

## Vet Student Loan Cancellation Policy and Procedure

### Overview

Katrinass School of Hair and Beauty may cancel a student's enrolment in limited circumstances as outlined below. Where the school begins the process of cancelling a student's enrolment, the affected student will be informed of the enrolment cancellation and given 28 days to initiate an application of grievance before the cancellation will take effect.

### Definitions

**For the purposes of this document the following applies:**

The Act refers to the VET Student Loans Act 2016

**Student/s** refers to all persons enrolled in a unit of study who are, or would be entitled to VET STUDENT LOANS assistance; and

**Potential Students** refers to all persons seeking to enrol in a VET unit of study that meets the course requirements and who are, or would be, entitled to VET STUDENT LOANS assistance.

Katrinass School of Hair and Beauty may cancel a student's enrolment if:

- A student demonstrates serious misconduct in line with the school's policy and procedures
- The student does not meet the requirements of the course or unit of study and has made no effort or reasonable steps to rectify this. Katrinass School of Hair and Beauty will identify students that are falling below the standard requirements for the course and will be in contact with the student directly and the trainer.

Katrinass School of Hair and Beauty's administration team will be responsible for initiating the cancellation procedure.

When the process is initiated, the affected student will be informed immediately of the proposed cancellation and will be given 28 days to initiate grievance procedures before the cancellation of enrolment will take effect. Internal and external grievances must be finalized before the cancellation process is completed.

Where the cancellation takes effect before the census day for the 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 Student Loans debt.

Where the cancellation takes effect after the census date for that unit of study:

- No refund is applicable; and/or
- The student will incur a Vet Student Loans debt.

### Publication

This Vet Student Loan Cancellation Policy will be made available to students and potential students through publication on the website [www.katrinass.com.au](http://www.katrinass.com.au). This policy is reviewed and monitored for compliancy and corrective action taken when required