



VET STUDENT LOAN POLICIES AND PROCEDURES

VSL Student Withdrawal Policy and Procedure

Definitions

VET Student Loans (VSL) – an Australian Government loan scheme that assists eligible students to pay for a capped amount of their training (via deferred payment).

VET unit of study (UoS) - Unit of Study each VSL Eligible Course the RTO must determine Study periods known as Unit of Study (UoS) for which a fee will be charged.

Census date – is a deadline for various requirements, including the submission of student's Request for VET Student Loans Assistance Form, making any up-front payments of student contribution or tuition fees and the last day for the student to formally withdraw from any units without incurring a debt for that unit. This date cannot be set earlier than the completion of 20% of the VET unit of study.

VET Student Loans debt - The debt a student incurs when they borrow funds through the VET Student Loans scheme to pay for their tuition fees.

Special circumstances – students' withdrawal from a unit of study after the census date due to a serious illness or another specific event which were proven to be beyond the student's control, or did not make their full impact until on or after the census date and made it impracticable for the student to complete their unit/s of study requirements.

Traineeships – combination of on the job training and training at a TAFE or a private provider to learn new skills while actively engaged in work as part of employment.

Purpose & Scope

This procedure has been developed to inform staff and students of their responsibilities and rights when withdrawing from their studies or from unit(s) of study/Unit (s) of Competency.

This procedure relates to all students, including those who are funded under a State Funding Agreement or undertaking their course through a Traineeship arrangement, as well as those accessing the VET Student Loans Assistance scheme. The Policy covers the following:

1. General provisions applicable to all students
2. Withdrawal from VET Student Loans enabled courses
3. Withdrawal from a State funding agreement or a Traineeship arrangement
4. Withdrawals initiated by the RTO
5. Issuing of a Statement of Attainment



Policy

New Futures Training ensures that its administrative processes support the provision of assistance to all students withdrawing from their study, including students who are undertaking their course through:

- The VET Student Loans assistance scheme – by enabling them to withdraw from a VET unit(s) of study on or before the census date for that unit(s) of study as per the requirements of the Higher Education Support Act 2003;

In addition, New Futures Training ensures that:

- students are made aware of their rights and responsibilities including those relating to their withdrawal from a course or unit of study, prior to their enrolment in a qualification/course of study; and
- Staff who provide advice and assistance to students, are continuously educated to ensure they are aware of correct withdrawal procedures, and are able to efficiently and effectively direct students through the process of withdrawal and/or to access appropriate information regarding withdrawal, so that students are not misled through any part of this process.

New Futures Training does not have 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 date.

Students will not be charged any fee (fine, penalty or cancellation fee) to withdraw from a course or a VET unit of study.

If a VET Student Loans assisted student withdraws from a VET unit of study, New Futures Training does not enrol that student in subsequent unit/s of study without written permission from the student, and New Futures Training has a process in place for the student to select, initiate or request enrolment in subsequent unit/s of study.

New Futures Training requires students, who were not successful in their previous enrolment with New Futures Training and who wish to re-enrol, to attend an interview with the Student Welfare & Support Manager, before the student's acceptance into the new course is determined.

Procedure

1. Withdrawal initiated by students

Students withdrawing from a VET Student Loan (VSL) enabled course

Students paying for their course through a VSL loan will be provided with the withdrawal procedure prior to their enrolment in a course/unit of study, through the RTO's website.

After their enrolment and no later than 14 days before the first census day, students will be advised through the VET Student Loan Fee Notice about how to withdraw and where to find a copy of the procedure for withdrawal.

Students paying for their course through a VSL loan who request their withdrawal from the course on or before close of business on the day of a census date that is relevant to a unit(s) of study, will



not incur a VET Student Loans debt and/or will have any pre-paid fees for that unit of study, refunded.

Students withdrawing after the census date will be advised by Student Services that the VET Student Loans debt for the unit(s) of study has been incurred and/or the fees **paid upfront are non-refundable**.

If the student has pre-paid tuition fees for unit(s) of study whose Census dates have not yet passed, the fees will be refunded as per Refund policy which is published on the RTO's website or in the current Student Handbook.

Students who do not withdraw prior to the census date of a unit of study and believe that this was due to Special Circumstances which is supported by evidence, may be eligible for a re-credit. For further information, refer to Student Review Requirements & Re-Crediting a FEE-HELP Balance Procedure or Refund Policy & Procedure available on the RTO's website; more information about Special Circumstances is available at www.studyassist.gov.au within the VET Student Loans Information booklet.

Whenever relevant, Student Services will organise with the student the return of any hired items and the subsequent refund of the hire fee.

Students wishing to re-enrol following their withdrawal or cancellation of their enrolment and their VET Student Loan will be required to attend an interview with the Intake and Enrolment Manager before their acceptance into the new course is determined.

In this case, a new VSL Loan Application will be completed by the student for the course or part(s) of the course the student has not yet undertaken, which will also be deemed as the written permission given by the student to New Futures Training for their re-enrolment into the course and the individual units of study.

2. Withdrawals Initiated by the RTO

Withdrawals can also be initiated by RTO when:

- the student is not considering any attempts to support their progress;
- contact with the student has been lost;
- the student has not participated in the Orientation Session (whenever possible New Futures Training will attempt to re-schedule the student into another session); or
- as a result of misconduct.

Student Services will contact students, who have not attended the first class. If the student does not wish to attend this session, Student Services will cancel the student's enrolment.

Students, who have commenced the course but have not participated for 4 weeks of classroom and have been uncontactable, will be withdrawn from the course.



Students will be issued with Intent to withdraw letter/ email asking the student to contact the RTO within 1 week of the date of the letter or they will be withdrawn from their course. Students failing to contact New Futures Training will be cancelled/ withdrawn from the enrolled course.

Students' enrolment in the course will be cancelled/withdrawn if the student fails to follow the RTO's Student Code of Conduct.

VSL Enabled students

For VSL enabled students, whose enrolment is proposed to be withdrawn or cancelled by New Futures Training for the above-mentioned reasons, Student Services will:

- notify the student of the proposed cancellation
- provide the student at least 28 days to initiate a grievance procedure if they wish, before the cancellation takes final effect and
- set out the circumstances in which tuition or other fees for the relevant course (or part thereof), will or will not be refunded

3. Cancellation of a VSL loan

If a student advises an approved course provider, before the census day for a part of a course the provider must inform the Secretary as soon as practicable.

Students under the VSL arrangement are able to cancel all or part of their VSL loan and continue their studies in their chosen course with New Futures Training.

If the student advises before the Census day that they do not want the student's VET student loan to be used to pay the tuition fees for all or part of a course, and wishes to pay the remainder of their fees through a payment plan, New Futures Training will inform the VSL Secretary of the student's intention as soon as practicable.

For information on fees, charges students should refer to the Fees Schedule available on the RTO's website.

In order for New Futures Training to cancel a VET Student Loan enrolment in a course or individual Units of Study, students must provide their request in writing. Students can do so by one of the following methods:

1) Complete a Withdrawal form.

2) Email the following details to New Futures Training.

- Your full name
- Date of Birth
- Address
- Student number (if known)
- Course and/or UoS you are requesting cancellation from
- Reason for Cancellation of your VSL enrolment
- Census Dates applicable to your enrolment



Verbal requests cannot be accepted

Cancellation of the VSL loan will apply from the date the student communicated their wish to cancel the loan arrangement.

Tuition fee debts will be incurred for all UoS that have a Census date prior to the date of the written request for cancellation.

Cancellation request dates will be determined by the date written communication is received by New Futures Training.

4. Issuing a Statement of Attainment

Students, who have been assessed as having fulfilled all the requirements of one or more units of competency in their course, will be issued with a Statement of Attainment within 30 days of the date of withdrawal.

All agreed fees must have been paid by the student before a Statement of Attainment can be issued.