

## REFUND POLICY (NON-VET STUDENT LOANS OR VET FEE HELP ENABLED STUDENTS)

### NON VSL ENABLED COURSES

**Important Notice** – This policy is to be read in conjunction with the Student Terms and Conditions of Enrolment. This Refund Policy does not apply to student visa holders (see Student Terms and Conditions International Students)

#### 1. Withdrawal from unit or course of study

Students of Shafston House College Ltd trading as Service Skills Academy and Mary McConnel School of Early Childhood who wish to withdraw from a unit of study or course of study must do so in writing to enrol@ssa.edu.au stating their full name, date of birth and reason for withdrawal.

#### 2. Withdrawal date and refunds

The following fees will apply for Students withdrawing from a course or unit of study:

- Application fees are not refundable under any circumstances
- Students withdrawing more than 4 weeks before the student's original packaged program start date will receive a full refund of all prepaid course or unit of study fees.
- Student withdrawing with less than 4 weeks before the student's original packaged program start date will have \$500 deducted from any prepaid course or unit of study fees.
- Students withdrawing on or after the student's original packaged program start date will forfeit all prepaid course or unit of study fees

Service Skills Academy will set a Start Date for each course or unit of study it provides or proposes to provide.

#### 3. Exceptions

This policy does not apply to students who are:

- not classified as Domestic students (i.e. International Student Visa holders)
- who are enrolled in courses or units of study that are VET Student Loans or VET FEE-HELP eligible
- enrolled in courses or units of study that are 100% government funded

#### 4. Payment of Refunds

Refunds will be paid within 30 days of the start date of the course or unit of study to which the withdrawal applies.

#### 5. Special circumstances

A student who withdraws for a course or unit of study may apply for special consideration in line with the VET Student Grievances Policy and Procedure.

### VSL ENABLED COURSES

#### 1. Withdrawal from a VET unit of study / VET course of study

Students of Shafston House College Ltd trading as Service Skills Academy and Mary McConnel School of Early Childhood who wish to withdraw from a VET unit of study or VET course of study must do so in writing to enrol@ssa.edu.au stating their full name, date of birth and reason for withdrawal.

#### 2. Census Date

The Census Date for a VET unit of study is the closing date for a student to either:

- Register to study and pay fees for the stage/ VET unit of study upfront in full
- Register to study and complete the application for VET Student Loans or VET FEE-HELP assistance for the stage/ VET unit of study
- Withdraw from the course or the VET Unit of study they do not wish to incur VET Student Loans or VET FEE-HELP debt or pay upfront in full for.

The organisation will set a Census Date for each VET unit of study it provides or proposes to provide in accordance with Schedule 1A of the Act [c67]. The Census Date will be published on the website for each stage/ VET unit of study being provided to students. This will include student breaks, assessment and examination periods.

#### 3. Refunds – students who are eligible for VET FEE-HELP assistance

This section is applicable to domestic students who are Australian citizens, New Zealand Special Category Visa holder who meets long-term residency requirements, or permanent humanitarian visa holders (resident in Australia for the duration of the

VET unit of study) enrolled in a VET Student Loans or VET FEE-HELP enabled course offered by Service Skills Academy and Mary McConnel School of Early Childhood.

In the event of a student withdrawing from a VET unit of study on or before the census date for that unit of study:

- 100% of tuition fees paid for that unit will be refunded to the student; and
- The student will not incur a vet fee-help debt.

In the event of a student withdrawing from a VET unit of study after census date for that unit of study:

- No refund is applicable; and/or
- The student will incur a vet fee-help debt.

#### 4. Refunds – students who are not eligible for VET Student Loans or VET FEE-HELP assistance

This section is applicable to domestic students who are permanent residents (who are not permanent humanitarian visa holders or New Zealand Special Category Visa holders) enrolled in a VET Student Loans or VET FEE-HELP enabled course offered by Service Skills Academy and Mary McConnel School of Early Childhood.

In the event of a student withdrawing from a VET unit of study on or before the census date for that unit of study 100% of tuition fees paid for that unit will be refunded to the student. In the event of a student withdrawing from a VET unit of study after census date for that unit of study no refund is applicable.

#### 5. Exceptions

This policy does not apply to students who are not classified as Domestic and students who are enrolled in courses that are not full fee paying and VET Student Loans or VET FEE-HELP eligible. This policy does not apply to courses that are all/part government funded or which are funded as Fee for Service. This policy will not apply to any additional incidental fees charged under these courses, and is only to be used in relation to tuition for VET courses of study which are full fee paying and VET Student Loans or VET FEE-HELP eligible.

#### 6. Payment of Refunds

Refunds will be paid within 30 days of the census date of the VET unit of study to which the withdrawal applies.

#### 7. Special circumstances

A student who withdraws after the census date for a VET unit of study may apply for special consideration in line with the Student Review Procedures for Re-crediting a VET Student Loans or FEE-HELP Balance.

#### DOCUMENT HISTORY AND VERSION CONTROL

Version	Date Approved	Effect Date	Approved By	Brief Description
1.0	30/06/2014	01/07/2014	Compliance Manager	Original document written
1.1	19/07/2016	19/07/2016	Compliance Manager	Re-brand
1.2	03/03/2017	06/03/2017	Compliance Manager	<ul style="list-style-type: none"> <li>• Re-brand</li> <li>• VSL Addition</li> </ul>