

Purpose:

The purpose of this policy and procedure is to provide information regarding the withdrawal and deferral process for VET Student Loans eligible students.

This document should be read in conjunction with P126A VET Student Loans – Refund.

Policy:

Skills Training Australia has no financial, administrative or other barriers that would result in a student not being able to withdraw from a VET unit of study on or before the census day.

- Where a student withdraws from a VET Unit of Study prior to or on the census day, the student will not incur a VET Student Loan debt and any upfront payments made for that unit will be refunded.
- In the event of a student withdrawing from a VET Unit of Study after the census day the student will incur the VET Student Loan debt and any upfront payments made will not be refunded for that unit.

Where a student withdraws from a VET Unit of Study, Skills Training Australia:

- will not enrol the student in a further VET Unit of Study without the student's written permission after the withdrawal; and
- will confirm with the student whether the student wishes to continue any enrolment in any other VET Unit of Study forming part of the course.

Procedure:

Withdrawal

For students wishing to withdraw from a VET unit of study or course of study, Skills Training Australia ensures that the withdrawal is effective from the time the notification is received.

1. The student withdraws from a VET course of study or unit/s of study by completing the Withdrawal Form and submitting it to Student Services or via info@skillstraining.edu.au on or before census day.

Notes:

- The student withdrawing from the unit does not have to request a refund; the action of withdrawal is sufficient
 - 100% of tuition fees that may have been paid for that unit will be refunded to the student; and
 - the student will not incur a VET Student Loan debt.
2. The Student Services Officer forwards the completed form to the Administration Officer.
 3. The Administration Officer processes the withdrawal in VetTrak within 48 hours of receiving the application.

4. The withdrawal is then reported to the Department of Education, Skills and Employment via HEIMS (Higher Education Information Management System) as soon as practicable by the Administration Officer.

Note: The Administration Officer submits student liability data for all census days that occurred in each month by the 7th of the following month.

5. The Administration Officer processes any gap fee payments of upfront tuition fees that relate to the unit of study being withdrawn from.
6. The Administration Officer confirms with the student that their withdrawal application has been processed, including the date and time, the unit of study and the relevant census day via email.

Deferral

For students wishing to defer their VET course of study, Skills Training Australia ensures the deferment is effective from the date of notification to the indicated date of resumption.

1. If a student wishes to defer a VET course of study or unit/s of study, he/she sends an email or letter of intention to defer and submit it to the Program Manager.
2. The Program Manager arranges a meeting with the student to ascertain the deferral period and proposed return date.
3. The Program Manager completes a Student Status Change Form and forwards it to the Administration Officer.
4. The Administration Officer updates the student's status in VetTrak to deferred and issues a VSL Progression Form for the student's completion.
5. The student completes the Progression Form, indicating they have deferred their studies.
6. Upon resumption of studies, the student meets with the Program Manager to discuss training plan and timetable.
7. The student is issued a Progression Form to indicate resumption of studies and loan access.

General Guidelines:

- The Withdrawal Form is available to download from the Skills Training Australia website under the 'Policies and Documents' tab: <http://skillstraining.edu.au/vet-student-loans>
- Should the student prefer to send an email or letter of intention to withdraw the following information must be provided:
 - The student's name, CHESSN (if known) and contact details
 - Confirm that the student wishes to withdraw from the Course of Study or specific Unit/s of Study
 - Include the Course of Study name
 - If the student is withdrawing from Unit/s of Study only they must list the relevant units
- By submitting a withdrawal confirmation in writing, the student understands and declares that:
 - The student will discontinue his/her enrolment in the course or Unit/s of Study specified and that the student will need to re-enrol in the unit/s to complete these

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- Should the student wish to re-enrol in the unit/s of study or enrol in subsequent unit/s of study after the withdrawal, the student must contact Skills Training Australia and complete a new application form
 - All information provided is correct
 - The student is providing the authority that his/her records will be amended as indicated in the withdrawal confirmation.
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- The date the withdrawal request is received by Skills Training Australia is the date the student is deemed to have withdrawn from the course of study or unit/s of study.
 - In the event of a student withdrawing from a VET 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.

Approval Authority:

This Policy is approved by the Skills Training Australia Management 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:

- P126A VET Student Loans – Refund
- FM144 Withdrawal Form
- FM139 Student Status Change Form