VSL was designed to address the issues arising from VET FEE-HELP

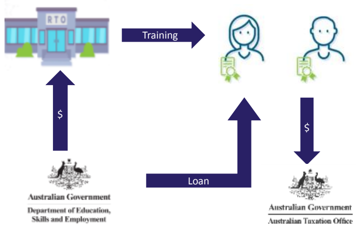
VET Student Loans Act 2016:

(4) The object of this Act is to provide for loans to students for vocational education and training, ensuring that loans are provided:

(a) to genuine students;

(b) for education and training that meets workplace needs and improves employment outcomes.

VSL provides income contingent loans to students



The data tells us some interesting things:

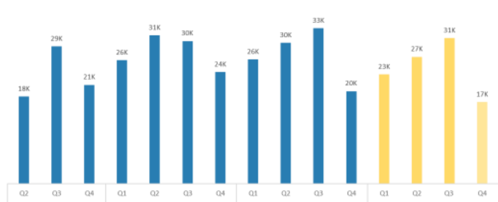
Most popular VSL courses (2019):

1. Diploma of Nursing
2. Diploma of Beauty Therapy
3. Diploma of Community Services
4. Diploma of Early Childhood Education and Care
5. Diploma of Screen and Media
6. Diploma of Remedial Massage
7. Diploma of Business
8. Diploma of Counselling
9. Diploma of Music Industry
10. Diploma of Mental Health

Jurisdiction	Average loan amount (2018)
NT	$2,742
NSW	$3,433
TAS	$3,679
ACT	$3,791
WA	$5,234
SA	$5,861
VIC	$6,987
QLD	$8,518
National Average	**$5,984**

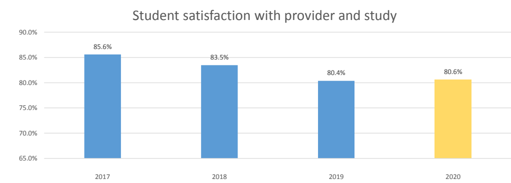
Data Source: Departmental VSL Data

Student take up of VSL has been steady, dropping slightly in 2020



Data Source: Departmental VSL Data

Students are satisfied with both their provider and their study



Data Source: Departmental Progression Survey Data

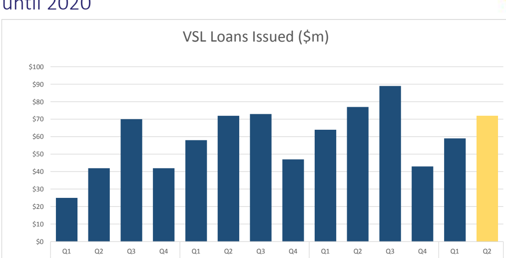
The number of approved providers has reduced over time

	2017	2018	2019	2020
Operating providers	211	182	194	180
Provider breakdown	23 TAFEs 14 other public organisations 174 private providers	23 TAFEs 13 other public organisations 146 private providers	23 TAFEs 13 other public organisations 158 private providers	24 TAFEs 12 other public organisations 144 private providers

Year	[1]Private Provider	% of Case Load	[1]TAFE	% of Case Load	[1]Other Institution	% of Case Load
2017	9,467	23.5%	26,466	60.6%	6,438	15.9%
2018	14,364	24.7%	35,153	60.5%	8,634	14.9%
2019	13,609	25.2%	32,884	60.7%	7,613	14.1%
2020[2]	13,858	27.4%	29,546	58.4%	7,363	14.6%

Data Source: Departmental VSL Data

VSL loans paid were increasing slightly each year until 2020



Data Source: Departmental VSL Data

The impacts of COVID-19 on VSL were minor

- The number of students accessing a loan dropped by 6.2% from 2019 to 2020
- Overall, the total VSL loans paid reduced slightly from 2019 ($275.9m) to 2020 ($273.3m)
  - TAFE sector dropped from $134.4m in 2019 to $115.9m in 2020
  - Private providers increased from $105.3m in 2019 to $121.5m in 2020
- The unit of study completion rate dropped by 4.9% from 2019 to 2020
- Student satisfaction stayed relatively the same from 2019 (80.4%) to 2020 (80.6%)

The Government undertook a range of measures to alleviate the impacts of COVID-19

- 20% loan fee exemption for students until 30 June 2021
- Waived the TPS levy for 2020
- Reduced the time taken to pay providers
- Extended timeframes for new applications and lodgement of financial statements
- Changed the requirements for statutory declarations
- Delayed debt collection

Since its inception the program has been the subject of a number of reviews

- KPMG Evaluation (completed December 2019)
  - Assist with future administration of the program
  - Provide evidence to inform future policy decisions
  - Consultations with students and providers
- KPMG Current State Assessment (completed January 2020)
  - Develop a current state view of the operations supporting the VET Student Loans program
  - Interviews with students and providers and providers survey

VSL Evaluation findings

- VSL has made a positive contribution to the Australian economy of $335m by increasing employment prospects and the productivity capacity of industry
- VSL is fiscally sustainable
- Tuition fees are lower than under VFH
- Training quality has improved
- Completion rates are higher than VFH
- VSL has improved confidence in the VET sector
- The program places high administrative demands on compliant providers

The Current State Assessment identified key pain points for providers

- 75 pain points, 4 themes:
  - high administrative effort
  - low confidence
  - one size does not fit all
  - low empathy and timely support

"I want to do the right thing"

"I am concerned about accidental non-compliance"

"The program is complex"

The Current State Assessment identified key pain points for students

- 33 pain points, 4 themes:
  - the role of Government
  - low accountability
  - expectation management
  - brand awareness

"I don't understand the requirements for accessing a VSL"

"I am confused about the role of Government vs my provider"

"My focus is on my study not VSL"

We are looking at how we can improve and streamline

COMMUNICATION AND COLLABORATION
Provider Reference Group and regular VSL forum
CRM system
Student focus groups on progressions

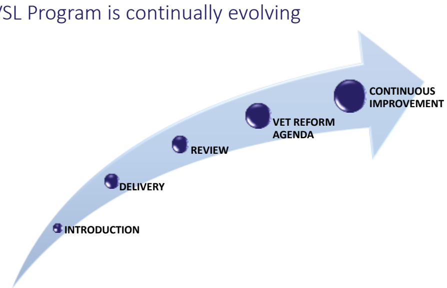
PROVIDER APPROVALS
Improved workbooks
Aligning state subsidy and VSL approvals
Streamlined reapprovals
VSL Monitoring Strategy

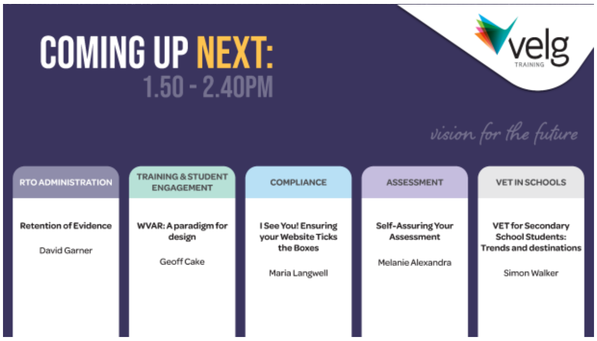
POLICY CHANGES
Earned autonomy
Review of VSL Rules

VSL is part of the Government's Skills Reform agenda

- National Skills Agreement
- National Skills Commission – Priority Course List, Efficient Price
- Productivity Commission review of the NASWD
  - Blacklist courses
  - Refine loan caps
  - Reform loan fees
  - Extend to Certificate IV

The VSL Program is continually evolving

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1.50 - 2.40PM
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TRAINING
vision for the future
RTO ADMINISTRATION
Retention of Evidence
David Garner
TRAINING & STUDENT ENGAGEMENT
WVAR: A paradigm for design
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Self-Assuring Your Assessment
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VET for Secondary School Students: Trends and destinations
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