



Withdrawal and Refund Policy VET Student Loan Students

WITHDRAWAL AND REFUND POLICY FOR VET COURSES OF STUDY

Date Reviewed: 16/2/17

Reviewed by: KA and AD

Accountability: Administration Manager / Business Manager

Communication: All Staff

Definitions

Eligible Student: refers to students, who are, or would be entitled to VET STUDENT LOANS assistance under the criteria applicable as set out in Division 2, VET Student Loan Act 2016

Approved Courses: as outlined in Division 3 VET Student Loan Act 2016

VET Course of Study: a course for which an Eligible Student may access VET STUDENT LOANS assistance to pay for all or part of their Tuition Fees.

VET Unit of Study: a published VET Student Loans unit of study that a Student may undertake to complete a VET Course of Study.

Tuition Fees: fees paid for a VET Unit of Study.

Census Date: a published date no earlier than 20% of the way through each VET Unit of Study.

1. Withdrawal from a VET unit of study / VET course of study

Students of Atkinson Child Care College (ACC) who wish to withdraw from a VET Unit of Study or VET Course of Study must do so by completing a *Withdrawal Form* available on our website: www.atkinsonchildcarecollege.com.au and sending it to ACC, PO Box 374, CHARLESTOWN, NSW 2290 or by email to: admin@atkinsonchildcarecollege.com.au

Where a student gives notice that they wish to withdraw from a VET Unit of Study, cancel their enrolment in a VET Course of Study or cancel their request for Commonwealth assistance, ACC will ensure that the withdrawal or cancellation is effective from the time of notification. ACC will not enrol the student in an approved course or a part of an approved course without the written permission of the student (which must be given after the withdrawal).

2. Re-enrolment in a VET Unit of Study

In circumstances whereby the student wishes to re-enrol in a VET Unit of Study where they had previously withdrawn a student can do so by completing the following procedure:

- Emailing request in writing to admin@atkinsonchildcarecollege.com.au
- ACC will provide a written confirmation and update learners details and status information.
- ACC will follow departments reporting procedures for these circumstances.
- Any previous assessments or units of study deemed competent within the VET unit of study will be credited so learner does not need to repeat requirements. Gap assessment or a repeat of units of study within the VET unit of study will be required to be resubmitted if units have changed to meet new legislation or workplace requirements since withdrawal.
- Full cost of VET fee unit of study is required for all re-enrolment.

- (a) a procedure for a student to enrol in a part of an approved course with the provider in circumstances where the student had earlier withdrawn from a part of the course undertaken with the provider.

ACC will not charge any fees for a student to withdraw or impose any barriers on a student that seeks to withdraw from a VET Unit of Study or VET Course of Study.

(VET Student Loans Rules 2016; Part 7 (Division 1, Subdivision E))

2. Cancellation of a Student's Enrolment in a VET Course of Study

(VET Student Loans Rules 2016; Part 7 (Division 1, Subdivision E)).

Students of Atkinson Child Care College (ACC) who wish to cancel from a VET Unit of Study or VET Course of Study must do so by completing a *Withdrawal Form* available on our website: www.atkinsonchildcarecollege.com.au and sending it to ACC, PO Box 374, CHARLESTOWN, NSW 2290 or by email to: admin@atkinsonchildcarecollege.com.au

In circumstances where ACC is required to cancel a student's enrolment or VET course of study due to breaches of ACC policies, ACC will:

- inform the student concerned of concerns of breaches of policies, proposed cancellation and provide opportunity in the first instance for improvement by issuing the learner with a Performance Improvement Plan.
- Provide student with opportunity to change behaviour in timeframe set within plan.

If cancellation after PIP procedure occurs ACC will:

- Notify the student of cancellation of enrolment in writing via email.
- Provide the student with at least 28 days to initiate grievance procedures before the cancellation takes final effect; and
- provide for the cancellation to take final effect only after any grievance procedures initiated by the student have been completed; and
- set out the circumstances in which fees for the course, or the part of the course, concerned will, or will not be, refunded.

In circumstances involving serious misconduct including accusations of child abuse, drug or alcohol affected or criminal activity matters will be referred to the police and reported to child protection as required for mandatory reporters. ACC reserves the right to instantly suspend work placement in children services until the matter has been investigated.

ACC will follow all procedures above

After investigation a student may continue study, be re-enrolled as above or full cancellation of their VET course of Study will occur following procedures above.

3. Refunds – students who are eligible for VET STUDENT LOANS assistance

This section is applicable to students who are enrolled in a VET Student Loan Course of Study offered by ACC and are:

- Australian citizens
- Permanent humanitarian visa holders (who are residents in Australia for the duration of the VET Unit of Study)
- A qualifying New Zealand citizen

In the event of a student withdrawing from a VET Unit of Study on or before the Census Date for that VET Unit of Study:

- 100% of tuition fees paid for that VET Unit of Study will be refunded to the student; and
- The student will not incur a VET STUDENT LOANS debt.
- the student will not incur a VET student loan debt for the part of the course and will receive a refund for any up-front payment of tuition fees;

In the event of a student withdrawing from a VET Unit of Study after the Census Date for that VET Unit of Study:

- no refund is applicable; and/or
- The student will incur a VET STUDENT LOANS debt.

(VET Student Loans Rules 2016; Part 7 (Division 3, Subdivision B))

4. Payment of Refunds

Refunds will be paid within 30 days of the census date of the VET Unit of Study to which the withdrawal applies.