

VET FEE-HELP POLICY AND PROCEDURES

VET TUITION FEE REFUND POLICY

Date Approved:	1/12/2015
Scheduled Review Date:	1/12/2016
Policy Category:	Administration
Policy Owner:	RTO Manager

1. Purpose

- 1.1** This policy ensures that students do not incur a financial liability for a unit until after the census date. It also ensures that processes at SEDA Group are fair, equitable and transparent and that all students can be advised and treated in a fair and equitable manner.

2. Scope

- 2.1** This policy applies to tuition fees paid for VET units of study that are approved for VET FEE-HELP. It applies to all students whether they pay their tuition fees up-front or seek VET FEE-HELP assistance.
- 2.2** This policy is consistent with requirements under the HESA Act 2003.

3. Definitions

- 3.1 Census date:** the last day a student may withdraw from a VET course of study in which they are enrolled without incurring liability for tuition fees.
- 3.2 Students:** Refers to all persons enrolled in a unit of study who are, or might be entitled to VET FEE-HELP assistance under clause 43 of Schedule 1A of the Act.
- 3.3 The Act:** Refers to the Higher Education Support Act 2003 (HESA).
- 3.4 VET course of study:** a qualification that has been approved by the Department of Education as eligible for VET FEE-HELP Assistance.
- 3.5 VET FEE-HELP:** refers to an income contingent loan scheme for the Vocational Education and Training sector (VET) that is a part of the Higher Education Loan Program (HELP); to assist eligible students undertaking a VET course of study.

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3.6 VET unit of study: a published unit of study that forms part of a VET course of study.

4. Statement of Policy

4.1 In order to receive a refund of tuition fees, students must withdraw on or before the unit Census Date.

4.2 To withdraw your enrolment in a unit/s of study you must complete a Student Withdrawal Form and return any SEDA Group property that is in your possession (e.g. student card, loaned equipment).

4.3 A minimum of three fee periods will be set over the total VET course of study duration, therefore a minimum of three census dates will be set. The fee periods will be sequential and proportionate to the total VET course of study duration.

4.4 A student who withdraws from a VET unit of study on or before the published census date for that VET unit of study will not incur a VET FEE – HELP debt for that VET unit of study. There are no financial (fines, penalties or fees) administrative or other barriers to a student withdrawing from a VET unit of study on or before the census date and there will be no withdrawal fees. A VET FEE – HELP Student Withdrawal Form must be completed and returned to SEDA Group.

4.5 Up-front payment - Students who have paid their VET tuition fees up-front are eligible for a refund of their tuition fees, if they withdraw on or before the VET unit of study Census Date. After the VET unit of study Census Date there are no refunds.

4.6 VET FEE-HELP applicants - VET FEE-HELP applicants must withdraw on or before the VET unit of study Census Date to ensure they do not incur a VET FEE-HELP debt for that VET unit of study. Students who withdraw from a unit of study after the Census Date, may apply to have their FEE-HELP balance re-credited if they believe special circumstances have prevented them from completing the unit. Refer to the Student Review and Re-Crediting Procedures.

5. Publication

5.1 This VET Tuition Fee Refund Policy will be made available to students through publication on the website or in written form through the VET FEE-HELP application, enrolment and/or course induction process for all potential and enrolled VET students.

6. Related policies and procedures

6.1 Fair Treatment, Equal Benefits and Opportunity Policy and Procedures

6.2 Grievance and Appeals Policy and Procedures

6.3 Privacy Policy and Procedures

6.4 Statement of VET Tuition Assurance

6.5 Student Review and Re-Crediting Procedures

6.6 Student Selection and Admission Policy and Procedures

6.7 VET Fee Payment Policy

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