

REFUND POLICY (FOR STUDENTS ENROLLED IN VET STUDENT LOANS OR VET FEE-HELP 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 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 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 Student Loans assistance or 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 enabled course 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 student loans debt or fee-help debt.

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

8. Publication

This refund policy will be made available to students and persons seeking to enrol with Service Skills Academy and Mary McConnel School of Early Childhood by publication on the website (www.ssa.edu.au). This refund policy will also form part of enrolment information.

DOCUMENT HISTORY AND VERSION CONTROL

This document is uncontrolled when printed.

Version	Date Approved	Effect Date	Approved By	Brief Description
2.1	07/11/2014	07/11/2014	Executive Director	Separation of policy for Non VFH enabled courses from VFH and International policies (clarification of application)
2.2	19/07/2016	22/07/2016	Compliance Manager	Re-brand Addition of MMSEC to policy Clarification of stage/Vet unit of study
2.3	27/02/2017	01/03/2017	Compliance Manager	Re-brand VSL Inclusion