



ETEA Refund Policy and Procedures (VET Student Loans)

RESPONSIBLE for:

Ensuring Compliance: Chief Executive Officer

Directly Responsible: All Senior Management

Adhering to Policy: All Education Training & Employment Australia Personnel

Scope of Policy

The purpose of this policy is to provide information to staff and clients regarding the repayment requirement to a student who is entitled to access VET Student Loans via ETEA.

Governing Standards

ASQA Standards for Registered Training and Organisations (RTOs) 2015

VET Student Loans Rules 2016

VET Student Loans Act 2016

This refund policy applies to all students who are entitled to VET Student Loans assistance.

To be entitled to VET Student Loans assistance a person must be:

- an Australian citizen; or
- the holder of a permanent humanitarian visa who will be resident in Australia for the duration of the individual's VET units of study.
- be a New Zealand citizen on Special Category Visa who meets the long- term residency

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Document Name	ETEA Refund Policy and Procedures (VET Student Loans)	Company name	ETEA	Issued:	Aug 2021	Ver 1
Authorised by QMC	CRICOS # 02925E	RTO # 5089	Review:	24 months		
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requirements

ETEA will repay to a student who is, or would be, entitled to a VET Student Loan any VET tuition fees that he or she may have paid for a VET Unit of study if the student withdraws from that unit on or before the relevant census day.

This does not apply where VET tuition assurance arrangements have been activated and the student has elected the VET course assurance option for that unit.

In the event of a student withdrawing from a VET unit of study on or before the census day for that unit of study:

- The student withdrawing from the unit does not have to request a refund; the action of withdrawal is sufficient
- 100% of tuition fees paid for that unit will be refunded to the student; and
- the student will not incur a VET Student Loan debt.

In the event of a student withdrawing from a VET unit of study after census day for that unit of study:

- *no refund is applicable; and/or
- the student will incur a VET Student Loan debt.

***Note:** Where a student withdraws from a VET unit of study after the relevant census date, no refund of VET tuition fees will be paid as per ETEA *Student Review Requirements, Refunds and Re-crediting Fee-HELP Balance(VET Student Loans)*

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