

## FAQ- For Providers

**Q. What do I do if a displaced student contacts my college directly?**

*A. Please refer students directly to ACPET, it is in the students best interest to have their transfer to a second provider facilitated by ACPET.*

**Q. Is my organisation eligible to take on displaced students?**

*A. A provider must have current ASTAS and a funding contract where applicable (VFH, VTG, FH). Students are matched to providers based on course code, location, delivery type and comparable pricing.*

**Q. If the students have opted in for VFH, are they are grandfathered to the end of this year?**

*A: This is correct. If a student has opted in, they will remain a VFH grandfathered student for 2017. In some exceptional circumstances, a student can apply to continue accessing VFH in 2018.*

*Further, if a student has opted in to be grandfathered, the student continues to be eligible for funding as per the Higher Education Support Act 2003 and Higher Education Support (transitional provisions) Act 2003.*

**Q. Do second providers who are supporting teach out of students from closed colleges claim for the VFH students as per the normal process**

*A. The second provider is able to claim for any further VFH units of study the student must complete as part of their course – noting they are unable to charge the student for units of study commenced but not completed with the first provider.*

**Q. Do students of closed colleges who are teaching out with second providers, nominate their second provider through ecaf portal?  
(<https://ecaf.education.gov.au/home> )**

*A. A student must opt in with the provider they are currently enrolled with.*

*If the grandfathered student is displaced because of a tuition assurance event, the second provider (who must be a VFH provider) enrolls the student as per their standard procedure. Part of that standard process requires the student to access the Commonwealth Assistance Form (as at 1 January this is an ecaf) to finalise the enrolment.*

*The student enrolling with the second provider remains a VFH student and can continue to access VFH loan in 2017 (as above).*

**Q: How do second providers understand what funding is left for students of closed colleges to access so that they can complete their qualification?**

*A. Given privacy issues with this question, the Department of Education have not furnished ACPET with a formal response to this question. However we do know that some students are finding out how much VFH debt they have by reviewing the Commonwealth Assistance Notices that they have received from their first provider. Added up this should describe what debt has been accrued. They can also see if their ATO record has been updated with the VFH loan debt that they have incurred. This can be done via MyGov website or by contacting the ATO.*

*The department is currently formalising advice and that once this becomes available to ACPET we will alert our provider network.*