

SOUTHERN SCHOOL OF NATURAL THERAPIES

VET WITHDRAWAL AND REFUND POLICY AND PROCEDURES

Issued 14th October, 2009, Ver 1

Related References

- Higher Education Support Act 2003 (HESA)
- VET Provider Handbook
- VET FEE-HELP Guidelines issued by the Department of Education, Employment and Workplace Relations (DEEWR)

Related Standards

- AQTF 2007 *Condition of Registration 5, Financial Management*
- AQTF 2007 *Standards 2.1, 2.2, 3.1 and 3.3.*

Purpose

This procedure describes how the Southern School of Natural Therapies (SSNT) ensures compliance with requirements for a fair and reasonable withdrawal and fee refund policy.

Scope of Procedure

This procedure applies to persons enrolled or seeking to enrol at SSNT and those applying for a VET FEE-HELP loan for all or part of their tuition fees under the Higher Education Support Act (HESA) Schedule 1A.

This policy is relevant to those employed or contracted to SSNT, particularly staff in the school's student/administration services.

Responsible Authority

The Principal is responsible for the school's compliance with these requirements.

Definitions

HELP	- Higher Education Loan Program
VET FEE-HELP	- An income contingent loan for eligible full fee paying VET Students
VET	- Vocational Education and Training

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General Information on VET FEE-HELP

On enrolment, if you wish to use VET FEE-HELP for part or all of your subject fees, you should submit a Request for VET FEE-HELP Assistance form, available from the Student Services/Administration or intranet.

Census Date

The Census Date is the date on which all enrolment requirements must be finalised. By 4.30pm on the Census date, you must have provided your Tax File Number and proof of citizenship. Prior to that you should lodge your form to request VET FEE-HELP Assistance. If not submitted by this time you will not be eligible for VET FEE-HELP.

If you wish to withdraw from an individual subject or from the course in total, you must officially withdraw from the subject/s of study (using the appropriate form) by the Census Date, the withdrawal deadline. If not, you will become liable for the debt, regardless of whether or not you attend.

SSNT Withdrawal Deadline by Census Date

At SSNT the final deadline for withdrawal has been aligned with the VET FEE-HELP Census Date. This date is set at a point 20% into a subject. As the standard length of a subject is over the full length of the semester, the Census Date is at a point 4 weeks from the start of the semester. The date applicable to each semester may be found on our website, under the 'VET FEE-HELP' link on the home page, as well as in the student handbook.

If you have applied for VET FEE-HELP and change your mind, you must either cancel the request in writing or withdraw from the subject/s of study *by the Census Date deadline*. If not, you will become liable for the debt, regardless of whether or not you attend the classes. **i.e. After the Census Date has passed, no refund is available**, unless there are special documented circumstances.

Late withdrawal

After the withdrawal deadline, you may still withdraw purely for the purposes of avoiding a 'Fail' on your record, provided you notify Student Services/Administration in writing *no later than week fourteen (14) of the semester*. Please note that for a late withdrawal such as this, you will still be liable for the VET FEE-HELP debt.

Therefore, students will incur a VET FEE-HELP debt if, after the Census Date, they are still enrolled in a subject for which they have completed a Request for VET FEE-HELP Assistance form (i.e. they have not withdrawn their enrolment) and have not paid the full amount of their subject fee up-front.

Enquiries

All administrative enquiries should be directed to the Student Services/Administration office, where decisions concerning VET FEE-HELP will be **authorised by the Manager-Student Services, Ms Cheryl Richter**, email: crichter@ssnt.com.au, telephone, 03 - 9415 3333.

Review of a Decision

A **review of a decision request** must be in writing and directed to the **Principal, Mr Colin Thomson**.

Refer also to '*VET FEE-HELP Student Review Policy and Procedures*'.

Refunds

Where a student has paid fees direct to the school, and is no longer enrolled in the subject at the end of the Census Date, the school will automatically make that refund to the student.

Where a student has utilised VET FEE-HELP funding and has withdrawn prior to the Census Date the school removes the VET FEE-HELP debt for the subject/s concerned. ie. The school ensures that there is no VET FEE-HELP debt for the withdrawn subject/s if the withdrawal occurs prior to the Census Date.

Students may apply in writing for special consideration with regard to reversal of fees once the Census date has passed. i.e. A student may be deemed eligible for a refund due to special circumstances, once the Census Date has passed and in this case, the school will reverse the VET FEE-HELP debt for the subject/s concerned.

Special Circumstances are circumstances that:

- are beyond the student's control, (being unusual, uncommon or abnormal);
- did not make the full impact until after the Census date of the unit/s of study; and
- made it impracticable to complete the unit/s of study requirements in the required period.

The school will also refund in full all fees paid by a student or remove the VET FEE-HELP debt where the *subject/s* is cancelled by the school or commencement of the subject is postponed for more than 4 weeks.

In the unlikely event that the entire *course* is cancelled, the SSNT would refund the fees, or the VET Tuition Assurance Scheme may be invoked, thereby providing affected eligible students with the choice of course assurance or VET tuition fee repayment (refer to *VET Tuition Assurance Policy*).

Availability of forms and access to policies

Policies and forms are available from Student Services/Administration and also via the SSNT website. Policies may be found both in the student handbook and on the internet.

Enquiries can be directed to the Student Services/Administration by email:
ssnt@ssnt.com.au or Tel 03- 9415 3333.