

VET STUDENT LOAN APPLICATION FOR WITHDRAWAL FORM

SECTION A: To be completed by learner and email to studentservices@sbta.com.au or accounts@sbta.com.au

PERSONAL DETAILS				
Student No:		Date of Birth: (dd/mm/yy)		
Family Name:				
First Name:				
Mobile:				
Email:				
Full address:	Street no/name:			
	Suburb:		State:	
	Postcode:		Country:	
COURSE CODE AND NAME OF THE COURSE YOU ARE ENROLLED IN:				
Course code/name:				
Course start date:				
REASON FOR WITHDRAWAL				
<input type="checkbox"/> I wish to withdraw from my course. <input type="checkbox"/> I wish to withdraw from the unit/s of study listed below on or before the census date. No debt is incurred and refund applies if payment has been made. (In a VET Student Loan, eligible course, fees are charged by units of study). <input type="checkbox"/> I wish to withdraw from the unit/s of study listed below after the census date. No refund or removal of debt unless special circumstances apply - see over. NOTE: If you withdraw from a unit of study, but wish to continue your course, you will need to request SBTA in writing to continue/resume your study				
Reason for withdrawal				
Unit of study Code	Unit of Study Name	OFFICE USE ONLY		
		Start Date	Census Date	Payment
Signature of applicant:			Date:	
Note 1: Refunds are to be made to the learner, organisation or third party who originally paid. Note 2: For Credit card payments. Any payments made by Credit Card may be refunded to the original credit card number only.				
Electronic Payment of Refunds If you prefer this method of payment please provide details of your bank account into which the refund will be directly deposited.				
Account Name:	_____			
Bank:	_____			
BSB No.	_ _ _ _ _ _ _ _ _ _			
Account No.	_ _ _ _ _ _ _ _ _ _			

SECTION B: OFFICE USE ONLY

Approved <input type="checkbox"/> Not Approved <input type="checkbox"/> Approval Number: _____ Refund Amount: \$ _____
If not approved, provide reason _____
Refund details entered into system: YES <input type="checkbox"/> NO <input type="checkbox"/>
Signature of approver _____ Date: _____
For any credit card payments, payment may be refunded to the original credit card number only.

VET STUDENT LOANS REFUND AND RE-CREDITING POLICY

Purpose

To ensure appropriate policy in respect to refund of course fees, or re-crediting a VET Student Loan debt.

Policy rationale

To ensure that The Lan-Grove Office Training Centre Pty Ltd trading as The Sydney Business and Travel Academy (SBTA) has a consistent and fair process for dealing with requests for refund of course fees, or re-crediting a VET Student Loan debt.

REFUNDS – VET Student Loans

Learners who withdraw from a unit of study or a course of study are required to notify SBTA in writing.

Students Refunds will be provided for upfront tuition fees paid on the following basis:

The student withdraws before or on the Census Date for a Unit of Study; any upfront Tuition Fees paid for that Unit of Study will be refunded.

If the student withdraws after the Census Date for a Unit of Study; any upfront Tuition Fees paid for that Unit of Study will not be refunded.

1. Learners are not eligible for the refund of incidental fees
2. Learners enrolled in a course that has been cancelled by SBTA will be refunded.

RE-CREDITS – VET Student Loans Students

A Student's FEE-HELP balance can be re-credited under Part 6 of the VET Student Loans Act 2016. A student may apply to SBTA to have their VET Student Loan debt re-credited due to Special Circumstances. Alternatively, the student can apply for the Department of Education to have their VET Student Loan debt re-credited if; SBTA, or a person acting on SBTA's behalf, engaged in unacceptable conduct in relation to the student's application for the VET Student Loan or SBTA has failed to comply with the VET Student Loans Act 2016 or an instrument under the VET Student Loans Act 2016 and the failure has adversely affected the student.

If a student withdraws before or on the Census Date they will not incur the VET Student Loan debt for that Unit of Study and for any further Units of Study. If a student withdraws after the Census Date they will incur the VET Student Loan debt that Unit of Study. If special circumstances apply, they can apply to have that VET Student Loan debt re-credited.

To apply for a VET Student Loan debt re-credit, the student should complete the form "Application for Withdrawal Form" and specify any special circumstances and provide appropriate evidence.

Special Circumstances as defined as circumstances which are:

- beyond the student's control and
- did not make their full impact on the student until on, or after, the census day for the course, or the part of the course, and
- made it impracticable for the student to complete the requirements for the course, or part of the course, during the student's enrolment.

SBTA will re-credit a student's FEE-HELP balance if:

- the student applies to SBTA in writing for the re-credit, and
- the application is made:
 - within 12 months after the Census Date in question, and
- SBTA is satisfied that "special circumstances" prevented, or will prevent, the student from completing the requirements of the course or the part of the course.

For further information, refer to

- The VET Student Loans page – www.sbta.com.au
- [VET Student Loan Information Booklet](#)
- The VET Student Loans page of the Study Assist site - www.studyassist.gov.au
- [SBTA's Privacy Policy](#) and [DESE's Privacy Policy](#)

Note: You are not eligible for a re-credit or a refund if you have successfully completed the unit of study.