

THE RTO VSL STUDENT WITHDRAWAL PROCESS AND PROCEDURE

1. PURPOSE AND SCOPE

- 1.1. The purpose of this policy is to provide applicants and The College staff guidance on the entry requirements and associated processes for student withdrawal from a course funded by a VET Student Loan (VSL).

2. DEFINITIONS

- 2.1. For the purposes of this policy, the following definitions apply:
 - 2.1.1. VSL-VET Student Loan – a loan provided by the Commonwealth Government to eligible students to contribute to tuition fees in vocational education. The loan becomes a VETSL debt that is repayable.
 - 2.1.2. VETSL Debt – a debt owed to the Commonwealth by VSL loan debtors.
 - 2.1.3. ECAF – Electronic Commonwealth Assistance Form that initiates enrolment and loan approval.
 - 2.1.4. Census Date – For VET Student Loans (VSL) approved courses: 20% of the way through the Unit of Study
 - 2.1.5. Start Date – The first day of the Unit of Study as listed in the Student Handbook.
 - 2.1.6. Tuition Fees – Includes tuition, assessment material and re-assessment fees. (No fees are charged for textbooks)
 - 2.1.7. Unit of Study – A unit of study is a subject or unit that a student may undertake as part of a VET course of study. A unit of study includes one or more units of competency. The College may have 3 or 4 units of study, depending on the course.
 - 2.1.8. The College – Western Sydney University Enterprises Pty Limited trading as Western Sydney University The College.
 - 2.1.9. The University – Western Sydney University.
 - 2.1.10. The Department – Commonwealth Department of Employment and Workplace Relations (DEWR).
 - 2.1.11. The Secretary – The Secretary of the Department of Employment and Workplace Relations.

3. POLICY STATEMENT

- 3.1. This VSL Withdrawal process and procedure is a requirement under Part 7, Division 1, Subdivision E of the [VET Student Loans Rules](#). This policy must be made available to

prospective VSL applicants prior to enrolment where a VET Student Loan is to be used to contribute towards the tuition fees of a VSL approved course/qualification.

4. PROCEDURES

- 4.1. Applicants shall complete a Course Transfer/ Deferment / Withdrawal Application Form (available on The College's website). If a student wishes to withdraw from a course or a unit of study, they must submit this completed form to The RTO Team by email to rto@westernsydney.edu.au. Refer to The RTO Fee Management, Deferral and Refund Procedure (available on The College's website).
- 4.2. The following information must be provided:
 - 4.2.1. student name;
 - 4.2.2. the reason for withdrawing from the course; and
 - 4.2.3. date of withdrawal.
- 4.3. Australian citizens, eligible NZ citizens or Australian resident permanent humanitarian visa holder who are enrolled in a VET Student Loan enabled course:
 - 4.3.1. in the event of a student withdrawing from a Unit of Study on or before the Census Date for that Unit of Study:
 - 4.3.1.1. 100% of all Tuition Fees paid for that unit will be refunded to the student; and
 - 4.3.1.2. the student will not incur a VET Student Loan debt.
 - 4.3.2. in the event of a student withdrawing from a Unit of study after the Census Date for that Unit of Study:
 - 4.3.2.1. no refund is applicable; and/or
 - 4.3.2.2. the student will incur a VETSL debt.
- 4.4. A student who withdraws after the Census Date from a Unit of Study may apply for special consideration in line with the Student Review Procedures for Re-crediting a FEE-HELP Balance.
- 4.5. Once the student has withdrawn, The College shall confirm the withdrawal by entering the student's withdrawal details into the Student Management System and removing them as an enrolled student.
- 4.6. A confirmation letter of Withdrawal from a Course will be sent to the student. The letter will confirm their withdrawal, the date of withdrawal, the unit/s of study from which the student has withdrawn, unit/s of study census date/s, VETSL debt incurred by the student for the relevant unit/s of study, the amount of the 20% loan fee applicable to the unit/s of study. If the student has withdrawn prior to census day, no debt will be incurred.

- 4.7. If a student withdraws from a course, or a unit of study, The College will not, after the withdrawal, enrol the student in a course or a unit of study without the written permission of the student. Permission must be given after the withdrawal.

4.8. Process and Procedure for Cancelling a Student's Enrolment

- 4.9. The College has a process and procedure to cancel a student's enrolment in an approved course, or a unit of study, after the census day for the course:
- 4.9.1. The College shall inform the student concerned of a proposed cancellation of enrolment;
 - 4.9.2. The College will allow the student at least 28 days to initiate grievance procedures before the Cancellation takes final effect;
 - 4.9.3. cancellation will take final effect, only after any grievance procedures initiated by the student have been completed; and
 - 4.9.4. The College will set out the circumstances in which fees for the course, or unit of study, concerned will, or will not be, refunded.
- 4.10. In the event of The College cancelling a student's enrolment in a course or a unit study after the Census Date for that unit of study:
- 4.10.1. no refund is applicable; and/or
 - 4.10.2. the student will incur a VETSL debt.
- 4.11. The College will refund any monies paid in advance that relate to future parts of the course. Refunds will be paid within two (2) weeks after the cancellation takes final effect.
- 4.12. If for any reason The College is unable to provide the course, The College will repay all tuition fees already paid within two (2) weeks after the day on which the course ceased to be provided.
- 4.13. All refunds will be paid to the person who originally paid the course or unit of study fees.
- 4.14. This agreement, and the availability of complaints and appeals processes, does not remove the student's right to take action under Australia's consumer protection laws. Students seeking to make an external complaint about any administrative decision should do so after following The College's appeals processes by contacting:
- NSW Fair Trading
Telephone 13 32 20
www.fairtrading.nsw.gov.au
- 4.15. This Cancellation and Refund policy is available to students and prospective students by publication in the Student Handbook and The College Website.

4.16. Procedure for Re-enrolment in Part of a Course Previously Withdrawn From

- 4.17. A student may apply to re-enrol in a course or unit of study they had previously withdrawn from.
- 4.18. Student must complete a new The College RTO Application to Enrol Form (via The College Website) and participate in an interview with a member of The College staff who will assess the circumstances behind the student's previous withdrawal.
- 4.19. The College RTO staff will confirm the maximum amount of VSL the student can access, taking into account the amount already accessed in the course they previously withdrew from.
- 4.20. The College RTO staff must then seek approval from the RTO Director, who will make the decision based on the circumstances outlined by The College RTO staff.
- 4.21. No student may re-enrol using VSL unless they have completed and signed the application form and been issued a new eCAF and statutory VSL notices.
- 4.22. If the student is under 18 years old, they must:
 - 4.22.1. have a parental consent form signed by a responsible parent and provide the signed parental consent form prior to submitting enrolment information into the eCAF system; or
 - 4.22.2. student must have evidence they have received youth allowance on the basis that they are independent within the meaning of Part 2.11 of the Social Security Act 1991. The evidence must be in the form of the student's Centrelink Income Statement noting this assessment.

5. GUIDELINE AND REFERENCES

- 5.1. VET Student Loans Manual for Providers – Version 5.2 December 2022

5.2. Related Legislation/Policies/Procedures

- 5.3. [VET Student Loans Act 2016](#)
- 5.4. [VET Student Loans \(Approved Course Provider Application Fee\) Determination 2017](#)
- 5.5. [VET Student Loans \(Charges\) Act 2016](#)
- 5.6. [VET Student Loans \(Charges\) Regulations 2017](#)
- 5.7. [VET Student Loans \(Courses and Loan Caps\) Determination 2016](#)
- 5.8. [VET Student Loans \(External Dispute Resolution Scheme\) Specification 2017](#)
- 5.9. [VET Student Loans Rules 2016](#)
- 5.10. [VET Student Loans \(VSL Tuition Protection Levy\) Act 2020](#)
- 5.11. [VET Student Loans \(VSL Tuition Protection Levy\) \(Administrative Fee\) Determination 2020](#)

- 5.12. VET Student Loans Manual for Providers Version 5.2 December 2022
- 5.13. National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007 (National Code 2007)
- 5.14. Standards for Registered Training Organisations (RTOs) 2015
- 5.15. The College policies including:
 - 5.15.1. The RTO Admissions Policy and Procedure
 - 5.15.2. The RTO Assessment Policy and Procedure
 - 5.15.3. The RTO Student Complaints and Appeals Procedure
 - 5.15.4. The RTO Fees and Refunds Policy and Procedure
 - 5.15.5. The RTO Student Support Policy and Procedure
 - 5.15.6. The RTO Recognition of Prior Learning and Credit Transfer Policy and Procedure
 - 5.15.7. The College Staff Complaint Handling and Resolution Policy
 - 5.15.8. Western Sydney University's Student Code of Conduct

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STATUS AND DETAILS

Status	Current		
Version	2		
Effective Date	27 October 2023		
Review Date	27 October 2024		
Approval Authority	N/A		
Governing Authority	The College Senior Leadership Committee		
Endorsed by	The RTO Committee		
Unit Responsible	The College Registered Training Organisation		
Enquiries Contact	The College RTO E: rto@westernsydney.edu.au		
Available On	SharePoint	<input type="checkbox"/> Website	<input checked="" type="checkbox"/>

Summary of Changes from Previous Version

3. Policy Statement: Incorrectly refers to Subdivision B of the VET Student Loans Rules, it should refer to Subdivision E (Student entry). Change 'Subdivision B' to 'Subdivision E'.