

POLICY

STD 5	Refund Policy for the purposes of the VET Fee Help Assistance Scheme	Clause 5.3
Approved:	Glenn Smith, Compliance Director	Version No. 1 Annual Review Date: January, 2016

1. Policy

- 1.1 This refund policy applies to all Learners who are entitled to VET FEE-HELP assistance, even if they choose not to access it.
- 1.2 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.
- 1.3 Smart City Vocational College will repay to a Learner who is, or would be, entitled to VET FEE-HELP assistance any VET tuition fees that he or she may have paid for a VET Unit of study if the Learner withdraws from that unit on or before the relevant census date.
- 1.4 This does not apply where VET tuition assurance arrangements have been activated and the Learner has elected the VET course assurance option for that unit.
- 1.5 Where a Learner withdraws from a VET unit of study after the relevant census date, any refund of VET tuition fees is at the discretion of Smart City Vocational College

2. Scope

This policy applies across Smart City Vocational College and all its related training operations.

3. Definitions

All definitions are detailed in the Glossary contained at the back of the Policy and Procedure Manual.

4. References

Standards for Registered Training Organisations (RTOs) 2015

Standard 4 – Clause 4.1

Standard 5 – Clause 5.2

5. Supporting Documentation

Item	Reference
Forms	
Course checklist	
PCCQ – Pre Course Commencement Questionnaire	
VET FEE HELP Cancellation Form	
ISSO Cancellation form	
VET FEE–HELP Deferral Form	
ISSO Deferral Form	
VET FEE–HELP Extension form	
ISSO Extension Form	
Assessment Activity Report	
Request for Issuance of Award	
Related Policy	
VET FEE HELP Policy	
Training and Assessment Policy	
Cancellation Policy	