



Purpose

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

Scope

Subdivision E—Withdrawal from courses and cancellation of enrolment.

Section 86 – Processes and procedures for student to withdraw from approved course

This policy should be read in conjunction with the ALACC Refund policy which includes VET Student Loans policy.

This procedure ensures that withdrawal of a student from an approved course/VET course of study is in line with the requirements of the VET Student Loans Act 2016 and VET Student Loans Rules 2016. These procedures apply to all students and applicants of ALACC who would be eligible to apply for a VET Student Loan.

Definition

Approved Course: a qualification or course of study that has been approved by the Department of Education as eligible for VET Student Loans.

Students: refers to all persons enrolled in a unit of study who are or might be entitled to a VET Student Loan under the Act.

Census date: the last day a student may withdraw from a VET unit of study in which they are enrolled without incurring liability for tuition fees.

The Act: refers to the VET Student Loans Act 2016 and Higher Education Support Act 2003.

VET unit of study: a published unit of study that forms part of an Approved course.

Procedure and Process:

VET Student Loan Rules 2016 - Subdivision E—Withdrawal from courses and cancellation of enrolment section 86 Processes and procedures for student to withdraw from approved course

Subsection 86(2) requires that the procedures for withdrawal from an approved course (or part of) before a census day must not involve financial, administrative or other barriers to the withdrawal. It is a civil penalty under section 59 of the Act if, amongst other things, the provider fails to adhere to a student's request to cancel the student's enrolment before the end of the census day or if the provider engages in conduct that prevents the student from cancelling the enrolment or unnecessarily inconveniences the student.

(1) An approved course provider's processes and procedures must include:

(a) procedures for a student to withdraw from an approved course, or a part of an approved course; and

(b) a procedure for a student to enrol in a part of an approved course with the provider in circumstances where the student had earlier withdrawn from a part of the course undertaken



with the provider.

Subsection 86(3) provides that an approved course provider must not, after a student has withdrawn, enrol the student in an approved course (or part of) without the written permission of the student which must be given after the withdrawal.

(2) The procedures for a student to withdraw from an approved course, or a part of an approved course, before a census day for the course, or the part of the course, must not involve financial, administrative, or other barriers to the withdrawal.

(3) If a student withdraws from an approved course, or a part of an approved course, the course provider must not, after the withdrawal, enrol the student in an approved course or a part of an approved course without the written permission of the student (which must be given after the withdrawal).

Section 87 Processes and procedures for cancellation of enrolment

This section provides for the process than an approved course provider must implement and maintain for cancelling a student's enrolment after the census day, without the student's consent.

The effect of this section is to ensure the VET scheme only benefits those students who engage in vocation education and training in an appropriate manner by requiring approved course providers to have processes for cancelling student enrolments.

The section further provides for the protection of students in circumstances where a provider initiates its process for cancelling a student's enrolment by requiring approved course providers to: notify a student whose enrolment is proposed to be cancelled, provide that student with at least 28 days to initiate grievance procedures and set out the circumstances in which that student will (or will not) receive a refund of tuition fees for the relevant course (or part thereof).

(1) An approved course provider's processes and procedures must include processes and procedures for the provider to cancel a student's enrolment in an approved course, or a part of an approved course, after the census day for the course.

(2) The processes and procedures for cancelling a student's enrolment must:

- (a) require the provider to inform the student concerned of a proposed cancellation; and
- (b) provide the student with at least 28 days to initiate grievance procedures before the cancellation takes final effect; and
- (c) provide for the cancellation to take final effect only after any grievance procedures initiated by the student have been completed; and
- (d) set out the circumstances in which fees for the course, or the part of the course, concerned will, or will not be, refunded.

1. If 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.
2. 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.

3. If a student withdraws from a VET Unit of Study, ALACC:
 - a. will not enrol the student in a further VET Unit of Study without the student's written permission after the withdrawal; and
 - b. 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.
4. To withdraw from a course/unit of study, the student must complete a Student Withdrawal Form and return this form prior to the Census date to ensure that they do not incur any financial debt.
5. Students must also return any ALACC property that is in their possession (e.g. student card, loaned items, etc).

Subdivision F—Dealing with complaints Section 88 – Grievance procedure

The section provides that an approved course provider must have processes and procedures (both internal and external) for dealing with student complaints of an academic and non-academic nature. The effect of this section is to require approved course providers to publish a procedure which is easily accessible by students in relation to complaints (of an academic and non-academic nature) or requests for review of certain decisions of the approved course provider. This section is intended to ensure students are aware of their right to make complaints and request review of decisions under certain circumstances, the process for doing so and their rights and responsibilities in regards to that process.

Subdivision H—Treatment of students seeking review etc.

90 No victimisation or discrimination of students for seeking review etc.

An approved course provider's processes and procedures must ensure that a student is not victimised or discriminated against for:

- (a) seeking review or reconsideration of a decision; **or**
- (b) using the provider's processes or procedures about dealing with grievances; or
- (c) making an application for re-crediting of the student's HELP balance under Division 2 or 3 of Part 6 of the Act.

No barriers to withdrawal

1. ALACC 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 date.
2. Students are required to discuss withdrawing from the course/units with their course coordinator or the CEO/Director of Studies prior to submitting the Withdrawal form.
3. The Withdrawal form is then forwarded to the accounts department for checking of any outstanding documents or loan items.
4. The Application for Withdrawal is then reviewed, approved and signed by both the course coordinator and CEO/Director of studies.



5. For students wishing to withdraw from a VET Unit of Study or VET Course of Study, ALACC will ensure that the withdrawal is effective from the time the application is received.
6. A student who withdraws from a VET unit of study/course on or before the published census date for that VET unit of study will not incur a VET Student Loan debt or financial (fines, penalties, or fees) administrative penalties or other barriers to a student withdrawing and there will be no withdrawal fees.
7. Should the student wish to re-enrol at a later stage he/she will be required to formally reapply for admission to the course.
8. A student may withdraw from a VET Course of Study or Unit/s of Study by completing the Withdrawal Form - VET Student Loan or by providing an email or letter of intention to withdraw.
9. The Withdrawal Form - VET Student Loan is available to download from ALACC website <http://alacchealth.edu.au/vet-student-loans>
10. Alternatively, the student can come in person to Reception at ALACC Health College to complete the application.
11. Should the student prefer to send an email or letter of intention to withdraw, the following information must be provided:
 - Student's name, and ID number (if known)
 - Student's contact details (including current address, contact number and email address)
 - Confirmation that the student wishes to withdraw from a Course of Study or specific Unit/s of Study.
 - Include the full name of the Course of Study
 - If the student is withdrawing from Unit/s of Study, they must list the relevant units
12. 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
 - [] If the student wishes to re-enrol in the Unit/s of Study or enrol in subsequent Unit/s of Study after the withdrawal date, the student must contact ALACC and complete a new application form.
 - [] All information provided is correct
13. The student is providing the authority that his/her records will be amended as indicated in the withdrawal confirmation.
14. The date the withdrawal request (form, email or letter) is received by ALACC is the date the student is deemed to have withdrawn from the Course of Study or Unit/s of Study.
15. Students who withdraw from VET unit(s) of study/course after the Census Date will not receive a refund and will be required to repay the VET fee loan.

Supporting policies

- Student Refund policy
- Grievance, Complaints and Appeals policy
- Privacy policy
- Subdivision G—Re-crediting HELP balances policy



Documented Evidence

- Student withdrawal form
- Refund application form

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| Policy: | VSL Student withdrawal and cancellation from a course |
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| Approval authority: | Dr Janet Lawrence, D.Ed., FACN CEO/Director of Studies |
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