

# RTO Fee, Withdrawal and Refund Policy

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If they wish to withdraw without incurring a debt through VET Student Loans, they must notify Atwea in writing on or before the census date. To be clear, the notification must be received at the office prior to close of business, or by email to [admin@atwea.edu.au](mailto:admin@atwea.edu.au) by 11.59pm on the census date.

## c) Other Fees applicable to all students in VET Student Loans eligible courses

There may be other fees associated with their program of study as well as general incidental fees for certain situations. These are made publicly available on the Atwea website for their course of study, are contained within this policy and provided to students on enrolment. Other fees are not able to be deferred through the VET Student Loans program.

Current fee amounts for all fees are publicly available on the Atwea website and are listed in this policy. Fines listed in this section are **not** able to be deferred through the loan scheme and will be charged separately at the time of the occurrence.

## d) Refunds of Tuition fees for students in VET Student Loans eligible courses

In order to receive a refund of tuition fees students are required to action a withdrawal on or before the Census Date as published on the Atwea website and provided on enrolment.

A withdrawal requires students to inform the office in writing prior to close of business, or by email to [admin@atwea.edu.au](mailto:admin@atwea.edu.au) prior to 11.59pm on the Census Date to be considered as having withdrawn.

The action of refund differs slightly depending on how students elected to manage fees:

1. Up-front payment: If students have already paid part or their entire tuition fee upfront for a particular Unit of Study, a refund of that fee will be provided on notification in writing on or before the Census Date for that Unit of Study as described above. If a student withdraws after the Census Date, they are ineligible for a refund of up-front fees.
2. VET Student Loans Deferred payment: If students have notified in writing on or before the Census Date for that Unit of Study according to the guidelines above, they will not incur a debt for that Unit of Study through the loan scheme.

If students withdraw after the Census Date for a Unit of Study, they may apply to have their VET Student Loan balance re-credited if special circumstances have prevented students from continuing with that Unit of Study. See below for further information.

## e) Review of Loan Scheme Decisions for VET Student Loans students

If students withdraw after the Census Date, a debt is incurred through the VET Student Loans scheme. If students withdraw after the Census Date or do not successfully complete the Unit of Study due to special circumstances, students may apply to Atwea for a re-credit of their VET Student Loans balance and thus remission of their debt for that Unit of Study.

Students who successfully complete their Unit/s of Study cannot apply for remission or re-crediting of their fees. A student who receives a 'fail' or 'not competent' grade is considered not to have successfully completed.

'Special Circumstances' must satisfy **all** of the following criteria, that the circumstances:

- Were beyond a student's control;

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The Commonwealth Department of Education will be the other party in any appeal to the AAT and all relevant documents in relation to this review will be forwarded to the Department of Education for this purpose.

## f) Repeating part of a course due to withdrawal or fail grade

If a student accessing a VET Student Loan fails a unit and is required to re-sit the unit with charges to apply, the student may access a VET Student Loan in a subsequent attempt at that unit if there is remaining course cap and remaining HELP balance available within the HELP limit. For students who fail a small component of a unit of study, such as one or 2 units of competency and only need to re-sit those competencies, the student can access a VET Student Loan to re-sit those units of competency if there is sufficient cap and limit available. As these circumstances vary widely, Atwea College will determine charges for repeating part of a course on a case-by-case basis. Students will be fully informed and agree to charges prior to charges being levied.

## g) Cancellation of enrolment

In all cases where Atwea College cancels a student enrolment, Atwea College will provide the student with:

at least 28 days to initiate grievance procedures before the cancellation takes final effect; **and** provide for the cancellation to take final effect only after any grievance procedures initiated by the student have been completed.

## h) Further circumstances for re-crediting FEE-HELP balances

A student may apply to the Secretary for the student's FEE-HELP b11.3 (d)2.3 (1.1h (p)2.2 (ro)4.2 (c)-1.9 (e)-)3424 0 T

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Students of Atwea undertaking these programmes are able to access a sample fee calculator at [www.smartandskilled.nsw.gov.au](http://www.smartandskilled.nsw.gov.au), and Atwea will provide the student with written confirmation of the applicable fee on enrolment.

Fees calculated at the time of enrolment may need to be adjusted in the case of credit transfer or recognition of prior learning successfully being applied to the student after enrolment. See Section below for fees refunds under smart and skilled for further details.

## **b) Fee status eligibility**

Atwea follows the issued Fee Administration Policy for these programmes including eligibility requirements for each fee. In accordance with the policy, Atwea requires students to provide evidence that supports their fee status (including for concession and exemption), which will be retained by Atwea.

All evidence required by students is detailed on the Enrolment Form.

## **c) Incidental Costs**

Atwea may need to charge additional costs for a course. Atwea follows the rules for these incidental expense



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Apply to the Executive Director in writing outlining the issue and the impact on their study

Be offered a refund of fees if approved by the Executive Director

Be charged a fee as outlined in this policy

Be aware that if they re-enrol in the course at a later date they will be expected to enrol in and pay the fee for the full course/ subject

## **h) Recovery of Outstanding Fees**

In all cases, Atwea re

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Student Contact Hours delivered for VET courses charged where refunds have been issued due to special circumstances	Fee determined by calculation at time of withdrawal	Fee does not apply to students in VET Student Loans eligible courses.
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## Atwea College Gift Certificates

An Atwea College Gift Certificate is a voucher which can only be used for Atwea College course enrolment fees. The voucher cannot be redeemed for cash or topped up with additional value and cannot be used to pay incidental fees such as course material fees that are payable to the tutor or to purchase other products or vouchers at Atwea College.

Use of a Gift Certificate voucher is limited by its balance value and expiry date – there is no limit on the number of transactions it can be used for. The portion of an enrolment fee paid for using a Gift Certificate

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<b>Policy Owner</b>	Adult and Community Education Manager		
<b>Review Panel</b>	Executive Director, Finance Unit, Services Unit, Adult and Community Education Manager, Compliance Unit		
<b>Approval Authority</b>	Executive Director		
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