VET FEE-HELP information for students
Tuition fees and refunds

Key Dates
Payments, withdrawals and refunds in VET FEE-HELP are based on advertised Units of Study and are managed according to four key dates:

- **Start Date** – this is the date on which your Unit of Study begins

- **Administrative Date** – this is 10% of the way through your Unit of Study. It is the date by which you must either:
  - pay for your Unit of Study; or
  - indicate that you intend taking out a loan

- **Census Date** – this is 20% of the way through your Unit of Study. If you are taking out a loan, it is the date by which your enrolment in the Unit of Study is confirmed and you incur a VET FEE-HELP debt

- **End Date** – this is the date on which your Unit of Study finishes.

Withdrawing after the Administrative Date and before the Census Date
All students who withdraw from their Unit of Study need to advise the college in writing using the *Withdrawal/Refund Application form for VET FEE-HELP students*.

Withdrawing on or before the Census Date
If you withdraw on or before the Census Date, this means that you:

- are entitled to a refund if you have paid upfront; or
- do not incur a debt if you have taken out a VET FEE-HELP loan
- will incur a Cancellation Fee of 10% if the Administrative Date has passed.

Withdrawing after the Census Date
If you withdraw after the Census Date has passed, this will mean that you:

- receive no refund if you have paid upfront; or
- are liable for the full debt if you have taken out a VET FEE-HELP loan.

Special circumstances
If you withdraw after the Census Date and can demonstrate special circumstances you will be eligible for either a refund, if you have paid up-front, or a re-credit of your FEE-HELP balance, if you have taken out a VET FEE-HELP loan. Special circumstances are outlined in the *VET FEE-HELP Information* booklet, which you are required to read prior to enrolment. Your application should include any independent supporting documentation to support your claim, for example, a letter from your doctor or counsellor.
You will need to complete the VET FEE-HELP Application to re-credit a FEE-HELP balance form. You will be notified in writing about the outcome of your application.

Special circumstances do not include:

- lack of knowledge or understanding of requirements for VET FEE-HELP assistance; or

- incapacity to repay a VET FEE-HELP debt, as repayments are income contingent and you can apply to the Tax Office for a deferral of a compulsory repayment in certain circumstances.

Review and appeals

If your application for a re-credit is not successful, you can request a review of the decision. See the VET FEE-HELP Student Review Procedures for more.

If your review request is unsuccessful, you may lodge an appeal to the Administrative Appeals Tribunal (AAT). At July 2012, the full fee to lodge an appeal with the AAT is $816. In certain circumstances this fee can be reduced to $100. Go to www.aat.gov.au.