

Purpose:

Skills Training Australia is committed to ensuring the fair and equitable management of student refunds and adheres to all relevant State and Commonwealth legislation regarding the administration of student fees.

This document should be read in conjunction with P163A VET Student Loans – Withdrawal and Deferral.

Policy Outline:

This policy and procedure applies to all students who are entitled to VET Student Loans assistance. However, this does not apply where VET tuition assurance arrangements have been activated and the student has elected the VET course assurance option for that unit.

Skills Training Australia will repay to the student who is, or would be, entitled to a VET Student Loan any tuition fees that he or she may have paid for a VET unit of study if the student withdraws from that unit on or before the relevant census day.

Policy Detail:

In the event of a student withdrawing from a VET unit of study on or before the census day for that unit of study:

- the student withdrawing from the unit does not have to request a refund; the action of withdrawal is sufficient;
- 100% of tuition fees that have been paid for that unit will be refunded to the student; and
- the student will not incur a VET Student Loan debt.

In the event of a student withdrawing from a unit of study after census day for that unit of study:

- no refund of tuition fees is applicable; and/or
- the student will incur a VET Student Loan debt.

Procedure:

1. The student applies to withdraw from a VET course of study or unit of study. (Refer to the Withdrawal and Deferral Policy and Procedure for more details)
2. Upon finalising the withdrawal request of the student, the Administration Officer processes the application within 48 hours and updates VetTrak.
3. The student's withdrawal is reported via HEIMS on 7th of the month by the Administration Officer.
4. The Administration Officer determines any gap fee payments of upfront tuition fees that relate to the unit of study being withdrawn from.

Approval Authority:

This Policy is approved by the Chief Executive Officer as indicated and the control copy is one that is maintained within the Quality Management System and as such all hard copies need to be verified.

Documents Referenced:

- VET Student Loans Act 2016
- VET Student Loans Rules 2016
- PP163A VET Student Loans – Withdrawal and Deferral