

VET Student Loans – Student Withdrawal Policy and Procedure

1. Purpose

The purpose of this policy and procedure is to outline the requirements for withdrawal from a course with Move Academy Pty Ltd, where all or part of the fees for which the student/applicant has applied for a VET Student Loan (VSL).

This policy is in accordance with:

VET Student Loans Act 2016

VET Student Loans Rules 2016

VET Student Loans (VSL Tuition Protection Levy) Act 2020

VET Student Loans (Charges) Act 2016

Higher Education Support Act 2003

2. Scope

Move Academy is an approved provider for the following course (“approved course”)

SIS50215 – Diploma of Fitness

This policy and procedure relates to withdrawals from the approved course or part of that approved course, as set out in this policy and procedure.

2.1 Withdrawal Before Census Date

The following applies:

- A. A student may withdraw from their course or part of their course, at any point before 11:59pm AEST on the census day for the course or the part of the course from which they wish to withdraw.
- B. There are no financial, administrative or other barriers to such withdrawal.

2.1.1 Process for withdrawal before census day

Below is the procedure that must be followed to withdraw from an approved course or part of an approved course:

- A. The student, where possible must submit a VSL Withdrawal Form accessible via our website moveacademy.edu.au and submit prior to 11:59pm on the Census Day of the applicable Unit of Study.
- B. Move Academy may contact the student to discuss the request and may provide counselling pursuant to section 2.1.2 below if the student is open to it, but Move Academy will not block or hinder a student’s withdrawal if that is what they want to do.
- C. If after contacting the student, the student confirms that the withdrawal is to proceed, Move Academy will process the withdrawal request and provide within 5 business days a written confirmation to the student including:
 - The date and time of the student’s withdrawal;

- The unit of study, part of the course or whole course from which the student has withdrawn;
- The relevant census day;
- Confirmation as to whether the student has incurred a debt for the course or part of the course from which they are withdrawing (noting that no debt may be incurred if the withdrawal is prior to the census day);
- Advice to the student regarding special circumstances requirements if applicable to the student's circumstances; and
- Information about the refund of any upfront payments.

2.1.2 Optional counselling

The following applies:

- a. Move Academy may offer optional counselling to students seeking to withdraw.
- b. Students may opt to receive such support, or not, at their discretion.
- c. Move Academy, in offering such support, shall not pressure a student to remain enrolled or to enrol in a different course.
- d. Counselling must occur in a timeframe that allows withdrawal before the census day if that is what the student chooses.

2.1.3 No fees

There shall not be charged of any of the following for a withdrawal before the census day:

- a. withdrawal fee
- b. An administration fee
- c. A fine or penalty
- d. A fee determined to be a disincentive to withdrawing from a unit, part of a course or whole course
- e. Any portion of the tuition fees for the unit, part of the course or entire course from which the student is withdrawing.

2.1.4 Re-enrolling

If a student withdraws from an approved course or part thereof the provider must not, after the withdrawal, re-enrol the student without the written permission of the student.

2.1.5 Refund of tuition fees for withdrawal before census day

If a student withdraws from all or part of their course prior to the census day, they will not incur any tuition fees for the course or part thereof to which the census day applies including, without limitation:

- A. Any VET Student Loan covered fees;
- B. Any gap fees;

- C. Any upfront payment of tuition fees;
- D. Any gap fees or tuition fees paid through a loan from the provider

Where the VSL student has paid partial tuition fees to Move Academy, and the student withdraws before the census day, Move Academy must refund this amount to the student.

2.1.6 Requirements of Move Academy

If a student applies in writing for a withdrawal prior to the census day, Move Academy:

- A. Must process the withdrawal request and withdraw the enrolment before the end of the census day;
- B. Must not charge a fee (however described) for withdrawing the enrolment;
- C. Must not prevent the student from withdrawing the enrolment; and
- D. Must not unnecessarily inconvenience the student in relation to withdrawing the enrolment.

2.2 Application For Re-Credit After Census Day

Any application for a re-credit of a FEE-HELP balance made after the census day is subject to the Re-crediting FEE-HELP Balances Procedure.

2.3 Course Cancellation By Move Academy

If Move Academy proposes to cancel a course or student’s enrolment, Move Academy must:

- A. Inform the student concerned of the proposed cancellation;
- B. Provide the student with at least 28 days to initiate grievance procedures under the Grievance Procedure before the cancellation takes final effect;
- 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.
- E. Ensure website is updated immediately, in accordance with VSL Rules 2016 3.2

Grievance procedures

Grievance procedures are set out in the Grievance Procedure downloadable from our website at www.moveacademy.edu.au.

Associated Information

Associated Internal Documents	Student Handbook VSL Guide Grievance Procedure Grievance Policy
Related Legislation, Standards, and Codes	Vet Student Loans Act 2016

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	Vet Student Loans Rules 2016 Vet Student Loans (VSL Tuition Protection Levy) Act 2020 Vet Student Loans (Charges) Act 2016 Vet Student Loans Manual for Providers Higher Education Support Act 2003 VSL RE-crediting Fee-HELP Balances Procedures Standards for Registered Training Organisations 2015 Student Identifiers Act 2014
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Change History

Version Control	V 1.0	
Change Summary	21 May 2021	Initial document