

VET FEE-HELP information for students

Tuition fees and refunds

Key Dates

Payments, withdrawals and refunds in VET FEE-HELP are based on advertised Units of Study and are managed according to four key dates:

- **Start Date** – this is the date on which your Unit of Study begins
- **Census Date** – this is 20% of the way through your Unit of Study. 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 VET FEE-HELP debt
- **End Date** – this is the date on which your Unit of Study finishes.

Withdrawing

All students who withdraw from a Unit of Study or course need to advise the college in writing using the [Withdrawal/Refund Application form for VET FEE-HELP students](#).

Withdrawing on or before the Census Date

If you withdraw on or before the Census Date, 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 FEE-HELP loan.

Withdrawing after the Census Date

If you withdraw *after* the Census Date 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 FEE-HELP loan.

Special circumstances

If you withdraw *after* the Census Date 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 FEE-HELP loan. Special circumstances are outlined in the [VET FEE-HELP 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 [VET FEE-HELP Application to re-credit a FEE-HELP balance form](#). You will be notified in writing about the outcome of your application.

Special circumstances **do not** include:

- lack of knowledge or understanding of requirements for VET FEE-HELP assistance; or

- incapacity to repay a VET FEE-HELP debt, as repayments are income contingent and you can apply to the Tax Office for a deferral of a compulsory repayment in certain circumstances.

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

Review and appeals

If your application for a re-credit is not successful, you can request a review of the decision. See the [VET FEE-HELP 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 2015, the full fee to lodge an appeal with the AAT is \$816. In certain circumstances, this fee can be reduced to \$100. Go to www.aat.gov.au.