

**TUITION FEE REFUND AND REMOVAL OF
VET STUDENT LOAN DEBT
DOMESTIC STUDENT**

Policy & Procedure

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1. SCOPE

The following JMC Terms and Conditions are in accordance with the Commonwealth of Australia *Higher Education Support Act (2015)* and subsequent amendments, and the VET Guidelines 2015.

This policy is available to students on the JMC website, www.JMC.edu.au, or a copy may be requested from Reception.

Students are made aware of this policy by the Student Admissions team during the enrolment process.

If this policy changes, the most current version will be available on JMC's website.

2. DEFINITIONS

All definitions are located in the *JMC Glossary*.

3. POLICY

This is a statement of the JMC Academy's (JMC) policy in regard to tuition fee refunds and removing debts for domestic students who have a VET STUDENT LOAN DEBT (VETSL Debt).

4. PROCEDURE

- Withdrawal or deferment after enrolment and prior to, or on VETSL Debt Census Date:
If written notice of a student withdrawal or deferment is received for a unit of study (semester) or an entire course after enrolment but prior to, or on the Census Date for the semester:
 - No VETSL Debt will be incurred for that semester if the student has applied for a VETSL Debt; and
 - JMC will repay to a student who is, or would be, entitled to VETSL Debt assistance, any VET tuition fees that he/she may have paid for the unit of study. 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 of study.
- Withdrawal or deferment after enrolment and after the Census date:
If written notice of a student withdrawal is received from a unit of study or an entire course after the Census Date of the semester
A VETSL Debt will be incurred for that unit of study only; and
No refund of that semester's tuition fees will be available.
- JMC cancellation of a course:
JMC reserves the right to cancel or postpone any courses prior to their scheduled start dates, should it be necessary. In such circumstances, if the course is postponed by more than four weeks (4), and if a student is unable to enrol in a similar course at JMC, all tuition fees paid in advance will be refunded within fourteen (14) business days of cancellation.

5. RELATED DOCUMENTS

All related JMC Fee Policies are located on the JMC website, www.JMC.edu.au

- 5.1 JMC Glossary
- 5.2 Fee Schedule
- 5.3 Tuition Fee Refund Policy and Procedure (VET)
- 5.4 Fees taken in advance Policy and Procedure (VET)
- 5.5 Late Fee Payments Policy (VET)
- 5.6 Tuition Fee Refund and Re-Accrediting VET STUDENT LOAN Debt - Special Consideration (VET)
- 5.7 Complaints and Appeals Policy and Procedure

6. RELEVANT LEGISLATION

- 6.1 Standards for Registered Training Organisations (RTOs) 2015
 - Standard 5.3:
Where the RTO collects fees from the individual learner, either directly or through a third (3rd) party, the RTO provides or directs the learner to information prior to enrolment or the commencement of training and assessment, whichever comes first, specifying:
 - b) the learner's rights as a consumer, including but not limited to any statutory cooling-off period, if one applies;
 - c) the learner's right to obtain a refund for services not provided by the RTO in the event the:
 - i) arrangement is terminated early; or
 - ii) the RTO fails to provide the agreed services.
- 6.2 VET Student Loan (VSL) Legislation
- 6.3 VSL Act 2016
- 6.4 VET Student Loan rules 2016

7. POSITIONS RESPONSIBLE

- 7.1 Head of Student Services and Admin
- 7.2 Student Admissions
- 7.3 Administration
- 7.4 Campus Manager
- 7.5 Director of Finance and Operations
- 7.6 Chief Executive Officer

8. APPROVAL INFORMATION

Approval Authority	Quality Education and Risk Committee (QERC)
Health Check approval authority	JMC CEO
Review date	01/12/2024

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4.0	QERC	02/02/2022	03/02/2022	New template	Current