

Policy on

Cancellation/**W**ithdrawal

VET FEE-HELP

- 1.1. Smart City Vocational College ensures that the learner is informed about the services they are to receive as well as their rights and obligations.
- 1.2. The learner holds the right to withdraw from a Unit of Study and/or cancel his or her enrolment in the course of study at any time.
- 1.3. The learner must provide Smart City Vocational College with notice of withdrawal/cancellation in writing.
- 1.4. The learner must complete and sign the Withdrawal/Cancellation form which is located on the Smart City Vocational College website.
- 1.5. A learner who is, or would be, eligible for VET FEE-HELP and has requested VET FEE-HELP Assistance, and who **withdraws** from a Unit of Study **on or before** the census date will **not** incur a VET FEE-HELP debt for the tuition fees for that Unit of Study.
- 1.6. A learner who is, or would be, eligible for VET FEE-HELP and has requested VET FEE-HELP Assistance, and who **withdraws** from a Unit of Study **after** the census date **will** incur a VET FEE-HELP debt for the tuition fees for that Unit of Study.
- 1.7. Where withdrawal after the census date is required due to special circumstances (notified by the learner), the learners' application will be investigated. For Smart City Vocational College to be satisfied that special circumstances apply to the learner warranting a debt reversal, the learner must be able to prove that the circumstances:
 - were beyond the learner's control;
 - did not make their full impact on the learner until on or after the census date; and
 - made it impracticable for the learner to complete their Unit/s of Study requirements
- 1.8. A learner who withdraws from a VET FEE-HELP Unit of Study or cancels his or her enrolment in the course of study will from the date of notification of withdrawal/cancellation not remain enrolled in the course of study.
- 1.9. A learner who withdraws from a VET FEE-HELP Unit of Study or cancels his or her enrolment in the course of study will not incur any fine, penalty or other fees relating to the act of withdrawal or cancellation.

- 1.10. Where a learner has withdrawn from a Unit of Study or cancelled his or her enrolment in a course of study, Smart City Vocational College will not enrol the learner in a subsequent Unit/s of Study or course of study without written instructions from the learner. A subsequent request for re-enrolment must be initiated by the learner.
- 1.11. In all cases where withdrawal/cancellation occurs, a letter will be sent to the learner advising of the withdrawal/cancellation date and the requirements for return of learning resources (where applicable).
- 1.12. Where a learner has completed Unit/s of Study and formally withdraws/cancels, the learner will be issued with a Statement of Attainment for the units of competency achieved within 30 days of the date of withdrawal/cancellation.
- 1.13. Where a learner has:
 - been provided with notice of the census period/s and associated tuition fees for each Unit of Study; and has
 - **not** provided notice of withdrawal/cancellation in writing

then the learner shall continue to incur a VET FEE-HELP debt for tuition fees