

WITHDRAWAL AND REFUND POLICY FOR VET COURSES OF STUDY

Definitions

Eligible Student: refers to students, who are, or would be entitled to VET Student Loan assistance under section 9 of the *VET Student Loan Act 2016*.

VET Course of Study: a course for which an Eligible Student may access VET Student Loan assistance to pay for all or part of their Tuition Fees.

VET Unit of Study: a published unit of study that a Student may undertake to complete a VET Course of Study.

Tuition Fees: fees paid for a VET Unit of Study.

Census Date: a published date no earlier than 20% of the way through each VET Unit of Study.

1. Withdrawal from a VET Unit of Study / VET Course of Study

Students of SELMAR Holdings Pty Ltd (SELMAR) who wish to withdraw from a VET unit of study or VET course of study must do so by completing a *Withdrawal Form* available on our website: www.selmar.edu.au and sending it to SELMAR, 3 Wellington Street, St Kilda, VIC 3182 or by email to withdrawals@selmar.edu.au.

Where a student gives notice that they wish to withdraw from a VET Unit of Study, cancel their enrolment in a VET Course of Study or cancel their request for Commonwealth assistance, SELMAR will ensure that the withdrawal or cancellation is effective from the time of notification and confirmation of the withdrawal will be sent to the student. Confirmation will include:

- the date and time of the student's withdrawal
- the unit of study or part of the course from which the student has withdrawn
- the relevant census day
- confirmation as to whether the student has incurred a debt for the unit, part of the course or the whole course (unless they withdraw before the census day in which case they will be notified that they have not incurred a debt)
- advice regarding any special circumstances that are relevant to the student's situation (if applicable), and
- information about the refund of any upfront fees (if applicable).

SELMAR will not charge any fees for a student to withdraw or impose any barriers on a student that seeks to withdraw from a VET Unit of Study or VET Course of Study.

In the instance that the student wishes to re-enrol in an approved course or part of an approved course that they had previously withdrawn from, SELMAR will require written permission from this student. The written permission must be provided to SELMAR after the withdrawal.

2. Refunds – students who are eligible for VET STUDENT LOAN assistance

For students who are using a VET Student Loan to meet the costs of an approved course offered by SELMAR the following refund rules apply:

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

- 100% of tuition fees paid for that unit will be refunded to the student; and
- the student will not incur a VET Student Loan debt; and



- confirmation of the withdrawal will be sent to the student once the withdrawal form has been processed

In the event of a student withdrawing from a VET unit of study after the census date for that unit of study:

- no refund is applicable; and
- the student will incur a VET Student Loan debt; and
- confirmation of the withdrawal will be sent to the student once the withdrawal form has been processed; and
- notification of the above will include the procedure for re-crediting a FEE-HELP balance and review of decisions information

3. Refunds – students who are not eligible for VET Student Loan assistance

This section is applicable to students who are ineligible for a VET Student Loan or have chosen not to use one to meet the costs of their study in an approved course offered by SELMAR.

In the event of a student withdrawing from a VET unit of study on or before the commencement 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 the commencement date for that unit of study no refund is applicable.

4. Payment of Refunds

Refunds will be paid within 30 days of the census date of the VET unit of study to which the withdrawal applies.

5. Independent Financial Advice

Students are encouraged to seek their own independent financial advice before requesting VET Student Loan program assistance.

6. Publication

This refund policy will be made available to students and persons seeking to enrol with SELMAR by publication on the website: www.selmar.edu.au.

This refund policy will also form part of enrolment information.