



WITHDRAWAL PROCEDURE for VET STUDENT LOAN STUDENTS

Purpose

The purpose of this procedure is to outline the process for students who wish to withdraw from a VET course or VET unit of study.

Scope

This procedure applies to all students enrolled into approved VET Student Loan courses at Shepparton ACE College (ACE).

1.0 Withdrawal Procedure

- 1.1 Students seeking to withdraw from a VET course or VET unit of study without incurring a VET Student Loan debt, must complete the formal Withdrawal Application Form for every unit of study the student wants to withdraw from by the census date, including any units for future study periods.
 - Withdrawal must be made in writing and submitted to Student Services in time for it to be delivered and processed by the census date.
 - Students should keep a copy of the withdrawal documentation as confirmation that the correct procedure was completed.
 - Contact ACE to ensure you withdraw your enrolment by the census date and in accordance with the required procedures to avoid incurring the cost or debt of the unit.
- 1.2 Students that lodge their Withdrawal Application Form on or before the census date for that unit of study will be granted a withdrawal without penalty. 100% tuition fees paid for that unit will be refunded and no VET Student Loan debt is incurred.
- 1.3 Students that lodge their Withdrawal Application Form after the census date for that unit of study are still liable to pay the tuition fees of that unit of study and will incur a VET Student Loan debt, regardless of whether the student attended any classes or handed in any assessment items.
- 1.4 Students who withdrew from the unit of study after the census date because of serious illness or other special circumstances, can apply to ACE to have their FEE-HELP balance re-credited and VET Student Loan debt removed. Contact ACE directly for information on the application process. (See Special Circumstances below).
- 1.5 A student still has to pay the debt if they fail a unit of study, regardless of whether they attended any classes. They are also required to pay for that unit a second time if they choose to enrol in it again. If special circumstances apply (see below), the student may apply to ACE for their FEE-HELP balance to be re-credited, or their VET Student Loan to be debt removed.



2.0 Special Circumstances

Special Circumstances, covering a range of unexpected, extenuating and compassionate circumstances, are those which were outside the control of the student and/or for which there was no opportunity to prepare in advance.

For ACE to be satisfied that special circumstances apply to you, you must be able to prove that the circumstances:

- Were beyond your control
- Did not make their full impact on you until on or after the census date, and
- Made it impracticable for you to complete your unit(s) of study.

Documentary evidence will be required to support your claim for Special Circumstances, and decisions will be made on an individual basis.

If ACE makes the decision not to re-credit a student's FEE-HELP balance, the student then has the right to apply for a review of the decision.

Students need to submit their application for special circumstances to ACE within 12 months of the withdrawal day.

3.0 Administration Withdrawal Procedure

The administrative procedure when a student withdraws is as follows:

3.1 If a student:

- Withdraws after enrolment and before attending induction, or
- Does not meet expectations at induction to continue with the course and does not complete the induction process, then

There is no formal withdrawal process and no documentation to be signed. Notes must be entered into Student File to reflect this by the Student Administrator.

3.2 If a student has completed induction and withdraws before the first census date, they are required to complete the formal Withdrawal Application Form which is then approved by Student Administration.

3.2 If a student has completed induction and changes course before the first census date, they are required to complete the formal Withdrawal Application Form as well as a new Enrolment Form and VET Student Loan Application Form.