



VET Student Loans

Withdrawal, Re-credit and Cancellation Policy

Outline

This policy sets out how Step Into Training Services will deal with student withdrawing from course, their re-credit application and cancellation. SITS will always ensure that all requests are handled in a fair and reasonable manner in line with the guidelines of this policy.

Withdrawal Policy

A student who is enrolled and requested a VET Student Loan, and withdraws from a Unit of study on or before the census date will not incur a VET Student Loan debt for the tuition fees for that Unit.

Students who have requested a VET Student Loan and remain enrolled after the published census date will incur a VET Student Loan debt.

A student who withdraws from a Unit after the published census date for that Unit will incur a VET Student Loan debt for that Unit. The student may be eligible for re-credit if special circumstances apply and each re-credit request will be processed as per SITS Re-credit policy.

Procedure

- Student requesting a withdrawal should request so in writing a day before the census day for the Unit of study. Student can send a withdrawal email to info@sits.edu.au or write a letter addressed to SITS Director, sign and date it prior to handing it over to a SITS representative.
 - Student will be advised
 - They will not incur a VSL debt
 - Any tuition fees paid up-front or via payment plan will be refunded; and
 - There is no withdrawal fee, administrative fee or penalty charged
 - Withdrawal requests will be processed by close of business of the day it is received.
- Where a student withdraws from a unit of study after the census date:
 - The student will incur a VSL debt for that unit of study,
 - No refund will be applicable for fees paid up-front
- If a student wishes to enrol in a part of an approved course with the SITS in circumstances where the student had earlier withdrawn from a part of the course undertaken with us, the student will be required to supply written permission to re-enrol, complete a new enrolment application (see *VSL Student Enrolment Policy*) and will be subject to the relevant eligibility requirements.



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Re-credit Policy

Step Into Training Services will re-credit a student VSL debt for the affected unit of study, if special circumstances apply that justify failing to withdraw prior to census date.

Special circumstances constitute:

- beyond student's control
- the circumstances only impacted them on or after the census date
- The circumstances were such that it was not possible for the student to complete the requirements for the unit

Special circumstances exclude:

- lack of information or understanding for a VET Student Loan; or
- student's inability to repay VET Student loan

Each re-credit application by a student's is assessed on its merits together with all documents and evidences provided in support of the special circumstances.

SITS will ensure that a student is not victimized or discriminated against for:

- a) seeking review or reconsideration of a decision; or
- b) making an application for re-crediting of the student's FEE-HELP balance under Part 6 of the VET Student Loans Act 2016 ('the Act').

Procedure

- A student must make a re-credit application in writing via email to info@sits.edu.au or write a letter addressed to SITS Director, sign and date it prior to handing it over to a SITS representative.
- The application should be made within 12 months from the date of withdrawal.
- If the student failed to withdraw, the application should be made within 12 months from the completion date of the unit.
- The application must include:
 - Unit(s) of study for which student is seeking to have a VSL debt re-credited
 - Detailed description of the special circumstances and all supporting documentation.
- SITS will acknowledge receipt of the re-credit application within 10 working days
- SITS will notify the student of the decision in writing within 15 working days of the acknowledgement of receipt of the re-credit application.

The 12 month requirement may be waived by SITS at its discretion depending on the



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evidences provided supporting the claim that the re-credit application could not be made within the 12 month period.

Review of decision

Where SITS has made a decision to not re-credit a student VSL debt, the decision can be reviewed.

- The student should made such review application within 20 working days of receiving the original decision
- The application should be in writing to SITS Director via email at rajat@sits.edu.au and should include reasons for review and include any additional evidences
- The review application will be acknowledged within 10 working days of it receipt and the student informed that if no outcome is advised within 45 working days of the receipt of the application for review, the original decision is to be taken as affirmed.

SITS director will assess the review application against any new evidence and supporting documentation provided and provide a written response of the final outcome. The notification will also inform the student of their right to apply to Administrative Appeals Tribunal(AAT) if they are not satisfied with the review decision

Reconsideration by the Administrative Appeals Tribunal

SITS will inform a student in writing of their right to appeal to the Administrative Appeals Tribunal (AAT) if they are not satisfied with the outcome and the contact details of the closest AAT office and the approximate costs of lodging an appeal.

The Application must be lodged at the AAT within 28 days of receiving written notice of the Review Decision. This time limitation can be extended in limited circumstances by order of the AAT. AAT Details and Approximate Costs

AAT Registry
GPO Box 9955
MELBOURNE VIC 3000
Telephone: 1300 366700

Full details of the application process and fees payable are available on the AAT Registry's website www.aat.gov.au

Applications cannot proceed until the fee has been paid or waived. Applications for fee waiver must be made to the AAT directly. Upon receipt of notification from the Commonwealth Department of Education & Training (DET) of a lodged AAT appeal, SITS



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commits to the provision of copies of all the documents that are relevant to the appeal within ten (10) business days.

Applications for re-crediting by the Secretary

Under section 71 of the Act, a student may apply to the Secretary for his/her FEE-HELP balance to be recredited if:

1. the SITS, or a person acting on behalf of SITS, engaged in unacceptable conduct in relation to their application to VET Student Loan; or
2. SITS has failed to comply with the Act or an instrument under the Act and the failure has adversely affected them

Under this provision, the application for re-crediting must be made within 5 years after the census day for the course, or the part of the course, concerned, or within that period as extended by the Secretary.

- **Re-credit under special circumstances**

The Secretary may recredit a FEE-HELP balance in relation to special circumstances if SITS:

- i. is unable to act or is being wound up or has been dissolved; or
- ii. has failed to act and the Secretary is satisfied that the failure is unreasonable.

Cancellation Policy

SITS ensures that students are provided necessary support and extension where necessary to allow them to complete their course. However, SITS may cancel a student's enrolment on the following grounds:

- Student does not conduct themselves as per the SITS guidelines
- Student is not making required progress
- When a student is regularly absent from scheduled training hours
- Failing to pay outstanding fees
- Where the student has enrolled on the basis that VSL will cover the tuition fees for a unit of study and the student fails to submit the eCaf and does not pay the fees upfront.

In case of SITS initiated cancellation, student will be notified in writing and given 30 working days to make an appeal as per SITS complaints and appeals policy.

Until the appeals process is complete there will be no change to the enrolment status of



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the student and student will not be reported.

Upon cancellation, refund of student fee will be provided after making adjustments against the completed and remaining proportion of study.

Deferral

SITS may defer student's commencement when a course is not offered at that time and is scheduled to commence later

Suspend

SITS may suspend a student's enrolment if

- Student does not conduct themselves as per the SITS guidelines
- Student is not making satisfactory progress

If you have any questions, please do not hesitate to contact us on: 1300-GO-SITS (1300-467-487) or email: info@sits.edu.au