

Refund Policy for the purposes of the VET FEE-HELP Assistance Scheme

Stirling Institute of Australia Pty Ltd

[ABN: 24 096 470 021 ACN: 096 470 021]

This refund policy applies to all students who are entitled to VET FEE-HELP assistance, even if they choose not to access it.

To be entitled to VET FEE-HELP assistance a person must be an Australian citizen or the holder of a permanent humanitarian visa who will be resident in Australia for the duration of their VET units of study.

For the purposes of equity, Stirling Institute of Australia applies the following Refund Policy to all Diploma level students:

For Non-VET FEE HELP Students:

Stirling Institute of Australia Pty Ltd will repay to a Diploma level student any VET tuition fees that the student may have paid for a VET Unit of study, if the student withdraws from that unit on or before the relevant census date.

If a student fails a unit, or they withdraw from a unit after the Census Date, the student is liable to pay the tuition fees of that unit to Stirling Institute of Australia, regardless of whether the student attended any classes or handed in any assessment items. If the student wishes to continue with study at a later date, they will need to re-enrol and pay for the unit again.

Where a student withdraws from a VET unit of study after the relevant census date, any refund of VET tuition fees is at the discretion of Stirling Institute of Australia Pty Ltd and the student may be requested to provide evidence under the Special Circumstances process.

Students need to complete a Notification of Withdrawal form in all instances of withdrawal for a withdrawal to be recognised.

For VET FEE HELP Students:

If the student withdraws from that unit on or before the relevant Census Date, they will not incur the VET FEE HELP loan debt associated with that unit. However, they may incur an academic penalty.

If a student fails a unit, or they withdraw from a unit after the Census Date, the student is will still incur the VET FEE HELP loan debt (plus the 20% loan fee if applicable), regardless of whether the student attended any classes or handed in any assessment items.

If the student wishes to continue with study at a later date, they will need to re-enrol and pay for the unit tuition fees again. These fees may be deferrable under the VET FEE HELP loan scheme if the student has not yet reached the maximum VET FEE HELP loan threshold.

Where a student withdraws from a VET unit of study after the relevant census date, they may be able to appeal to have their VET FEE HELP balance re-credited and their debt removed for that unit, under the Special Circumstances process.

The above process does not apply where VET tuition assurance arrangements have been activated and the student has elected the VET course assurance option for that unit.

Students need to complete a Notification of Withdrawal form in all instances of withdrawal for a withdrawal to be recognised.

Special Circumstances:

In order for Stirling Institute of Australia to be satisfied that Special Circumstances applies, a student must be able to prove that the circumstances arising to withdrawal after the Census Date:

- Were beyond their 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 the unit(s) of study requirements.

The student may be asked to provide pertinent evidence to support their Special Circumstance application.

The student must submit their request for consideration of Special Circumstances, in writing, to the Operational Compliance Manager.

Publication

This *Refund Policy for the Purposes of VET FEE HELP* will be made available to Students enrolled with Stirling Institute of Australia Pty Ltd through publication on the website (<http://www.sia.edu.au>) and in the student handbook.

This *Refund Policy for the Purposes of VET FEE HELP* was agreed to and ratified by Stirling Institute of Australia Pty Ltd's Board of Directors on 28th September 2015.