

Student Withdrawal processes and procedures (VSL)

Purpose

The purpose of this procedure is to outline the process for students who wish to withdraw from a VET Student Loan (VSL) approved course or unit of study, under the VET Student Loan Scheme.

Scope

This procedure applies to all students enrolled in and approved VSL course with ACCCO, under the VSL Scheme.

Procedure

1. Student requests to withdraw

A student enrolled under the VET Student Loan Scheme requests to withdraw from a course or unit of study, by completing and submitting a **VET Student Loan Application to Withdraw Form**. Application is forwarded to info@acbi.edu.au **Please note: the enrolment fee is non-refundable.*

2. Withdrawing within the nominated Census date period

Students seeking to withdraw from a VET course or VET unit of study without incurring a VET Student Loan debt, must complete and submit the VET Student Loan Application to Withdraw form, nominating every unit of study the student wants to withdraw from by the census date, including any units for future study periods.

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.

3. Withdrawing outside of the nominated Census date period

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.

4. Fee waiver under extenuating circumstances

Students who withdraw from a unit or units of study after the census date because of serious illness or other extenuating circumstances, can apply directly Australian College of Business Intelligence to have their VET Student Loan balance re-credited and VET Student Loan debt removed. Requests can be made in writing via email to info@acbi.edu.au

Extenuating Circumstances, covering a range of unexpected, extenuating and compassionate circumstances, are those which were outside the control of the student and/or for which there was no opportunity to prepare in advance. For Australian College of Business Intelligence to be satisfied that extenuating circumstances apply, a student must be able to provide documentary evidence reflecting that the circumstances:

- Were beyond the student's control; and
- Did not make their full impact on the student until on or after the census date; and
- Made it impracticable for the student to complete unit(s) of study.

Documentary evidence will be required to support a claim for a request for a fee waiver under special situations, and decisions will be made by the Australian College of Business Intelligence Management Team on an individual case by case basis.

5. Student notified of outcome of application to withdraw

The student will be notified in writing (email) of the outcome of their application to withdraw. The correspondence will be recorded in enrolments logbook within the Learner Management System (RTOM).

6. Other Notes

Applications for recrediting under section 71 of the Act must be made within 5 years after the census day for the course, or the part of the course, concerned, or within that period as extended by the Secretary.

If a student withdraws from an approved course ACBI 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.