

## VET STUDENT LOANS (VSL) – WITHDRAWAL PROCEDURE

**Purpose:** The purpose of this procedure is to outline the process for students who wish to withdraw from a VET Student Loan (VSL) approved course or unit of study, under the VET Student Loan Scheme.

**Scope:** This procedure applies to all students enrolled in an approved VSL course with Skillinvest Ltd, under the VSL Scheme.

### Procedure

#### 1. Student requests to withdraw

A student enrolled under the VET Student Loan Scheme requests to withdraw from a course or unit of study, by completing and submitting a **VET Student Loan Application to Withdraw Form**. Application is forwarded to [apply@longy.com.au](mailto:apply@longy.com.au)

#### 2. Withdrawing within the nominated Census date period

Students seeking to withdraw from a VET course or VET unit of study without incurring a VET Student Loan debt, must complete and submit the VET Student Loan Application to Withdraw form, nominating every unit of study the student wants to withdraw from by the census date, including any units for future study periods.

Students that lodge their Withdrawal Application Form **on or before the census date** for that unit of study will be granted a withdrawal without penalty, 100% up front tuition fees paid for that unit will be refunded and no VET Student Loan debt is incurred.

#### 3. Withdrawing outside of the nominated Census date period

Students that lodge their Withdrawal Application Form after the census date for that unit of study are still liable to pay the upfront tuition fees for that unit of study and will incur a VET Student Loan debt, regardless of whether the student attended any classes or handed in any assessment items.

#### 4. Fee waiver under extenuating circumstances

Students who withdraw from a unit or units of study after the census date because of serious illness or other extenuating circumstances, can apply directly to Skillinvest Ltd to have their VET Student Loan balance re-credited and VET Student Loan debt removed. Requests can be made in writing via email to [apply@longy.com.au](mailto:apply@longy.com.au)

Extenuating Circumstances, covering a range of unexpected, extenuating and compassionate circumstances, are those which are outside the control of the student and/or for which there was no opportunity to prepare in advance. For Skillinvest Ltd to be satisfied that extenuating circumstances apply, a student must be able to provide documentary evidence reflecting that the circumstances:

- Were beyond the student's control; and
- Did not make their full impact on the student until on or after the census date; and
- Made it impracticable for the student to complete unit(s) of study

Documentary evidence will be required to support a claim for a request for a fee waiver under special situations and decisions will be made by the Skillinvest Ltd Training Manager on an individual case by case basis.

#### 5. Student notified of outcome of application to withdraw.

The student will be notified in writing (email) of the outcome of their application to withdraw. The correspondence will be recorded in their individual student files.