

Name: VET Student Loans - Withdrawal and Cancellation Policy and Procedures

Endorsed by: Continuous Improvement and Management Committee

Date approved: September 2019

Review Date: September 2022

---

## PURPOSE

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

## SCOPE

This policy applies to students withdrawing, or Benchmark College cancelling, a student from a VET Student Loans approved Diploma qualification. To ensure consistency and fairness in dealing with enrolled students who wish to withdraw and for cancellations initiated by Benchmark College.

## RELATED DOCUMENTS

- VET Student Loans Withdrawal Form
- VET Student Loans – Student Entry Procedure
- VET Student Loans – Fees Procedures
- Process - VET Student Loans Reading and Numeracy Test Approved Reading & Numeracy Assessment<sup>1</sup> for VET Student Loan applicants
- Consumer Protection Policy
- VET Student Loans – Application, Enrolment & Engagement Procedures
- VET Student Loans Manual for Providers
- Refund Policy and Procedures
- Fees and Charges Policy and Procedures
- Access and Equity Policy
- Complaints and Appeals Policy and Procedures

## RELEVANT STANDARDS, GUIDELINES & REGULATIONS

This policy addresses:

- Standard 5, Clause 5.2 (e) (i) of the Standards for Registered Training Organisations 2015
- VET Student Loans Act 2016
- VET Student Loans Rules 2016

---

<sup>1</sup>Approved LLN assessment tools available for VET Student Loans. VSL Manual for Providers, VET Student Loans, Manual for Providers, Version 3.0 – March 2019

**DEFINITIONS**

Census date	The date by which enrolment may be cancelled without incurring tuition fees (or a HELP or VET Student Loans debt) for the course or the part of the course <sup>2</sup> .
Course of Study	This is the course or approved VET Student Loans Diploma qualification the student has enrolled in.
Cancellation	A process by which Benchmark College initiates the cancellation of a student's enrolment.
Withdrawal	A process by which the student, who has commenced training, decides to cease training.
VET Student Loans	VET Student Loans is an income contingent loan program to assist eligible vocational education and training students to pay their tuition fees for selected courses at the Diploma level and above <sup>3</sup> .
VET Unit of Study	A unit of study may comprise a group of units of competency or one unit of study may equal one unit of competency <sup>4</sup> .

<sup>2</sup> VET Student Loans, Manual for Providers, Version 3.0 – March 2019

<sup>3</sup> VET Student Loans, Manual for Providers, Version 3.0 – March 2019

<sup>4</sup> VET Student Loans, Manual for Providers, Version 3.0 – March 2019

## POLICY

If a student has requested to withdraw 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. No penalty for withdrawing enrolment on or before census day.

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.

Students who withdraw due to special circumstances as defined in VET Student Loans Act (Section 68) may apply for a re-credit of their VET Student loan (refer to Refund Policy and procedure).

If a student withdraws from a VET Unit of Study, Benchmark College will:

- Will not enrol the student in a further VET Unit of Student without the student's written permission after the withdrawal has completed;
- 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.

Benchmark College will not:

- enrol a student in a course on the basis that some or all of the tuition fees for the course are covered fees (i.e. covered by a VET Student Loan); and
- on or before a census day for the course the student requests in writing that the provider cancels the enrolment, any of the following actions:
  - fail to cancel the enrolment before the end of the census day [Act s 59(1)] or
  - charge a fee for cancelling the enrolment [Act s 59(2)].
- prevent the student from cancelling the enrolment; or
- unnecessarily inconvenience the student in relation to cancelling the enrolment [Act s 59(3)].

### **Benchmark College will provide no barriers to withdrawal**

Benchmark College 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 day.

For students wishing to withdraw from a VET Unit of Study or VET Course of Study, Benchmark College will ensure that the withdrawal is effective from the day and time written notification is received.

### **Re-enrolling a student who has withdrawn**

If a student withdraws from an approved course, or a part of an approved course, Benchmark College will not, after the withdrawal, re-enrol the student without the written permission of the student.

### **Benchmark College cancelling enrolment after the census date**

In the unlikely event that Benchmark College is not able to deliver the course or unit/s of study, this policy outlines the procedures for cancelling a student's enrolment, after the census date.

## PROCEDURES

### Withdrawal

A student may request to withdraw from a VET Course of Study or Unit/s of Study by the following methods:

- Completing the VET Student Loans Withdrawal Form. The VET Student Loans Withdrawal Form is available to download from the Benchmark College website under the 'Students' tab: <https://www.benchmark.edu.au/forms>
- The student can come to reception and ask for the VET Student Loans Withdrawal Form or request it via email by contacting [info@benchmark.edu.au](mailto:info@benchmark.edu.au)
- Providing another form of written notification (such as an email or letter of intention to withdraw).

Should the student prefer to send an email or letter of intention to withdraw the following information must be provided:

1. The student's name, date of birth, CHESSN (if known) and contact details;
2. Confirm that the student wishes to withdraw from the Course of Study or specific Unit/s of Study;
3. Include the Course of Study name;
4. If the student is withdrawing from Unit/s of Study only they must list the relevant units of competency.

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;
- Should the student wish to re-enrol in the Unit/s of Study or enrol in subsequent Unit/s of Study after the withdrawal, the student must contact Benchmark College and complete a new application form;
- All information provided is accurate and correct;
- The student is providing the authority that his/her records will be amended as indicated in the withdrawal confirmation.

The date the written notification of withdrawal request (form, email or letter) is received by Benchmark College is the date and time the student is deemed to have withdrawn from the Course of Study or Unit/s of Study. Benchmark College provides the following to the student:

- Confirmation of the date that their enrolment was withdrawn;
- confirmation as to whether the student has incurred a debt for the unit, part of the course or whole course (no debt may be incurred if the student withdraws prior to the census day);
- advice to the student regarding the special circumstances requirements if applicable to the student's circumstances;
- information about the refund of upfront payments applying for re-credit and remission (refer to the Refund Policy and Procedures and VET Student Loans Fees Procedures).

### Cancellation

#### Benchmark College cancelling enrolment after the census date

In the unlikely event that Benchmark College needs to cancel a student's enrolment after the census date, due to the course not being provided, the following procedures take place:

- within 2 days, notify students enrolled in the course, in writing, that the course is no longer being provided;
- (within 7 business days after notifying the students, hold a meeting with the students and the tuition assurance scheme operator (when available) for the course at the location where the course was primarily delivered;

- update the website to reflect that the course is no longer being provided and to give tuition assurance information (when available);
- The student will be provided with at least 28 days to initiate grievance procedures before the cancellation takes final effect, and
- Any grievance initiated by the student has been completed before the cancellation takes final effect, and
- The following circumstances applies in which tuition fees for the course will or will not be refunded (also refer to the Refund Policy and Procedures):
  - Where a student has completed a VET unit of study, the student will not receive a refund but will receive a statement of attainment
  - Where a student has commenced but not completed a VET unit of study, the student will be refunded any tuition fees paid and will not incur a VET Student Loan of debt for those VET unit of studies not completed.
  - Refunds are automatic, no application is required
  - Refunds will be made within 28 days of the cancellation date of the VET unit of study to which the cancellation applies.

### **Benchmark College cancelling enrolment**

Benchmark College may cancel an enrolment of a student where one or more of the following are identified:

- Student is not contactable via phone, email, SMS or in person for more than a 6 week period.
- Student is not attending scheduled classes and workplace visits for more than a 6 week period.
- Student is not submitting completed assessments

In the unlikely event that Benchmark College to initiate cancelling a student's enrolment the following procedures take place:

- Students will be contacted by phone/SMS and email to attempt to retain and re-engage the student to progress. If contact the student has not been re-established or there has been no response from the student, a Cancellation Letter informing them of the proposed cancellation and to make contact with Benchmark College will be emailed and posted, otherwise their enrolment will be cancelled.
- Students will be notified of the circumstances in which fees for the course, or the part of the course, concerned will, or will not be, refunded.
- In the event that Benchmark College initiates a cancellation of a student's enrolment under the VET Student Loans scheme; The student will be provided with at least 28 days to follow the Complaints and Appeal procedures to inform Benchmark College of their grievance before the cancellation takes final effect or notify Benchmark College that they intend to continue.
- If a Complaint/Grievance is lodged, the student's enrolment will remain active, until the complaints process has been finalised.
- If the Student wants to continue, the student must detail their capacity to complete the remainder of the course according to the training plan and learning and assessment requirements. The Training Manager will monitor the students' progress ongoing.

Once the cancellation has been processed, the student will receive confirmation of their course cancellation. Benchmark College provides the following to the student:

- Confirmation of the date that their enrolment was cancelled
- Advice on their census date
- confirmation as to whether the student has incurred a debt for the unit, part of the course or whole course (no debt may be incurred if the student withdraws prior to the census day)
- advice to the student regarding the special circumstances requirements if applicable to the student's circumstances