Introduction

The Department of Education and Training (DET) provides guidelines regarding tuition fees and other fees associated with government subsidised training. The Institute abides by these Guidelines. The Institute is committed to providing every possible opportunity for students to successfully complete their studies. However, there will be occasions when students need to withdraw from all or part of their course and will be eligible for a fee refund.

The Institute collects tuition fees from students to participate in funded training through various funding methods, including:
- Government subsidised
- Self funded
- Fee for service
- VET FEE-HELP/VET Student Loans enabled

Definitions

Government Subsidised
where the full cost of the course is offset by a funding contribution from the Victorian Government

Skills First
The Victorian Government’s program for funding individuals’ entitlement to funded training

Self funded
the student does not meet the eligibility criteria for a Skills First funded place within the course and is liable to pay the full course cost.

Fee for Service
training where the cost of the course has been negotiated with a third party (usually Industry client) and where the Government makes no contribution towards the cost of the course

Consumable Fee
A fee charged to recover the cost of providing textbooks, learner guides and resource modules that are retained by the student as his/her personal property
VET FEE-HELP

OR

VET Student Loan  an income contingent loan scheme for the Vocational Education and Training sector that is part of the Higher Education Loan Program (HELP).

Course Commencement  The date at which a student engages in structured learning in a unit of competency for the first time.

Official Withdrawal  activated by submitting a completed Course Withdrawal Form (SDM-004) to any Customer Service Centre. The date of submission determines if a refund is applicable.

Institute’s responsibilities
Staff will ensure students are aware of the alternatives to withdrawal, the support services available, as well as the correct process to follow if withdrawal is necessary.

Prior to withdrawing a student and wherever possible, the Institute will contact the student to offer assistance and discuss their reasons for absence or withdrawal. All students will be treated equitably and will be provided with access to the full range of Institute personal and study support services. At all times their privacy and dignity will be respected.

General conditions
- Consideration of any refund is subject to the student having no outstanding commitments with South West TAFE including outstanding fees, Library loans or fines, and/or department equipment loans.
- Students who have not officially withdrawn and have outstanding fees are still liable for those fees. Outstanding fees remain on a student’s record indefinitely and will affect future enrolment.
- In the event of a course being cancelled by the Institute prior to or within four weeks of course commencement, a full refund will be issued to the student.
- It is the responsibility of the student to complete a Course Withdrawal Form (SDM-004). This form is available from Customer Service at all campuses or on the Institute website.
- All refunds will be payable by cheque or to an EFTPOS account (depending on the method of initial payment).
- Where the payment of fees (either partial or in full) has been receipted in the name of a third party (i.e.: not the enrolled student) any refund will be issued in the name of the third party up to an amount not exceeding the total of their payment. If provided by written authorisation from the third party, the Institute can issue the refund in the name of the student.

Certificate I to IV Government funded courses
A student who officially withdraws by submitting a completed Course Withdrawal Form (SDM-004)
- Before the course commences will be eligible for a full refund minus an administration fee of $55.
- Within four weeks of the course commencement date will receive a refund of fees paid, less fees associated with completed units of competency (where a Grade has been applied) and an administration fee of $55. Where Units of Competency have been achieved, a Statement of Attainment will be issued to the student.
- Beyond four weeks of their course commencement date, will not receive a refund.
**Self-Funded Enrolments**
A self-funded enrolled student who officially withdraws by submitting a completed **Course Withdrawal Form (SDM-004)**

- Before the course commences will be eligible for a full refund minus an administration fee of $55.
- After the course commencement date will be eligible to receive a refund of fees paid, less fees associated with completed units of competency (where a Grade has been applied) and an administration fee of $55. Where Units of Competency have been achieved, a Statement of Attainment will be issued to the student.

**Fee for Service enrolment**
- For Fee for Service enrolments, any refund of fees paid will be in accordance with the terms and conditions of the Training Contract.

**Refunds or re-crediting for VET Fee Help/VET Student Loan enabled courses**
Where a student is withdrawing from a VET FEE-HELP enabled course, refunds will be made in accordance with the Higher Education Support Act 2003 (HESA). Refer to the Institute’s **PPP-153 VET Fee Help/VET Student Loan Refund Procedure** for further information.

**Consumable Fees**
In all circumstances, the refund of unused materials is at the discretion of the teaching department and will be determined by the units of competency commenced and the condition of the materials. In some circumstances, materials cannot be refunded due to health regulations.

**Special Circumstances**
If a student is unable to officially withdraw within the specified required timelines to be eligible for a refund due to extenuating circumstances, they may write to state their case to:
Registrar
South West TAFE
P O Box 674
Warrnambool 3280
Or email registrar@swtafe.vic.edu.au

ONLY written claims for Special Consideration will be addressed.

**For Short Course Program Enrolments**
To be eligible for a refund of fees associated with a Short Course Programs, the following conditions apply.

<table>
<thead>
<tr>
<th>Refund</th>
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<tbody>
<tr>
<td>More than 5 business days prior to course commencement date</td>
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<tr>
<td>Full refund – less a $20 administration fee</td>
</tr>
<tr>
<td>Less than &amp; including 5 business days prior to course commencement date</td>
</tr>
<tr>
<td>No refund - transfer to the next available identical course may be requested. A $20 administration fee will be charged for 2nd and subsequent transfers.</td>
</tr>
<tr>
<td>Course commencement date and after</td>
</tr>
<tr>
<td>No refund/No transfer/No substitutions</td>
</tr>
<tr>
<td>Course cancelled by South West TAFE</td>
</tr>
<tr>
<td>Full refund</td>
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</tbody>
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- Approved Corporate/Business clients can substitute/transfer an enrolment in the same course, up to 24hrs prior to the commencement date.
If a student is unable to officially withdraw within the timelines required for a refund due to extenuating circumstances, they should contact the Short Course Co-ordinator within 10 business days of the course commencement date. Each case will be considered individually.

**Access and equity**
The Institute is committed to adhering to access and equity principles in the implementation of this policy.