



Refund Policy for the purposes of the VET FEE-HELP and VET Student Loans program

This refund policy applies to all students who are entitled to VET FEE-HELP or VET Student Loans, even if they choose not to access it.

To be entitled to VET FEE-HELP/VET Student Loans a person must be an Australian citizen or the holder of a permanent humanitarian visa who will be resident in Australia for the duration of their VET units of study, studying an approved Diploma course.

Withdrawal from a unit of study / course

Students of Access Group Training Pty Limited (AGT) who wish to withdraw from a VET unit of study or VET course of study must do so in writing using the prescribed *Withdrawal Form* which is available from www.agt.edu.au. The date on which the student is deemed to have withdrawn from their Unit of Study, is the date that the Student Withdrawn Form (or letter of Intention to Withdraw) is received by AGT.

Refunds – for students who are eligible for VET FEE-HELP/VET Student Loans

Where a student withdraws from a VET Unit of Study on or before the relevant census date:

- AGT will repay to the student any VET tuition fees that he or she may have paid for the VET Unit of study, and
- The student will not incur a HELP debt for the VET 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.

Where a student withdraws from a VET unit of study after the relevant census date:

- No refund is applicable; and/or
- The student will incur a HELP debt

Special circumstances

A student who withdraws after the census date for a VET unit of study may apply for a special consideration in line with the Student Review Procedures for Re-Crediting a HELP Debt.

Publication

This *Refund Policy* is made available to students and persons seeking to enrol with AGT through publication on AGT's website (www.agt.edu.au).