Cancellation and Refund Policy – for Diploma and Above Qualifications

Policy Statement
Sage Institute of Education students enrolled in Diploma and above qualifications who wish to withdraw from a VET unit of study or a VET course of study must send an email to vetfeehelp@sage.edu.au.

Responsibility
It is the responsibility of the General Manager to ensure compliance with this policy.

Guidelines

Refunds - students who are eligible for VET FEE-Help assistance
This section is applicable to students who are Australian citizens or permanent humanitarian visa holders (who are resident in Australia for the duration of the VET unit of study) enrolled in a VET FEE-HELP enabled course offered by Sage Institute of Education.
In the event of a student withdrawing 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 refunded to the student; and
- The student will not incur a VET FEE-HELP debt.
In the event of a student withdrawing from a VET unit of study after the census date for that unit of study:
- No refund is applicable; and/or
- The student will incur a VET FEE-HELP debt.

Refunds - students who are not eligible for VET FEE-Help assistance
This section is applicable to students who are permanent residents (who are not permanent humanitarian visa holders who are resident in Australia for the duration of the VET unit of study) and New Zealand citizens enrolled in a VET FEE-HELP enabled course offered by Sage Institute of Education.
In the event of a student withdrawing 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 refunded to the student.
In the event of a student withdrawing from a VET unit of study after census date for that unit of study no refund is applicable.

Payment of Refunds
Where applicable, refunds will be paid within 30 days of the census date of the VET unit of study to which the withdrawal applies.

Special circumstances
A student who withdraws after the census date for a VET unit of study may apply for special consideration in line with the procedure for Re-crediting a FEE-HELP Balance.
Publication
This Cancellation and Refund Policy will be made available to students and those seeking to enrol with Sage Institute of Education through publication on the company website: www.sage.edu.au.

Status: Updated Policy

Key Stakeholders
General Manager
Group Administration Manager
Accounts Team
Student

Related Legislation
Higher Education Support Act 2003

Related Documents
VET FEE-HELP Information Booklet
Transfer and Deferment Policy
Re-crediting a FEE-HELP Balance Procedure

Date Effective: May 2014
Updated March 2015

Policy Author: Academic Director