Policy - Refund for VET-FEE-HELP Assistance Scheme Policy

Policy Number: VFH 03

References

- Education and Training Reform Act 2006 (Victoria)
- Privacy Act 1988 (Commonwealth)
- Information Privacy Act 2000 (Victoria)
- Public Health and Wellbeing Act 2008
- Public Health and Wellbeing Regulations 2009
- National Vocational Education and Training Regulator Act 2011
- Higher Education Support Act 2003 (Commonwealth), VET Provider Guidelines
- Victorian Guidelines for VET Providers (Victoria)

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1. Background

This policy applies to tuition fees paid for VET units of study that are approved for VET FEE-HELP. It applies to all students whether they pay their tuition fees up-front or seek VET FEE-HELP assistance.

To receive a refund of your tuition fees you must withdraw on or before the unit Census Date. To withdraw your enrolment in a unit/s of study you must complete an Amendment/Withdrawal Form and return your student ID card, your fee receipt (if you paid up-front) and any ACUcom property which is in your possession (e.g., library books, loaned equipment). The Census Date is usually set at 4 weeks from the commencement of the unit for a semester long unit. It cannot be any earlier than 20% of the way through the unit.

2. Scope

This policy is applicable to all:

- ACUcom students

3. Policy

**Up-front payment**

Students who have paid their VET tuition fees up-front are eligible for a refund of their tuition fees, if they withdraw prior to the unit Census Date. After the unit Census Date there are no refunds.

**VET FEE-HELP applicants**

VET FEE-HELP applicants must withdraw by the unit Census Date to ensure they do not incur a VET FEE-HELP debt for that unit.

Students, who withdraw from a unit of study after the Census Date, may apply to have their FEE-HELP balance re-credited if they believe special circumstances have prevented them from completing the unit. Refer to the VET FEE-HELP Review and Re-crediting Procedure.

4. Procedures

The purpose of this procedure is to outline how ACUcom will deal with applications by students to review and re-credit their FEE-HELP balance and remove their VET FEE-HELP debt if they have withdrawn their enrolment on or after the census date or have been unable to complete a VET unit of study due to special circumstances.

You may apply on or after the census date to have your FEE-HELP balance re-credited, and your VET FEE-HELP debt removed only if you:

- withdrawn your enrolment in a VET unit of study on or after the census date due to special circumstances, or
• did not complete the requirements for a VET unit of study due to special circumstances.

Special circumstances are circumstances that:

• were beyond your control;
• did not make their full impact until on or after the census date of the VET unit of study; and
• made it impracticable for you to complete your VET unit of study requirements.

You must apply in writing to the Compliance Manager, within 12 months of the withdrawal date, or if you have not withdrawn, within 12 months of the end of the period of study in which the unit was, or was to be, undertaken.

Your application for re-crediting your VET FEE-HELP balance must include details of the:

• VET units of study for which you are seeking to have your VET FEE-HELP balance re-credited
• special circumstances that you believe made it impracticable for you to complete those units.

ACUcom will consider your application within 10 working days of its receipt. It will consider your request to re-credit your VET FEE-HELP balance and/or remove your VET FEE-HELP debt in accordance with the requirements of Schedule 1A of the Higher Education Support Act 2003.

ACUcom will inform you in writing of the Compliance Manager’s decision.

If you are not satisfied with the decision made by ACUcom, you may apply within 28 days of the receipt of the original decision for a review of the decision. Applications should be made in writing to the Director of ACUcom and must state fully the reasons for applying for the review.

5. Definitions

For the purposes of this document the following applies:

The Act refers to the Higher Education Support Act 2003

Student/s refers to all persons enrolled in a unit of study who are, or would be entitled to VET-FEE-HELP assistance under clause 43 of Schedule 1A of the Act; and

Potential Students refers to all persons seeking to enroll in a VET unit of study that meets the course requirements under sub-clause 45(1) of Schedule 1A of the Act and who are, or would be, entitled to VET-FEE-HELP assistance under clause 43 of Schedule 1A of the Act.

ACUcom is vocational education and training department of Australian Catholic University.
7. **Policy Review Cycle**

7.1. Annually, if otherwise not mentioned in the “Review Date” section.

8. **Supporting Documentation**

1. Higher Education Support Act 2003 (HESA)
2. VET FEE HELP Guidelines
3. VET Provider Guidelines

9. **Version History**

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<td>New policy for Vet fee help</td>
<td>Sukh Sandhu</td>
<td>Debbie Wilson</td>
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