	Refund Policy – VET Student Loans
	Version 1
Department: Sarina Russo Institute	Latest Amendment: 07/11/2019

Policy Statement

Sarina Russo Institute (SRI) will comply with all legislative requirements for the provision of refunds to students. Refunds will be issued where the refund request has satisfied the relevant requirements as outlined and, where required, an application for a refund consideration has been submitted

Purpose

SRI acknowledges that there may be instances when a student/client is entitled to a refund of pre-paid fees. The Refund Policy provides clear and transparent guidelines to determine eligibility for, the calculation of and process for disseminating refunds where applicable. Requests for refunds may incur an administration fee.

Scope

This policy applies to refunds for students studying with SRI and who are accessing a VET Student Loan.

Underpinning Legislation and Contractual Requirements

This Policy is underpinned by the:

- VET Student Loans Act 2016
- Standards for Registered Training Organisations (RTOs) 2015

Definitions

3rd Party Loan Providers – Where a student chooses to take out a loan with a 3rd party provider to pay for their tuition fees

Census Date – the date after which a student incurs a debt for the VET unit of study in which they are enrolled.

Direct Debit Payment Plans – The process for students to pay their tuition fees via scheduled authorised debit payments from their bank account / credit card.

SRI – Sarina Russo Schools Australia Pty Ltd ABN 39 010 129 325 trading as Sarina Russo Institute (SRI) [CRICOS Provider Code - 00607B]

Student – a student enrolled in a VET Student Loan Course and accessing a VET Student Loan

VET – Vocational Education and Training


VET FEE-HELP – an income contingent loan scheme administered by the Australian Government Department of Education and Training for the VET sector which ceased on 31 December 2016.

VET Student Loan (VSL) – an income contingent loan scheme administered by the Australian Government Department of Education and Training for the VET sector which commenced on 1 January 2017, replacing the VET FEE-HELP scheme, which ceased on 31 December 2016.

VSL Course Cap – this is the maximum amount of VSL funding that can be accessed for a particular course, the amount is set by the Australian Government and can be found on the MySkills.gov.au website.

Policy

1. This refund policy is subject to the VET Student Loans Act and the National Vocational Education and Training Regulator Act (the Relevant Legislation). In the event of an inconsistency between this policy and relevant legislation, the legislation prevails to the extent of the inconsistency
2. All refund requests, notifications of cancellations, deferrals or suspensions of enrolment must be made in writing:
 - By email - qualityunit@sri.edu.au; or
 - By letter – using the below mail address:
Sarina Russo Institute
RTO Director
Level 2, 100 Eagle Street
Brisbane QLD 4000
3. Where a student withdraws from a VET unit of study on or before the census date for that unit of study:
 - 100% of tuition fees paid for that unit will be re-credited to the student loan account; and
 - The student will receive a full refund of any fees paid upfront (excluding the enrolment fee); and
 - the student will not incur a VETSL/FEE-HELP debt
4. Where a student withdraws from a VET unit of study after census date for that unit of study:
 - no refund is applicable for that fee period; and
 - the student will incur a VETSL/FEE-HELP debt
5. Where SRI cancels a student’s enrolment after a census date for that unit of study, and where the appeals process has either been completed, or the student has chosen not to access it;
 - no refund is applicable for that fee period; and
 - the student will incur a VET Student Loan debt
6. In some instances, the tuition fees for a course may be greater than the VSL Course Cap. Where this occurs, the student will be required to pay the difference, this is called co-contribution. Where students opt to fund their co-contribution fees via cash up front, or a direct debit payment plan and withdraw after the census date, no refund is applicable for the co-contribution payments.
7. Where the student is required to pay a co-contribution and they have pre-paid fees to the value of \$1,500 or more, in the unlikely event that Sarina Russo Institute is unable to deliver a course in full, SRI will either;
 - place the student into an equivalent course that is in a location close to where the student had been enrolled in, and the student will receive the full services for which they had pre-paid and at no additional cost to the student; or
 - pay a refund of any prepaid co-contribution fees for services yet to be delivered
8. Special Circumstances – If a student withdraws after a census date and incurs a VET Student Loan debt, the student can apply to have their FEE-Help balance re-credited if the student believes there are special circumstances. The student will need to demonstrate that the circumstances;
 - were beyond the student’s control; and
 - did not make their full impact on the student until on or after the census day; and

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- made it impracticable for the student to complete the unit of study requirements.
Further specific information on special circumstances can be found in SRI's [Re-crediting of FEE-HELP debt](#) procedure which is available on the SRI website.

- Where the student disagrees with a decision made by SRI in relation to their refund, the student may appeal the decision. Refer to the Feedback and Complaints Policy and Procedure for further information on appealing decisions
 - In the event that a student is dissatisfied with SRI's determination, this policy and the availability of complaints and appeals process do not remove the right of the student to take action under Australia's consumer protection laws.

VSL Refund Summary

Notification given	Refund amount
Before course commencement	Full refund
After course commencement and <u>before</u> census date	Full refund
After course commencement and <u>after</u> census date	No refund* *Except where special circumstances apply