

## VET Student Loan Withdrawal from Courses and Cancellation of Enrolment

### Purpose

In accordance with the *VET Student Loans Act 2016* and the associated VET guidelines, as an approved course provider, the following policy and procedural document has been drafted to provide clarity around the processes and procedures for a student to withdraw from an approved course and the processes and procedures for cancellation of enrolment (*Subdivision E—Withdrawal from courses and cancellation of enrolment, Subsection 86 and Subsection 87, VET Student Loan Rules 2016*).

Subsection 86 (Processes and procedures for student to withdraw from approved course) states:

- 1) An approved course provider's processes and procedures must include:
  - a) procedures for a student to withdraw from an approved course, or a part of an approved course; and
  - b) a procedure for a student to enrol in a part of an approved course with the provider in circumstances where the student had earlier withdrawn from a part of the course undertaken with the provider.
- 2) The procedures for a student to withdraw from an approved course, or a part of an approved course, before a census day for the course, or the part of the course, must not involve financial, administrative or other barriers to the withdrawal.
- 3) If a student withdraws from an approved course, or a part of an approved course, the course provider must not, after the withdrawal, enrol the student in an approved course or a part of an approved course without the written permission of the student (which must be given after the withdrawal).

Subsection 87 (Processes and procedures for cancellation of enrolment) states:

- 1) An approved course provider's processes and procedures must include processes and procedures for the provider to cancel a student's enrolment in an approved course, or a part of an approved course, after the census day for the course.
- 2) The processes and procedures for cancelling a student's enrolment must:
  - a) require the provider to inform the student concerned of a proposed cancellation; and
  - b) provide the student with at least 28 days to initiate grievance procedures before the cancellation takes final effect; and
  - c) provide for the cancellation to take final effect only after any grievance procedures initiated by the student have been completed; and
  - d) set out the circumstances in which fees for the course, or the part of the course, concerned will, or will not be, refunded.

### Scope

This policy applies to students who have acquired a VET Student Loan through Queensford College.

### Responsibility

The Administration Team and Course Co-ordinators will be responsible for the implementation of this policy, and to ensure that staff and students are aware of its application and procedures.

**Queensford College**

Queensford College is the trading name of Malekhu Investments Pty Ltd  
ABN 17129064437 | RTO 31736 | CRICOS 03010G  
V1.1 February 2017

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## Withdrawal from Courses

### Withdrawal On or Before the Census Date

In the event of a student withdrawing from their VET course of study or VET unit of study on or before the published census date, the student will not incur a VET Student Loan debt. No administration fee will be charged.

### Withdrawal After the Census Date

In the event of a student withdrawing from their VET course of study or VET unit of study after the published census date, the student will incur a VET Student Loan debt for the unit of study in which they are enrolled.

NOTE: Students may be eligible to have their VET Student Loan balance re-credited, however, they must meet the special circumstances criteria.

## Withdrawal Process

### Step 1

Students of Queensford College who wish to withdraw from a VET course of study, or VET unit of study must submit a withdrawal request in writing, via email to [info@queensford.edu.au](mailto:info@queensford.edu.au).

### Step 2

All withdrawal requests are forwarded on to the relevant Course Co-ordinator for review. If necessary, students are contacted to discuss their withdrawal request and possible options moving forward.

NOTE: Should students no longer wish to proceed with their withdrawal request, a withdrawal form will not be issued.

### Step 3

Once confirmed with the Course Co-ordinator, student withdrawal requests are then forwarded to Administration to issue the relevant withdrawal form to the student. This form is issued electronically, however, if students do not have internet access, this form will be mailed to a nominated postal address.

### Step 4

Students are required to complete the withdrawal form as soon as possible to ensure their withdrawal request is processed prior to any applicable census dates. Withdrawal forms are to be submitted via email to [info@queensford.edu.au](mailto:info@queensford.edu.au). However, if students do not have internet access, this form can be submitted via post to:

Attention: Student Administration  
Queensford College  
Level 2 / 359 Queen Street  
BRISBANE QLD 4000

Unfortunately, if students do not submit this form prior to their census days, the student will incur a VET Student Loan debt for the applicable unit of study in which they are enrolled.

### Step 5

Once a completed withdrawal form has been received, Administration will process this accordingly. Students will be issued with confirmation of their withdrawal via email, however, if students do not have internet access, this confirmation will be mailed to a nominated postal address.

### Special Circumstances: Re-crediting and Remittance

Students may need to withdraw from their studies after the census date, or may be unable to complete their studies due to certain circumstances. In such circumstances, students may apply to have their VET Student Loan remitted. Where Queensford College finds that special circumstances apply, the student's loan balance will be re-credited with an equal amount to the amount of VET Student Loan that the student has received for their VET unit/s of study. If a student's VET Student Loan balance is re-credited, any assistance they acquired for the VET unit/s of study will also be remitted.

### Special Circumstances: Criteria

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

- Were beyond your control; and
- 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 requirements.

A student must provide original, independent documentation as part of any application due to special circumstances. The documentation must clearly indicate the following:

- The level of impact of the special circumstances;
- What the special circumstances were;
- When they occurred;
- How long they lasted; and
- That the circumstances made their full impact on, or after, the census date.

Special circumstances **may** include:

- **Medical reasons:** Where the severity of a medical condition results in a student being unable to continue their studies. You will need to supply a medical certificate or statement from an appropriate health care practitioner to substantiate your claims.
- **Family/personal reasons:** Due to unforeseen personal/family reasons that occur or worsen after census date, and that are beyond a student's control, they are unable to continue their studies. You will need to supply documentation from a doctor, counsellor, or independent member of the community (e.g. Justice of the Peace, Minister of Religion) to substantiate your claims.
- **Employment-related reasons:** After the census date, a student's employment status or arrangements change unexpectedly due to circumstances beyond their control, and they are unable to complete their studies. The student will need to supply a statement from their employer outlining:
  - a. Your previous work hours and location
  - b. Your current work hours and location
  - c. The reason for changed hours and location

NOTE: Choosing to increase your hours of work or undertake additional employment is **not** regarded as circumstances beyond your control.

- **Course-related reasons:** Where Queensford College has changed the VET course/unit of study it has offered, and the student is disadvantaged by either not being able to complete the VET course/UOS, or not being given credit towards other units or courses.

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Special circumstances **do not** include:

- A lack of knowledge or understanding of VET Student Loan requirements under the scheme.
- A normal change in work arrangements, such as a change of shift or planned holiday.
- A person's incapacity to repay a VET Student Loan debt, as repayments are income contingent and the person can apply for a deferral of a compulsory repayment in certain circumstances.

### **Special Circumstances: Re-credit/Remittance Application Process**

Circumstances under which an application for special circumstances can be made are not limited to those listed above. If other special circumstances apply, it is the student's right to submit an *Application to Remit VET Student Loan Debt* form along with the supporting documentation to substantiate all claims.

Applications for a remittance and/or re-credit should be made in writing, within 12 months of the withdrawal date, or if the student has not withdrawn, within 12 months of the end date of the VET unit of study.

Please send your complete application to [info@queensford.edu.au](mailto:info@queensford.edu.au), or via post to:

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The Administration Team, in conjunction with the Director at Queensford College, will assess applications for the remittance and/or re-credit of tuition fees due to special circumstances, according to the quality of the independent supporting evidence provided by the student to substantiate their claim. The student will be provided with a decision, in writing, within 28 days of the submission of the application for assessment.

### **Special Circumstances: Appealing a Decision**

If a student is dissatisfied with the outcome, they may choose to formally proceed with the Queensford College appeals process. The student appealing must complete appeals documentation and return either by mail, or to the above email within 28 days of the original decision.

The Administration Team must then forward the appeal to the Principal Executive Officer (PEO) within 10 days from the date of the appeal. Under no circumstance is the PEO to be involved in the original application decision.

NOTE: Appeals will be accepted no later than 20 days from the date of the original decision.

Upon receiving the appeal, the PEO must:

- Reconsider the decision, and either confirm, vary, or set the decision aside and substitute a new decision;
- Notify the outcome to the student in writing, outlining the reasons for the decision, and the day it takes effect; and
- Advise the student of their right to appeal to the Administrative Appeals Tribunal, and provide the contact details, address, and approximate costs of an appeal.

For more information visit: [www.aat.gov.au](http://www.aat.gov.au)

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## **Cancellation of Enrolment**

Queensford College reserves the right to cancel a student's enrolment in an approved course, or part of an approved course, after the census day/s for the course, upon expiration of course enrolment (i.e. when the nominal end date for the enrolled course has lapsed).

### **Cancellation of Enrolment Process**

#### **Step 1**

Upon expiration of a student's course enrolment, Queensford College will issue a notification of intent to cancel the expired enrolment. This notification will be issued via email, however, if this notification is undeliverable, a formal letter will be mailed to the student's nominated postal address.

NOTE: Students will be given 28 days to initiate grievance procedures before the cancellation takes final effect.

#### **Step 2**

If students lodge a grievance within 28 days of the original cancellation notification, all grievance procedures must be completed, as per the Queensford College Grievance Policy and Procedure, prior to the cancellation taking final effect.

NOTE: If grievance procedures result in a student's enrolment being extended, the cancellation of enrolment process will cease.

If students do not lodge a grievance within 28 days of the original cancellation notification, the cancellation of enrolment will be processed as per Step 3.

#### **Step 3**

Once all grievance procedures have been completed, and the 28 days given to lodge such grievances has passed, the cancellation of enrolment will be processed accordingly on or after the 29th day from the original cancellation notification. A confirmation of cancellation notification will be issued via email, however, if this notification is undeliverable, a formal letter will be mailed to the student's nominated postal address. No refund will apply.