



## South Coast Academy

### VSL STUDENT WITHDRAWAL PROCEDURES AND REFUND POLICY FOR APPROVED COURSES

#### Definitions

*Student:* refers to a student who is eligible to access the VET Student Loans scheme to pay for all or part of their tuition fees.

*Course:* refers to a course that has been approved for eligible students to use a VET Student Loan scheme to pay for all or part of their tuition fees.

*Tuition Fees:* refers to fees paid for course, excluding incidental fees.

*Census Days:* refers to a published date set by an approved course provider for each Unit of Study that is at least 20% of the way through the Unit of Study.

#### 1. Withdrawal from a Course

A withdrawal of a student's enrolment in a part or all of the course before the census day/s for each relevant part of the course must be in accordance with this policy.

A student of South Coast Academy who wishes to withdraw from part or all of a course must do so by completing a *Withdrawal Form* available on our website:

[www.scahairandbeautyacademy.com](http://www.scahairandbeautyacademy.com)

and sending it to South Coast Academy, Level 2 Family Services House Lamerton Crescent, SHELLHARBOUR CITY CENTRE, NSW 2529 or by email to:

[info@southcoastacademy.com.au](mailto:info@southcoastacademy.com.au)

South Coast Academy will not charge any fees for a student to withdraw or impose any barriers on a student that seeks to withdraw from a course or part of a course.

Where a student has earlier withdrawn from a part of a course, the student may apply to enrol in a part of the course by contacting [info@southcoastacademy.com.au](mailto:info@southcoastacademy.com.au)

#### 2. Cancellation of Enrolment

Where a student has not submitted an ECAF prior to census day/s and has not paid for the tuition fees for the Unit/s of Study upfront, South Coast Academy can cancel or defer the student's enrolment in part or all of a course on the relevant census day.

If South Coast Academy cancels or defers a student's enrolment after a census day the student can initiate South Coast Academy's grievance procedures within 28 days of the cancellation or deferment.

### 3. Refunds

In the event of the student withdrawing from part or all of a course on or before the census day/s for each relevant part of the course, the student will not incur a VET Student Loan debt for that part/s of the course and will receive a refund for any upfront payment of tuition fees for that part of the course.

In the event of a student withdrawing from a part of the course after the census day for that part of the course, no refund is applicable and the student will incur a debt for that part of the course, except in instances where an application for 'special circumstances' has been approved by South Coast Academy.

On approval of special circumstances, South Coast Academy will re-credit the student's FEE-HELP balance with the amount equal to the VET Student Loan for the part of the course for which the approval has been granted. Any upfront payments made by the student for the same part of a course will not be refunded.

### 4. Payment of Refunds

Refunds will be paid within 30 days of the census day of that part of the course to which the withdrawal applies.

### 5. Publication

The Withdrawal and Refund Policy for Approved Courses is made available to students and persons seeking to enrol with South Coast Academy on the website [www.scahairandbeautyacademy.com](http://www.scahairandbeautyacademy.com)

This refund policy will also form part of the enrolment information and is contained within the South Coast Academy Student Handbook.

## SCA VSL PROVIDER CANCELLATION OF ENROLMENT PROCEDURES FOR APPROVED COURSES

### Definitions

- Student: refers to an eligible student who uses a VET student loan to pay all or part of their tuition fees.
- Course: refers to a course that has been approved for eligible Students to use a VET student loan to pay for all or part of their tuition fees.
- Tuition Fees: refers to fees paid for a Course.
- Census Day: refers to a published date set by an approved course provider for each fee period that is at least 20% of the way through the fee period.

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 created to provide clarity around the providers rights to cancel a Student's enrolment for an approved course (*Section 87, VET Student Loan Rules 2016*).

### Provider cancellation of enrolment after the census date

South Coast Academy reserves the right to cancel a Student's enrolment in a Course or part of a Course after the Census Day for the Course or part of the Course.

The circumstances that may lead to a student's cancellation from a Course or part of a Course are:

- That the student has not meaningfully engaged with the Course or part of the Course prior to the Census Day;
- SCA believes the Student does not have a reasonable chance to complete the Course or part of the Course and/or
- Expiration of a Student's enrolment (i.e. when the nominal end date for the enrolment/course has lapsed).

### **Procedure**

Where it has been determined that SCA will cancel a Student's enrolment, SCA will:

- inform the Student of the proposed cancellation, in writing; and
- provide the Student with at least 28 days to initiate grievance procedures before the cancellation takes final effect; and
- provide for the cancellation to take final effect only after any grievance procedures initiated by the Student have been completed; and
- set out the circumstances in which fees for the Course, or the part of the Course, concerned will, or will not be, refunded.

The grievance procedures are outlined in SCA Hair & Beauty Academy Pty Ltd's [SCA Grievance Policy and Procedures](#).

### **Publication**

This *Provider Cancellation of Enrolment Procedures for Approved Courses* is made available to Students and persons seeking to enrol with SCA by publication on the website: [www.scahairandbeautyacademy.com](http://www.scahairandbeautyacademy.com) and in the SCA Student Handbook.