

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. 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for a student to enrol in a part of an approved course with the provider in circumstances where the student had earlier withdrawn from a part of the course undertaken with the provider.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 procedure applies to all students enrolled into approved VET Student Loan courses at Melbourne College of Hair and Beauty (MCOHB).

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 MCOHB 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 MCOHB to have their FEE-HELP balance re-credited and VET Student Loan debt removed. Contact MCOHB 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 MCOHB for their FEE-HELP balance to be re-credited, or their VET Student Loan to be debt removed.

2.0 Special Circumstances

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 MCOHB 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.

2.1 Special Circumstances: Criteria

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

1. were beyond your control; and
2. did not make their full impact on you until on, or after, the census date for the course of part of the course; and
3. made it impracticable for you to complete the requirements for the course, or part of the course.

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 do not include:

- A lack of knowledge or understanding of VET Student Loan requirements under the scheme.
- A normal change in arrangements, such as a change of work shifts 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.

2.2 Special Circumstances: Re-credit/Remittance Application Process

It is the right of MCOHB students to submit an application to remit VET Student Loan debt under the grounds of special circumstances. Each application must be accompanied by 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 the Student Administration Team at info@mcohb.edu.au. or via post to:

Attention: Student Administration Team
MCOHB
Level 1, 1 Star Crescent, Docklands, VIC 3008

The Student Administration Team, in conjunction with the Principal, 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.

2.3 Special Circumstances: Appealing a Decision

If a student is not satisfied with the decision made by Student Administration Team in relation to re crediting their FEE-HELP balance they may request a review of the decision. The review shall be carried out by the Principal who is the senior manager to the original decision maker.

Any such request must be submitted to the Principal in writing and:

- must be lodged within 28 days of receiving notice of the original decision, unless the Principal allows a longer period;
- must specify the reasons for making the request and include any supporting documentation;

To initiate the process, please call the Student Administration Team.

The Student Administration Team shall acknowledge receipt of an application for a review of the refusal to re-credit a FEE-HELP balance in writing and inform the applicant that if the Student Administration Team will inform the student of their decision within 28 days of having received the application for review, the Student Administration Team is taken to have confirmed the original decision. This notice shall also advise the applicant of the next stage of escalation.

The Principal shall:

1. be provided with all relevant information from the person who made the original decision;
2. review the case within 3 weeks and advise the student of the decision in writing giving the reasons for the reviewer's decision.

The Principal may:

1. confirm the decision;
2. vary the decision; or
3. set the decision aside and substitute a new decision.

The Principal will give written notice of the decision setting out the reasons for the decision.

Where a student is unsatisfied with the reviewed decision, they may lodge an appeal with the Ombudsmen, VET Student Loans. Students are informed of the relevant we-site:

<https://www.ombudsman.gov.au/How-we-can-help/vslo>

3.0 Cancellation of Enrolment

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.

If Melbourne College of Hair and Beauty intends to cancel a student's enrolment in an approved course, or part of an approved course after the census day for the course, the procedure is as follows:

Step 1

Where it has been determined that an enrolment cancellation is to be processed, MCOHB will issue a proposed cancellation notice to the student concerned. 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.

Step 2

Students will be given 28 days to initiate grievance procedures before the cancellation takes final effect and the cancellation will only take effect after any grievance procedures initiated by the student have been completed.

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.

NOTE: *The circumstances in which fees, for the course, or part of the course concerned will be refunded are set out in Section 2.0.*