WITHDRAWAL AND REFUND POLICY – VET FEE-HELP APPROVED QUALIFICATIONS

POLICY

VFA Learning students who are enrolled into Vet FEE-HELP approved qualifications (Diploma and above), who wish to withdraw from a VET Course of Study or VET Unit of Study must provide in writing the request to withdraw.

The student will need to contact the campus Academy Manager, if they wish to withdraw:

Narre Warren – Ryan Koski
Email: ryan@vfalearning.vic.edu.au
Phone: 03 8794 6000

Essendon Fields - Brooke Taylor
Email: brooket@vfalearning.vic.edu.au
Phone: 03 9026 9236

Geelong - Stuart Foley
Email: stuart@vfalearning.vic.edu.au
Phone: 03 5223 6800

PROCEDURE

Students who have requested and are eligible for Vet FEE-HELP assistance

- Students who are Australian Citizens or Permanent Humanitarian Visa Holders
- Students who are residents in Australia for the duration of the VET Unit of Study
- Students who have completed the Request for Vet FEE-HELP assistance form

If a student requests to be withdrawn from a VET Course of Study or VET Unit of Study on or before the census date:

- The student will not incur a Vet FEE-HELP debt
- Any tuition fees paid up-front will be refunded; and
- There will NOT be a withdrawal fee

If a student requests to be withdrawn from a VET Course of Study or VET Unit of Study after the census date:

- The student will incur a Vet FEE-HELP debt for that VET Unit of Study
- No refund is applicable to any fees paid up-front

Students who have not requested and/or not eligible for Vet FEE-HELP assistance

- Students who have not requested Vet FEE-Help assistance
- Students who are New Zealand Citizens
- Students who don't hold a Permanent Humanitarian Visa holder
- Students who is not a permanent resident of Australia for the duration of the VET Unit of Study
If a student requests to be withdrawn from a VET Course of Study or VET Unit of Study on or before the census date:

- The student will not incur a Vet FEE-HELP debt
- Any tuition fees paid up-front will be refunded; and
- There will NOT be a withdrawal fee

If a student requests to be withdrawn from a VET Course of Study or VET Unit of Study after the census date:

- No refund is applicable to any fees paid up-front

**Special Circumstances**

If a Student withdraws from a VET Unit of Study after the published census date for that Unit, or has been unable to successfully complete a Unit and believes this was due to special circumstances, the student may apply to have their FEE-HELP balance re-credited for the affected unit/s.


**ASSOCIATED DOCUMENTATION**

Vet FEE-HELP Booklet

Student review requirement & re-crediting a fee-help balance

Higher Education Support Act 2003

VET Administrative Information for Providers – Incorporating the Vet FEE-HELP reforms 2015/2016