

Please complete and submit this form via:

Email: vet_fee_help_admin@thesalesmasters.com.au

Post: Australian Salesmasters Training Co,
PO Box 638, Rosebery NSW 1445

Fax: (02) 9700 8988



AUSTRALIAN
SALESMASTERS
TRAINING CO
don't blame them ... TRAIN THEM!

WITHDRAWAL APPLICATION – VET FEE-HELP

All sections of this form **must be completed** and submitted to **Australian Salesmasters Training Co** (ASTC RTO #6854)

Last Name		First Name	
Other Name			
Unique Student Identifier (USI)		Date of Birth (DD/MM/YYYY) / /	

Postal Address	Unit / House:	Street:	
	Suburb:	State:	Postcode:

Email:

Course of Study /Unit of Study Name and No.:

VET FEE-HELP Loan Amount: \$

Unit of Study Loan Amount: \$

Please tick your request/s, complete withdrawal reason and sign below:

- 1. I wish to withdraw from my course of Study on or before the census date (no loan debt incurred).
- 2. I wish to withdraw from my Unit/s of Study on or before the census date (no loan debt incurred)
- 3. I wish to withdraw from my Unit/s of Study after the census date and understand I will incur a loan debt for this unit or units of study.
- 4. I wish to withdraw from my Course of Study or Unit/s of Study after the census date and apply for special circumstances. Note: Evidence of special circumstances must be attached. (e.g. Medical Certificate)

Withdrawal reason: *(Please attach reasons if it does not fit in this space)*

Unit of Study Details:

Unit of Study Code	Unit of Study Name	Office Use Only				
		Start Date	End Date	Census Date	Loan Amount	Date Of Request

SECTION B: To be completed by Student Services at ASTC

Approved Not Approved Approval Number Loan Amount \$

No loan debt incurred Referred for review of special circumstances Loan Amount \$

If not approved, provide reason: *(Please attach reasons if it does not fit in this space)*

Signature of approver: _____ Date (DD/MM/YYYY) / /

Copy forwarded to ASTC Staff for processing on: _____ Date (DD/MM/YYYY) / /

Name of ASTC Processing Staff: _____ Signed: _____

Loan reversal completed by: _____ Signed: _____ Date (DD/MM/YYYY) / /

Refund/withdrawal information in relation to VET FEE-HELP

The procedure below will be used for learners who **withdraw before a census date and after a census date** and who are using VET FEE-HELP Loan. Learners seeking a withdrawal from a course of study or unit of study must:

1. Complete a **Withdraw Form** or contact the ASCT VET FEE-HELP administration team. The form is available from the ASTC website **www.thesalesmasters.com.au** under VET FEE-HELP Learner How To's. The completed form is then emailed to: **vet_fee_help_admin@thesalesmasters.com.au** or otherwise contact the VET FEE-HELP administration team on **02 9700 9333** for assistance.
2. If withdrawing before the census date the learner will be credited 100% of tuition fee borrowed for that unit of study and the learner will not incur a VET FEE-HELP debt.
3. If a learner is withdrawing from a VET unit of study after the census date the learner will incur a VET FEE-HELP debt (unless remitted under special circumstances).
4. Special circumstances apply if the learner withdraws from a unit of study after the census date because of seriously illness or because of other special circumstances (changing your mind or failing to complete units on time are not sufficient reasons to apply).
5. Where special circumstances apply all evidence supporting the circumstance must be supplied with the withdrawal form and returned to ASTC (e.g. Medical certificate)
6. Once reviewed, ASTC admin will within 7 days will acknowledge receipt. The learner will be notified of the outcome in writing within 20 working days.
7. If a learner withdrawal application is rejected then the learner will have an option to appeal the decision in writing within 28 calendar days after receiving the notification.
8. The appeal is assessed by an ASTC student support officer
9. The learner will be notified of the outcome in writing within 28 calendar days.
10. If the learner is not satisfied with the outcome of the appeal, a further application may be made within 7 days of the appeal decision which will be assessed by a second delegate, not the same as the ASTC representative in the first application.
11. The learner will be notified of the outcome within 28 calendar days
12. If the learner is still not satisfied of the outcome of the appeal it will be referred to the ASTC CEO who will make the final decision and the learner will be advised of this within 7 working days.
13. If the learner is still not satisfied with the outcome by the ASTC CEO, then the learner can submit a review to L.E.A.D.R. (The Association of the Dispute Resolvers). Costs of such mediation will be shared by ASTC and the learner.

Link to appeal process: www.complaintstream@asqa.gov.au

Refund/withdrawal information in relation to VET FEE-HELP

Information collected by ASTC (RTO #6854) during a learner's enrolment and attendance will be used for the purposes of general student administration, identification, communication, state and national reporting, program monitoring, evaluation and surveys.

Learner information will be held securely and disposed of securely when no longer needed.

The information may be disclosed to Centrelink, the Department of Veterans' Affairs, the Commonwealth Department of Education, the Department of Immigration and Border Protection, the Universities Admissions Centre, Office of the Board of Studies and the National Centre for Vocational Education Research. In order to meet the requirements of Registered Training Organisations under the Apprenticeships and Traineeships Act 2001, apprentice and trainee information is provided to employers, Australian Apprenticeship Centres and State Training Services (or the relevant State Training Authority).

While the provision of the information requested on this form is not required by law, it is a requirement of ASTC (RTO #6854) and this form will not be accepted if it is not provided.

You may correct your personal details by contacting your ASTC (RTO #6854) administration or by using ASTC (RTO #6854) Learner Support.

* Signature of Learner

Date (DD/MM/YYYY) / /