance: 19 March 2021**Authorised by:** Amber Davies - Head of Administration: 24 March 2021
Gayle Brimbe - Head of Strategy: 24 March 2021
Steve Pettit - CEO: 26 March 2021