VET STUDENT LOANS –
Withdrawal from Course and Cancellation of Enrolment

1. Scope

This document forms part of our college Student Withdrawal Policy and Procedure and is presented here as information specifically for our VET Student Loans students.

This policy and procedure indicates that ACMUSE understands that at times, circumstances may exist that requires a student to withdraw from their course of study. In such a situation, there is no fee involved in the withdrawal application or process.

ACMUSE is committed to being transparent in all dealings with students (and staff) and does not have any financial, administrative or other barriers in place would prevent a student from withdrawing from a VET Student Loans unit of study on or before the census date.

2. Procedure

2.1 Withdrawal from course

Students considering withdrawing from a course at ACMUSE are required to complete a VET Fee-Help Withdrawal form (available at the administration desk).

The form is to be provided to College administration, or in their absence, to the Training Manager. No other staff member is authorised to receive the completed Request for Course Withdrawal Form from the student.

The completed form is then immediately provided to the CEO who will arrange a personal interview with the student. At this meeting the CEO will discuss this decision with the student who needs to be made aware of the consequences (including financial) of such a decision.

Each student's circumstances are considered on an individual case-by-case basis and notes from the meeting are documented on the Request for Course Withdrawal form and then the electronic student file.

If the student is under the age of 18 years, the parent/guardian must be present at this and any subsequent meeting.

The receipt of the form from the student does not in any way indicate ACMUSE acceptance of the withdrawal. (This form is simply a request to withdraw, not an acceptance of the withdrawal request.)

If the student's withdrawal is approved, then the date of withdrawal (or cancellation) will be the date of written notice and enrolment will cease on that date.

If no written approval is received regarding the student withdrawal, the student will remain enrolled and will be liable for all fees post census date.

2.2 Re-enrolment Into an ACMUSE approved course or Part of an Approved Course

ACMUSE does not accept re enrolment into an approved course without written communication from the Student to the CEO via email.

Australian College of Make-up and Special Effects Pty Limited
233 Broadway Glebe NSW 2037 - Postal Address: PO Box 948 Broadway NSW 2007
Phone (612) 9518 8003 Fax (612) 9518 9040 ABN 28 164 536 449
www.makeupcollege.com.au R T O C o d e : 9 0 9 1 0 CRICOS Provider Number: 02522B

If the student wishes to re enrol into an approved course at a later date to complete their qualification, ACMUSE requires written permission from the student to take steps to re implement their VET student Loan.
ACMUSE will provide the students with details of the outstanding units to be completed as well as any other relevant activities included in the Unit of Competency.

ACMUSE will then re issue the student with a new letter of Acceptance as well as updated census dates.

Re enrolment may be subject to availability of spaces in the course. In the case that a Student wishes to enrol in a course that is already at maximum capacity, ACMUSE will work with the student to enrol them into the next course that best suits their needs.

2.3 Pre census date withdrawal

If the withdrawal is prior to the census date for the enrolled unit of study then the student will have no financial liability and the college will cancel the VET Student Loans application.

2.4 Post Census date withdrawal

If the student withdraws from the unit of study after the census date, the student is still liable to pay the tuition fees of that unit of study, thus incurring the full VET Student Loans debt if entered into, regardless of whether they had attended any classes or handed in any assessment items. If an upfront payment was made, the student is not eligible for a refund of that payment.

2.5 Special circumstances

If a VET Student Loans assisted student withdraws from a unit of study after the census date, due to special circumstances, the student can apply to have the VET Student Loans balance re-credited and the HELP debt removed (or upfront payment refunded).

ACMUSE needs to be satisfied that special circumstances apply for the re-credit to be actioned, so the student must be able to prove that the circumstances:

- were beyond their control; and
- did not make their full impact until on or after the census date; and
- made it impracticable to complete the unit(s) of study requirements.

If the withdrawal is due to change of mind or similar situation, the student will still be required to repay their VET Student Loans debt.

Note: The application for special circumstances must be made to ACMUSE within 12 months of the withdrawal day. More information about this process and appeal procedures is available from administration and HELP Handbook at www.studyassist.gov.au.

Students are advised of each census date prior to enrolment which is then agreed with on enrolment. Students in a VET Student Loans enabled course are requested to consult ACMUSE Refund Policy and Procedure and the Re-crediting a VET Student Loans Balance Policy and Procedure for detailed information.

3. Cancellation of enrolment

If ACMUSE cancels a student's enrolment after the census day for the course, processes and procedures for cancelling a student's enrolment:

(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.