



## VET Student Loans – Withdrawal and refunds

### **Students seeking to withdraw from VET Student Loan Scheme.**

You must withdraw in writing by completing and submitting a VET Student Loan Withdrawal Form. The process is as follows:

1. Contact Marr Mooditj Training to access the VET Student Loan Withdrawal Form, or access it from our Download Centre.
2. Forward the completed form to Marr Mooditj Training as directed on the form.

There are no penalties if you withdraw on or before the census day. However, once a census day has passed, the loan amount for the Unit of Study is incurred.

**In some special circumstances, you may apply to have your debt reversed. Please see the section at the end of this document to find out more or visit the VSL Website**

<https://www.studyassist.gov.au/vet-students/vet-student-loans>.

3. When Marr Mooditj Training has received your completed forms we will process them and report to you on the decision of fee refunds and/or acceptance of your withdrawal within 5 working days.
4. Marr Mooditj Training has a complaints procedure, which you will find outlined in the Student Handbook, along with a form to complete.
5. If you still do not agree with a decision you are entitled to have that decision reviewed. Further complaints and reviews information for VET Student Loans is available at <https://www.education.gov.au/debt-complaints>.

Please contact us on 08 9351 9344 or email [reception1@marrmooditj.com.au](mailto:reception1@marrmooditj.com.au) for copies of our Policies, Student Handbooks and/or relevant forms to complete this process.



# Marr Mooditj Training

## REFUND AND RE-CREDITING VET FEE-HELP (VET STUDENT LOANS) POLICY

### Purpose

To provide a framework and mechanism for Marr Mooditj Training to assess applications to re-credit a student's FEE-HELP balance after the census date in a VET STUDENT LOAN approved course.

MMTAC will conduct this procedure in compliance with the Higher Education Support Act 2003 and the VET Student Loan Rules (2016).

### Procedure

Students who withdraw from their studies after the Census Date or who do not complete the requirements for their VET Units of Study can apply, in special circumstances, to have their VET Student Loans balance re-credited, refunded or upfront payments refunded.

MMTAC staff must:

- Ensure that all students are informed of the census date for each VET Unit of Study in the manner and by the date prescribed in the VET Student Loan Rules 2016. Census dates must be displayed on the students' notice board.
- Ensure that all students are informed of the review procedures for the re-crediting of a FEE-HELP balance.
- Students who withdraw from a VET Unit of Study on or before the published census date for that VET Unit of Study will not incur a VET Student Loans debt for that VET Unit of Study and are entitled to full refund of their VET Unit of Study fees if the fees have been paid upfront.

A student who has incurred a VET Student Loan debt for a VET Unit of Study may apply to have their FEE-HELP balance re-credited for the affected VET Units of Study in accordance with the following procedure.

### Special Circumstances

Marr Mooditj Training understands that there may be special circumstances that impinge on a student who will expect fee outcomes and shall base our decisions on individual cases and ensure we have supporting evidence and documentation to support the outcomes.

If a student withdraws from a VET Unit of Study after the census date for that VET Unit of Study, or has been unable to successfully complete a VET Unit of Study, and believes this was due to special circumstances then the student may apply to have their FEE-HELP balance re-credited for the affected VET Unit of Study.

Marr Mooditj Training will re-credit the student's FEE-HELP balance if it is satisfied that special circumstances apply that:

- Are beyond the student's control; and
- Did not make their full impact on the student until on or after the census date for the Unit(s) of Study in question; and



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- Make it impracticable for the student to complete the requirements for the Unit(s) of Study in questions.
- Marr Mooditj Training will be satisfied that a student's circumstances are beyond the student's control if a situation occurs that a reasonable person would consider is not due to the person's action or inaction, either direct or indirect, and for which the student is not responsible. The situation must be unusual, uncommon or abnormal.
- Each application will be examined and determined on its merits by considering a student's claim together with independent supporting documentation substantiating the claim.
- Applications for the re-crediting of a student's FEE-HELP balance are to be made, in writing, to:

**Finance Manager**  
**Marr Mooditj Training**  
**PO Box 1030, Bentley Delivery Centre**  
**WA 6983**

### Procedure for the re-crediting of a FEE-HELP balance

1. When students withdraw (must submit Course withdrawal and refund application form) from a VET Unit of Study, Marr Mooditj Training shall confirm the withdrawal by giving notice to the student in writing stating the date at which the withdrawal has taken effect within 2 working days.
2. The student must apply in writing to Finance Manager within 2 weeks from the date specified in the notice as the day of withdrawal for the Unit of Study. Marr Mooditj Training may exercise its discretion to waive this requirement if there are special circumstances.
3. The Finance Manager will consider the application and will agree to such requests if they are satisfied that there were special circumstances in the student's case.
4. If the application is successful, Marr Mooditj Training will re-credit the student's FEE-HELP balance with an amount equal to the amounts of VET Student Loan assistance that the student has received for the affected VET Units of Study and the student's VET Student Loans debt for the VET Units of Study will be removed.
5. The Finance Manager shall advise the student of the outcome of the application within 5 business days; stating the reason if the re-credit application is unsuccessful.
6. The Finance Manager shall also advise the student of their rights for a review of the decision if they are not satisfied with the decision.
7. Should the student wish to further appeal MMTAC decision, students may lodge an appeal with Administrative Appeals Tribunal (AAT) within 28 days from the written notice.

The current fee to lodge an application with the AAT for the review of a decision can be found on the AAT website: [www.aat.gov.au/FormsAndFees/Fees.htm](http://www.aat.gov.au/FormsAndFees/Fees.htm).



# Marr Mooditj Training

Contact details for Administrative Appeals Tribunal

***The contact details for the AAT are:***

***Administrative Appeals Tribunal***

***Level 5 – 111 St Georges Terrace***

***Perth WA 6000***

***Telephone (08) 9327 7200***