

VET STUDENT LOANS INFORMATION FOR STUDENTS TUITION FEES AND REFUNDS

Key dates

Payments, withdrawals and refunds for Vet Student Loans enabled courses are based on advertised units of study/parts of a course and are managed according to key dates:

Start date: this is the date on which your unit of study begins

Census day: this is a minimum of 20% of the way through a unit of study/part of a course. If you are taking out a loan, it is the date by which your enrolment in the unit of study is confirmed and you incur a debt

End date: this is the date on which your unit of study finishes.

Withdrawing

All students who withdraw from a unit of study/part of a course or whole course need to advise the college in writing using the [VET Student Loans Withdrawal Application form](#).

Withdrawing on or before the Census day

If you withdraw on or before the Census day, this means that you:

- are entitled to a refund if you have paid upfront; or
- do not incur a debt if you have taken out a VET Student Loan.

Withdrawing after the Census day

If you withdraw *after* the Census day has passed, this will mean that you:

- receive no refund if you have paid upfront; or
- are liable for the full debt if you have taken out a VET Student Loan.

Special circumstances

If you withdraw *after* the Census day and can demonstrate special circumstances you will be eligible for either a refund, if you have paid up-front, or a re-credit of your FEE-HELP balance, if you have taken out a VET Student Loan. **Special circumstances** are outlined in the [VET Student Loans Information booklet](#), which you are required to read prior to enrolment. Your application should include any independent supporting documentation to support your claim, for example, a letter from your doctor or counsellor.

You will need to complete the [Application to re-credit a FEE-HELP balance form](#). You will be notified in writing about the outcome of your application.

You are not eligible to apply for a re-credit or a remission if you have successfully completed the VET unit of study/part of a course.

Review and appeals

If your application for a re-credit is not successful, you can request a review of the decision. See the [VET Student Loans Student Review Procedures](#) for more.

If your review request is unsuccessful, you may lodge an appeal to the Administrative Appeals Tribunal (AAT). As at 1 July 2016, the full fee to lodge an appeal with the AAT is \$884. In certain circumstances, this fee can be reduced to \$100. Go to www.aat.gov.au.