

## VET STUDENT LOANS WITHDRAWAL AND CANCELLATION POLICY AND PROCEDURE

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<b>Policy Contact:</b>	Operations Manager
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### 1.0 Purpose

The purpose of this policy is to define how EIT will manage:

- a student's request to withdraw from their VET Student Loan (VSL) approved course or unit/module where they are accessing a VSL for their tuition fees; or
- an EIT initiated cancellation of a student's enrolment from their VSL approved course or unit/module where they are accessing a VSL for their tuition fees; or
- cancellation of a VSL approved course offering.

Any action taken by EIT will be administered in accordance with the *VET Student Loans Act 2016* and the *VET Student Loans Rules 2016* and other Related Legislation listed in Section 7, where applicable.

### 2.0 Scope

This policy extends to all EIT staff engaged in the management of VSL approved courses, as listed in the *VET Student Loans (Courses and Loan Caps) Determination 2016 (Cwth.)*, students accessing a VSL for their tuition fees, and related stakeholders.

### 3.0 Objectives

EIT aims to:

- Ensure student withdrawals and EIT-initiated enrolment cancellations from VET Student Loan (VSL) approved courses are managed in compliance with relevant legislation.
- Protect students from incurring unnecessary VSL debts when withdrawing before census dates.
- Provide a clear and fair process for re-crediting VSL balances in cases of special circumstances.
- Outline the conditions and timeframes under which students may return to study following a withdrawal or cancellation.

- Ensure timely communication and accurate reporting of student enrolment changes to relevant authorities.
- Establish procedures for managing course offering cancellations with minimal impact on students.

#### 4.0 Policy Principles

EIT is committed to the following principles that underpin this policy by ensuring that:

- Students accessing a VSL who withdraw from a VSL approved course, or who have their enrolment cancelled by EIT, on or before the first census date for the first unit/module, will NOT incur any additional charges imposed by EIT, nor accrue a VSL debt for their course. EIT will confirm the withdrawal or cancellation by giving notice to the student in writing stating the date at which the withdrawal or cancellation has taken effect.
- Students accessing a VSL who withdraw from a VSL approved course, or who have their enrolment cancelled by EIT, after the first unit/module census date, will not incur any charges imposed by EIT but will accrue a VSL debt for any unit/modules where the census date has passed. Please refer to the *VET Student Loans Debt Review and Re-Credit Policy* for further information. EIT will confirm the withdrawal or cancellation by giving notice to the student in writing stating the date at which the withdrawal or cancellation has taken effect.
- If a student accessing VSL withdraws from a VSL approved course, or a part of an approved course, or EIT cancels their enrolment, EIT will not enrol the student in an approved course, or a part of an approved course, without the written permission of the student (which must be given after the withdrawal has taken effect).
- All students will have the opportunity to apply to have their VSL balance re-credited if they withdraw from a course, or part of a course, or EIT cancels their enrolment, after the census date or have been unable to successfully complete the requirements of the course, or part of a course, and believe this was due to special circumstances. Please refer to the *VET Student Loan Debt Review and Re-Credit Policy*.
- Students who previously had a withdrawn or cancelled enrolment may apply to return to their studies, provided that they complete their qualification within a maximum of 5 years from the date of enrolment, and the qualification or modules/units remain current and on EIT's scope of registration. If a course is not completed within the stated timeframe, the student must withdraw from their course and re-apply for entry to the next offering of the course. Any credit will be assessed for currency in accordance with EIT's *Recognition of Prior Learning Policy* or *Credit Transfer Policy*.
- Students accessing a VSL, who do not complete their course within the stated timeframe, can apply for a review of their debt in accordance with the *VET Student Loan Debt Review and Re-Credit Policy*.
- When withdrawing, or EIT has cancelled an enrolment a final progression form will be triggered from the electronic Commonwealth Assistance Form (eCAF) system. Students have two weeks to respond to the progression form, which will advise the Department of Education, Skills and Employment (DEWR) of their withdrawal / cancellation from a course. The student will be issued with an email confirmation from the VSL Team that the VSL has been cancelled and includes details of each module

/ unit fee that has been charged to the VSL.

- All student applications for withdrawal from a VSL will be processed within seven (7) days of receipt by EIT. The actual withdrawal date will be the date of the application being received by EIT and not the date of processing to make sure the student is not penalised if the processing date is after a census date.
- When EIT has cancelled an enrolment, students will be given the opportunity to submit a grievance, in accordance with legislation. If no grievance is received from the student, within twenty-eight (28) days of the notification being issued to the student, the cancellation of the enrolment, in accordance with the *Student at Risk Policy and Procedure* and relevant legislation, will be considered final.
- In the rare instance that a course offering is cancelled by EIT due to insufficient student enrolments or non-availability of instructors, students will be:
  - notified at least 28 days before the cancellation of the course offering takes effect;
  - issued with a statement of attainment for the parts of the course successfully completed;
  - advised of the complaints policy and procedure;
  - allowed to complete any instances of a complaint, before the course offering is cancelled; and
  - refunded the full amount of fees related to the course offering cancellation in accordance with the *VET Student Loans Debt Review and Re-Credit Policy*.

Please refer to the *Course and Unit Discontinuation Policy* for further information on the cancellation of courses or module(s) / unit(s) due to discontinuation.

- Data on the students' admission and progress will be reported to the Department of Employment and Workplace Relations (DEWR) via the Tertiary Collection of Student Information (TCSI) system, as per the legislation.

## 5.0 Procedure

### 5.1 Course Withdrawal Application Received BEFORE the First Census Date

- Students must submit a completed Course Withdrawal Application Form to their Learning Support Officer (LSO) before or on the first census date/course start date.
- The LSO will update the Student Management System to record the student's withdrawal from the course.
- The LSO will notify the VSL Department of the withdrawal to allow them to:
  - Delete the Electronic Commonwealth Assistance Form (eCAF) from the eCAF system if it has not been completed by the student.
  - If the eCAF cannot be deleted, the student must be issued with a Progression Form in the eCAF system at the time of cancellation which the student will need to complete within 14 days.
- The VSL Department will notify the student once their VSL has been cancelled.

### 5.2 Withdrawal Application Received AFTER the First Census Date

- Students must submit a completed Course Withdrawal Application Form to their Learning Support Officer (LSO). Note: If it is an EIT-initiated withdrawal, the LSO will complete the Course Cancellation Form, and a copy will be sent to the student.
- The LSO will update the Student Management System to record the student’s withdrawal from the course.
- The LSO will notify the VSL Department of the withdrawal.
- The VSL Department will notify the student that their VSL has been cancelled and advise which module(s)/unit(s) have been charged to their VSL, including the tuition fee for each.
- The VSL Department will issue the student a Progression Form in the eCAF system at the time of withdrawal, which the student will need to complete within 14 days.

### 5.3 Student Transferring from VSL to Upfront Payments

- If a student wishes to stop accessing a VSL for the remainder of their course, the student must notify EIT in writing to confirm their request.
- The Student Management System will be updated to indicate which module(s)/unit(s) will fall under upfront payment.
- The VSL Department will notify the student that their VSL has been cancelled and include details of all module(s)/unit(s) that have been charged to VSL.
- The Accounts Department will issue an invoice to the student for the remaining tuition fees.

Note: The VSL Department will continue issuing progressions to the student for the remained of their course.

**Table 1: Financial Implications and Academic Penalties of Withdrawal**

Withdrawal Reason	Financial Implication	Academic Penalty
Student has requested to withdraw from their course <b>BEFORE OR ON</b> the first census date/course start date.	None	None
Student has requested to withdraw from their course <b>AFTER</b> the first census date.	Student will accrue a VSL debt for all module(s)/unit(s) where the census date has passed at the time of withdrawal.	If a student has not met all the unit/module requirements for a unit/module where the census date has passed, they will record a result of Failed for the unit/module.
EIT initiates the withdrawal due to academic performance	Student will accrue a VSL debt for all module(s)/unit(s) where the census date has passed at the time of suspension/withdrawal.	If a student has not met all the unit/module requirements for a unit/module where the census date has passed, they will record a result of Failed for the unit/module.

## 6.0 Definitions

Please refer to the EIT Glossary that can be found [here](#) for all definitions used in this document.

## 7.0 Related Documents

- Academic Honesty and Misconduct Policy and Procedure.DS
- Admissions Policy and Procedure.VET
- Artificial Intelligence Policy.DS
- Assessment and Validation Policy and Procedure.VET
- Award Nomenclature and Academic Records Policy and Procedure.VET
- Course and Unit Discontinuation Policy and Procedure.VET
- Credit Transfer Policy and Procedure.VET
- Diversity, Fair Treatment and Equal Opportunity Policy.DS
- Ethics Statement.DS
- Facilities and Learning Resources.DS
- Information Management and Security Policy and Procedure.DS
- Privacy Policy.DS
- Recognition of Prior Learning Policy and Procedure.VET
- Records Management Policy.DS
- Student at Risk Policy and Procedure.VET
- Student Code of Conduct.DS
- Student Complaints, Grievances and Appeals Policy and Procedure.VET
- VET Regulatory Compliance and Cooperation Policy.VET
- VET Student Loans Debt Review and Recredit Policy and Procedure.VET
- VET Student Loans Policy.VET
- VET Student Loans Tuition Fees and Charges Policy.VET

## 8.0 Related Legislation

The following legislation is relevant to this policy; however, not all are mandatory for education providers:

- [Age Discrimination Act 2004 \(Cwth.\)](#)
- [Australian Human Rights Commission Act 1986 \(Cwth.\)](#)
- [Australian Qualifications Framework \(AQF\) \(National Policy\)](#)
- [Disability Discrimination Act 1992 \(Cwth.\)](#)
- [Equal Opportunity Act 1984 \(WA\)](#)
- [Fair Trading Act 2010 \(WA\)](#)
- [Freedom of Information Act 1992 \(WA\)](#)
- [National Vocational Education and Training Regulator \(Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements\) Instrument 2025](#)
- [National Vocational Education and Training Regulator \(Outcome Standards for Registered Training Organisations\) Instrument 2025](#)

- [Privacy Act 1988 \(Cwth.\)](#)
- [Racial Discrimination Act 1975 \(Cwth.\)](#)
- [Sex Discrimination Act 1984 \(Cwth.\)](#)
- [VET Student Loan Act 2016 \(Cwth.\)](#)
- [VET Student Loans \(Courses and Loan Caps\) Determination 2016 \(Cwth.\)](#)
- [VET Student Loan Rules 2016 \(Cwth.\)](#)

## **9.0 Accountabilities**

The Governance Board is responsible for the review and approval of this policy.

The policy is to be implemented via induction and training of staff and distribution to students and EIT's community via the website and other publications.