

VET STUDENT LOANS

COURSE WITHDRAWAL PROCESS AND PROCEDURES

Payments, withdrawals and refunds for Vet Student Loans enabled courses are based on advertised units of study/parts of a course and are managed according to key dates:

Start date: this is the date on which your unit of study begins

Census day: this is a minimum of 20% of the way through a unit of study/part of a course.

If you are taking out a loan, it is the date by which your enrolment in the unit of study is confirmed and you incur a debt

End date: this is the date on which your unit of study finishes.

Withdrawing

All students who withdraw from a unit of study/part of a course or whole course need to advise the school in writing via email or signed letter.

Withdrawing on or before the Census day

If you withdraw on or before the Census day, this means that you:

- are entitled to a refund if you have paid upfront; or
- do not incur a debt if you have taken out a VET Student Loan.

Withdrawing after the Census day

If you withdraw after the Census day has passed, this will mean that you:

- receive no refund if you have paid upfront; or
- are liable for the full debt if you have taken out a VET Student Loan.

Special circumstances If you withdraw after the Census day and can demonstrate special circumstances you will be eligible for either a refund, if you have paid up-front, or a re-credit of your FEE-HELP balance, if you have taken out a VET Student Loan. Special circumstances are outlined in the VET Student Loans Information booklet, which you are required to read prior to enrolment. Your application should include any independent supporting documentation to support your claim, for example, a letter from your doctor or counsellor. You will need to complete the Application to re-credit a FEE-HELP balance form. You will be notified in writing about the outcome of your application. You are not eligible to apply for a re-credit or a remission if you have successfully completed the VET unit of study/part of a



course. Review and appeals If your application for a re-credit is not successful, you can request a review of the decision. See the VET Student Loans Student Review Procedures for more. If your review request is unsuccessful, you may lodge an appeal to the Administrative Appeals Tribunal (AAT). As at 1 July 2016, the full fee to lodge an appeal with the AAT is \$884. In certain circumstances, this fee can be reduced to \$100. Go to www.aat.gov.au.