

Melbourne Rudolf Steiner Seminar Ltd

A.C.N. 081 055 110
RTO 3948 CRICOS 01812M VET Fee-HELP Provider: 7052



Tuition Fee Refund Policy for students receiving VET FEE HELP

The Melbourne Rudolf Steiner Seminar (MRSS) is committed to fair and equitable policies and procedures with regard to refund of fees paid by students. The Seminar adheres to all State and Commonwealth legislation including that governing Registered Training Organisations and VET FEE-HELP Providers. This procedure is written to provide students with information of conditions under which a refund may be obtained and to give staff clear and consistent guidelines for refunds.

Tuition Fees are those paid for a Course or Unit of Study. Students withdrawing from a course or unit of study before it is completed may be entitled to a refund dependent on the time and special circumstances of withdrawal.

1. If a student withdraws in writing on the *Notice of Withdrawal from a Course/Unit of Study Form* on or after the first day of classes and on or before the census date for that unit of study then MRSS will refund all tuition fees.
2. If a student withdraws in writing on the *Notice of Withdrawal from a Course/Unit of Study Form* after the census date MRSS will not normally refund tuition fees for that unit of study.
3. If the Finance Officer considers however that the withdrawal was due to special circumstances a refund may be possible. Special circumstances
 - Must be notified at the time of withdrawal.
 - Must be beyond the student's control (ie for which the student is not responsible due to action or inaction)
 - Must not become known or make their impact on the student until on or after the census date.
 - Must render the student unable to complete the requirements for the Unit of Study due to medical, family or personal circumstances or employment related circumstances.
 - Must be given with written evidence from the student's Medical Practitioner, Psychologist, Registered Counsellor or Employer.

Further details of conditions of refund or of re-crediting of FEE-HELP balances are given below.

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Re-Crediting of FEE-HELP Balance

Students who withdraw from their studies (from units of study) after the census date can apply in certain circumstances to have their FEE-HELP balance re-credited.

The MRSS will, where it is satisfied that special circumstances apply re-credit a person's FEE-HELP balance with an amount equal to the amount of VET FEE-HELP assistance that the person received for the unit of study.

If a person's FEE-HELP balance is re-credited, any VET FEE-HELP debt they acquired for the unit will be remitted and MRSS will repay any amounts of VET FEE-HELP assistance for the unit to the Commonwealth.

Application for Re-crediting

A student may apply, in writing to MRSS, for a re-credit, remission or refund if they withdraw from their unit after the census date if the person has not completed the requirements for the unit. A person cannot apply for a re-credit or a remission if they have successfully completed the unit.

An application for a re-credit or a remission must be made, in writing, within 12 months of the withdrawal date, or, if the person has not withdrawn, within 12 months of the end of the period of study in which the unit was, or was to be, undertaken.

Special Circumstances

MRSS will re-credit or remit if the Finance Officer is satisfied that **special circumstances** apply to the person that were:

- beyond the person's control;
- did not make their full impact on the person until on, or after, the census date;
- **and**
- made it impracticable for the person to complete the requirements for the unit in the
- period during which the person undertook, or was to undertake, the unit.

Beyond a person's control

Circumstances could be considered beyond a person'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 person is not responsible. This situation would generally be expected to be unusual, uncommon or abnormal.

For example, a lack of knowledge of how VET FEE-HELP works or the requirements regarding census dates would not be considered beyond a person's control.

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Do not make full impact until on or after the census date

Circumstances could be considered not to make their full impact on the person until on or after the census date for the unit if the person's circumstances occur:

- before the census date, but worsen after that day;
- before the census date, but the full effect or magnitude does not become apparent until after that day; or
- on or after the census date.

Impracticable for the person to complete the unit of study requirements

Circumstances that make it impracticable for the person to complete the requirements for their unit may include:

- medical circumstances. For example, where a person's medical condition has changed to such an extent that he or she is unable to continue studying;
- family/personal circumstances. For example, death or severe medical problems within a
- family, or unforeseen family financial difficulties, so that it is unreasonable to expect a person to continue studies;
- employment related circumstances. For example, where a person's employment status or arrangements have changed so that the person is unable to continue his or her studies, and this change is beyond the person's control;
- or course related circumstances. For example, where the provider has changed the unit it had offered and the person is disadvantaged by either not being able to complete the unit;
- or not being given credit towards other units or courses.

A person is unable to complete the requirements for a unit, for example, if the person is unable to:

- undertake the necessary private study required, or attend sufficient lectures or tutorials or meet other compulsory attendance requirements in order to meet their compulsory course requirements; or
- complete the required assessable work; or
- sit the required examinations; or
- complete any other course requirements because of their inability to meet the above.

The person's application should include any independent supporting documentation, for example, a letter from the person's doctor or counsellor, to support the person's claims. Each application should be examined and determined on its merits. MRSS will consider the person's claims, together with any independent supporting documentary evidence that substantiates these claims.

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Special circumstances do not include, for example:

- lack of knowledge or understanding of requirements for VET FEE-HELP assistance; or
- a person's incapacity to repay a HELP debt, as repayments are income contingent and
- the person can apply for a deferral of a compulsory repayment in certain circumstances

MRSS will notify the person in writing of its decision and include the following information

- reasons for making the decision
- Review Policy and Procedure through which the person may apply for a review of the decision if they are unsatisfied with the outcome.
- that the time limit for applying for a review of a decision is 28 days from the day the person first received notice of the decision.

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Notice of Withdrawal from a Course of Study

(Before filling out this form refer to the guidelines in the VET Fee Help Information booklet available from the Seminar office or from www.deewr.gov.au/vetfeehelp)

Full Name: _____
Address: _____
Course: _____
Date: _____
Course Start Date: _____

I wish to notify the Melbourne Rudolf Steiner Seminar of my withdrawal from the above course due to the following special circumstances:

Signed: _____

Date: _____