



WITHDRAWAL AND REFUND POLICY for VET FEE-HELP and VET Student Loans COURSES

Unity College Australia RTO Provider Code 6330, CRICOS Code 02160A, VFH/VSL Provider Code 7372

Withdrawal from a VET Unit of Study or VET Course of Study

When a student gives notice that they wish to withdraw from a VET Unit of Study or from a VET Course of Study or cancel a commonwealth assistance request, Unity College Australia will process the withdrawal or cancellation from the date of notification.

Unity College Australia will not charge any fees to withdraw or impose any barriers to withdrawal or cancellation.

Students of Unity College Australia, who wish to withdraw from a VET Unit of Study or VET Course of Study must do so in writing by either:

1. filling out a Withdrawal Form available from your training centre campus; or
2. emailing: registrar@unity.edu.au; or
3. by post to: *Unity College Australia, Student Services P.O Box 467 Belconnen ACT 2616*

VET Student Loans enrolled students who attend training at extension campuses of Unity College Australia will be able to access a Withdrawal Form from their Training Centre, alternatively students and communicate directly with Unity College Australia's National Office in Canberra as needed on 02-61610050. Unity College Australia will not impose any barriers to withdrawals.

Re-crediting a FEE-HELP Balance

This section is applicable to domestic students who are Australian citizens or permanent humanitarian visa holders (who are resident in Australia for the duration of the VET Unit of Study) enrolled in a VET Student Loans eligible course offered by Unity College Australia.

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

- the student will not incur a HELP debt.
- 100% of tuition fees incurred for that unit will be re-credited to the students FEE HELP Balance;

In the event of a student withdrawing from a VET Unit of Study after the census date for that Unit of Study:

- the student will incur a HELP debt and
- no re-credit is applicable.

Refunds - students who are not eligible for FEE-HELP assistance

This section is applicable students who are permanent residents (who are not permanent humanitarian visa holders who are resident in Australia for the duration of the VET Unit of



Study) and New Zealand citizens enrolled in a VET Course of Study offered by Unity College Australia.

In the event of a student withdrawing from a VET Unit of Study on or prior to 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

Payment of Refunds and Re-crediting a FEE HELP balance

Please allow 30 days for the refund or re-credit of your FEE HELP balance to be processed.

Appeals

Any disputes to decisions not to refund or reaccredit a FEE HELP balance or to the proposed level of refund are to be taken up in writing with the campus Principal who will review the circumstances and advise the student of the outcome. Refunds are to be made promptly once agreement has been reached. This is not to exceed 4 weeks duration.

Special Circumstances

Students who wish to appeal a decision to not re-credit a FEE HELP balance may wish to apply for Special Circumstances - Please read the *Student Review (FEE-HELP) Policy and Procedure* on the Unity College Australia Website here:

<http://www.unity.edu.au/en/more-info/need-financial-help>

Tuition Assurance

UNITY College Australia is a member of ACPET Tuition Assurance Scheme which ensures that all student fees paid in advance are protected. Unity College Australia's Statement of VET Tuition Assurance can be found on the college website at www.unity.edu.au

Document Authorisation

| | |
|---------------|---|
| Document Name | Withdrawal & Refund Policy for VET FEE-HELP enabled Courses |
| Authorised by | CEO |
| Date | April 2017 |

Version Control and Change History

| Version | Date | Amendment | Approved by |
|---------|----------|-----------|--------------------------|
| 2 | 20.04.17 | Created | Student Services Manager |
| | | | |

F:\National\RTO_POLICIES & Procedures\POLICY & PROCEDURES VFH Compliant\VFH COMPLIANT PROCEDURES
File path to be removed for PDF