

**P031**

**VET FEE-HELP Enabled Course  
Refund and Withdrawal Policy**



**Standards:**

This Policy and Procedure relates to chapters 7 and 8 of the *VET Guidelines 2015* and clause 67 of Schedule 1A to the Higher Education Support Act 2003.

**Policy Statement:**

In accordance with applicable Commonwealth and State Legislation, SGSCC is entitled to charge fees for services provided to students undertaking a course of study, as well as to issue refunds of student tuition fees, enrolled in a VET FEE-HELP approved course.

This VET FEE-HELP policy applies to Australian citizens or permanent humanitarian visa holders who will be resident in Australia for the duration of a course.

SGSCC will not set financial, administrative or other barriers that will prevent a student from withdrawing a VET unit of study on or before the census date.

**Definitions:**

***Cancellation of a unit:*** When a student cancels their enrolment prior to course commencement.

***Census Date:*** A Census Date is a date that is no earlier than 20 per cent of the way through a unit of study. The Census Date is set by SGSCC and will be published at [www.sgsc.edu.au](http://www.sgsc.edu.au)

***Withdrawal of a unit:*** When a student withdraws their enrolment after they have commenced their unit of study.

**Procedure:**

The action of a cancellation or withdrawal of a unit of study or course is to be made by letter to the Principal.

The date of cancellation or withdrawal is the date that the student's letter is received at SGSCC.

SGSCC will not enrol the student in subsequent unit/s of study without written instructions from the student stating that they wish to re-enrol. SGSCC will not charge a student any fine, penalty or fee should they withdraw from a VET unit of study.

**Withdrawal of a course before the Census Date:**

If a student withdraws or cancels enrolment from a course until close of business (ie 4.59pm, Monday to Friday) on the Census Date they will receive a full refund of tuition fees paid related to that unit of study. The student will not be enrolled in that VET unit of study.

**Withdrawal or cancellation of enrolment after the Census Date:**

If a student withdraws from the unit of study after the Census Date the student will incur the VET FEE-HELP debt for the full tuition amount.

A student who withdraws after the Census Date for a unit of study may apply for special consideration.

Refer to *P029 Re-credit of fee help balance and remission of VET FEE-HELP debt Policy*.

**Student complaints about fees or refunds:**

Students who are unhappy with SGSCC arrangements for the collection and refunding of tuition fees are entitled to lodge a complaint. This should occur in accordance with SGSCC Complaints policy and procedure.

**Person Responsible:**

- Principal
- Finance Manager
- WorkSkills Manager

**Related Documents:**

- Student Handbook
- Advertising material eg website, brochure
- P029 Re-credit of fee help balance and remission of VET FEE-HELP debt Policy
- VET Administrative Information for Providers – Addendum Incorporating the VET FEE HELP reforms 2015/2016 (Updated August 2015), *Measure 6: Ensuring student debt is incurred in line with course delivery and continued student participation.*