

VET STUDENT LOANS POLICY AND PROCEDURES

VET TUITION FEE REFUND, WITHDRAWAL AND CANCELLATION POLICY

Date Approved:	9/08/2019
Policy Category:	Administration
Policy Owner:	Senior Manager - RTO

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 Student Loans. It applies to all students whether they pay their tuition fees up-front or seek VET Student Loans assistance.
- 2.2** This policy is consistent with requirements under the VET Student Loans Act 2016.

3. Definitions

- 3.1 Approved Course:** a qualification or course of study that has been approved by the Department of Employment, Skills, Small and Family Business as eligible for VET Student Loans.
- 3.2 Census date:** the last day a student may withdraw from a VET unit of study in which they are enrolled without incurring liability for tuition fees.
- 3.3 Students:** Refers to all persons enrolled in a unit of study who are or might be entitled to a VET Student Loan under the Act.
- 3.4 The Act:** Refers to the VET Student Loans Act 2016.
- 3.5 VET Student Loans:** VET Student Loans is a loan program that helps eligible students enrolled in higher level vocational education and training courses at approved course providers pay their tuition fees.
- 3.6 VET unit of study:** a published unit of study that forms part of an Approved course.

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 Approved course duration, therefore a minimum of three census dates will be set. The fee periods will be sequential and proportionate to the total Approved course 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 VETSL 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 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 Student Loan applicants** - VET Student Loan applicants must withdraw on or before the VET unit of study Census Date to ensure they do not incur a VETSL debt for that VET unit of study. Students who withdraw from a unit of study after the Census Date, may apply to have their 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. Withdrawal from courses and cancellation of enrolment

- 5.1 To withdraw from an approved course, students must complete a Student Withdrawal Form, submit it to SEDA Group and return any SEDA Group property (e.g. student card, loaned equipment).
- 5.2 If a student withdraws from an approved course, or part of an approved course, SEDA Group will not, after the withdrawal, enrol the student in an approved course or part of an approved course without the written permission of the student (which must be given after the withdrawal).
- 5.3 Students are able to seek enrolment in part of an approved course where the student had earlier withdrawn from a part of the course undertaken with SEDA Group. Refer Student Selection and Admission Policy and Procedures, and Student Entry Procedure.
- 5.4 Where a student withdraws from an approved course, SEDA Group will confirm the student's withdrawal in writing including the date and time of withdrawal, the unit of study,

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part of the course or whole course from which the student withdrew and the relevant census date.

5.5 Where SEDA Group cancels a student’s enrolment in an Approved course, or a part of an Approved course, after the census date for the course, SEDA Group will:

- 5.5.1** Inform the student concerned of the proposed cancellation in writing at the earliest available opportunity; and
- 5.5.2** Allow the student with at least 28 days to initiate grievance procedures before the cancellation takes final effect; and
- 5.5.3** Withhold the cancellation until after any grievance procedures initiated by the student have been completed; and
- 5.5.4** Confirm in writing, which fees, if any, will or will not be refunded as a result of the cancellation.
- 5.5.5** Students will be referred to the grievance procedure when the proposed cancellation is forwarded.

6. Publication

6.1 This VET Tuition Fee Refund, Withdrawal and Cancellation Policy will be made available to students enrolled or applicants intending to enrol with SEDA Group through publication on the website or in written form.

7. Related policies and procedures

- 7.1** VSL Fair Treatment, Equal Benefits and Opportunity Policy and Procedure
- 7.2** Concerns, Complaints (Grievances) and Appeals Policy and Procedure
- 7.3** Privacy Policy and Procedures
- 7.4** VSL Statement of Tuition Assurance
- 7.5** VSL Student Entry Procedure
- 7.6** VSL Student Selection and Admission Policy and Procedures
- 7.7** VSL Student Review and Re-Crediting Procedures
- 7.8** VSL VET Fee Payment Policy
- 7.9** VSL Tuition Assurance Procedures