Sydney Dance Company's Pre-Professional Year

VSL Withdrawal and Re-credit Procedure

REVIEW RECORD	
Effective	November 2026
Next Review	November 2028
Approved by	Executive Director

1. Purpose

1.1 This procedure explains how students enrolled in Sydney Dance Company's Pre-Professional Year (PPY) who have a VET Student Loan may withdraw from all or part of their course, request temporary withdrawal, seek a refund of tuition fees and apply for re-credit of their HELP balance.

2. Scope

2.1 The withdrawal provisions apply to students enrolled in the following PPY qualifications:

- CUA51520 Diploma of Professional Dance (Elite Performance).
- CUA60120 Advanced Diploma of Professional Dance (Elite Performance).

2.2 This policy applies to students enrolled in an approved qualification at Sydney Dance Company and have a VET Student Loan (VSL).

2.3 This procedure covers student-initiated withdrawal, temporary withdrawal, re-enrolment, associated fee adjustments, special-circumstances re-credit applications and reviews.

2.4 This procedure is to be read with the **PPY Complaints & Appeals Policy** (Appendix C), current PPY handbook, enrolment terms and published tuition-fee and census-date schedules.

3. Definitions

Withdrawal: A student's written notification that they are ending enrolment in the whole course or specified parts of it. Non-attendance alone is not a reliable substitute for written notification.

Temporary withdrawal / deferral: An agreed interruption to studies with a documented period, affected course parts and proposed return arrangements. It does not automatically remove an existing tuition-fee liability or VSL debt.

Census date: The published last day on which a student may withdraw from the relevant VSL course part without tuition-fee liability or a VSL debt for that part. Different course parts may have different census dates.

VSL unit of study / course part: The fee-bearing part of an approved course to which the published census date applies. It is not necessarily the same as a nationally recognised unit of competency.

HELP balance re-credit: Restoration of available borrowing balance for the relevant VSL assistance following an authorised decision. It is distinct from a cash refund of tuition fees personally paid by the student.

Special circumstances: Circumstances meeting all three criteria in Section 7.1.

Reviewable decision: A VSL decision subject to statutory reconsideration, including refusal of a special-circumstances re-credit application.

Working day: A business day excluding weekends and public holidays in NSW.

4. Access and Guiding Principles

4.1 A student may withdraw from all or part of a VSL-assisted course on or before its census date without financial, administrative or other barriers. No withdrawal penalty applies. A meeting, exit interview, outstanding fee payment, completed form, supporting medical evidence or staff approval is not a prerequisite to recording that withdrawal.

4.2 Withdrawals at any point must be made in writing and can be submitted to learning@sydneydancecompany.com or to the Head of Training.

4.3 Requests and reviews will be handled fairly, sensitively and without victimisation or discrimination. Students will receive written reasons for decisions and information about applicable review rights. No charge applies to an internal VSL re-credit application or reconsideration.

5. Withdrawal Process and Procedure

5.1 Notification of withdrawal

a) Send a written notice to learning@sydneydancecompany.com or directly to the Head of Training with your name and qualification and your requested withdrawal date.
b) If you are under 18, staff may involve your parent or guardian appropriately in support and administration.

5.2 Acknowledgement of withdrawal

a) Sydney Dance Company staff will log the notice immediately, including date received, requested effective date and applicable census dates.
b) The student will receive confirmation of receipt of withdrawal request within five working days.
c) Sydney Dance Company staff will update the student management system, learning management system, Department of Employment Workplace Relations, advise relevant training and finance staff, and stop future fee or loan claims for withdrawn parts where no liability has arisen.

d) Sydney Dance Company staff will arrange a Statement of Attainment for units of competency successfully completed, in accordance with applicable certification requirements.

5.3 Determine tuition-fee and VSL consequences

a) Sydney Dance Company Head of Training, Head of Open Programs & Learning, or Training Coordinator will determine any tuition or VSL consequences of the withdrawal:
   - **Withdrawal on or before the VSL census date:** no VSL debt or tuition-fee liability for that part.
   - **Withdrawal after the VSL census date:** tuition-fee liability and the VSL debt normally remain for that part unless an applicable refund, correction or re-credit ground is established.
   - **Future parts with later census dates:** will be assessed independently. Liability already incurred for one part does not create liability for future parts withdrawn from on or before their census dates.
   - **Non-VSL enrolments and separately identified non-tuition charges:** assess under the applicable published terms and legal rights.

5.4 Temporary withdrawal / deferral

a) A student may request a temporary withdrawal or deferral in response to injury, illness, bereavement or personal circumstances.
b) Students are to submit a written request stating the proposed period, affected course parts, intended return date and relevant circumstances. Supporting evidence may be requested when assessing a deferral.
c) The Head of Training or Head of Open Programs & Learning considers feasibility, progression, support and return arrangements and will respond to the student within 14 days.

6. VSL Re-credit Process and Procedure

6.1 Recredit of a VSL Balance

a) If you have been unable to complete a VSL-assisted course or part after census, you may apply to Sydney Dance Company for re-credit of your HELP balance under section 68 of the VET Student Loans Act 2016. Formal withdrawal is not a prerequisite. Special-circumstances re-credit is not available for a part successfully completed.
b) All three criteria must be met. The circumstances:
   1. Were beyond your control.
   2. Did not make their full impact on you until on or after the census date for the affected course part.
   3. Made it impracticable for you to complete the requirements of that course part during your enrolment.
c) Circumstances may include serious illness or injury, bereavement, other significant personal or family events, or an unforeseen employment change. An event before

census may qualify where it worsened or its full impact was not apparent until on or after census.

d) To submit the application for VSL recredit the student must:
    1. Apply in writing to learning@sydneydancecompany.com. Use Form B or equivalent written information. Identify each affected course part and its census date.
    2. Explain what happened, when it happened or worsened, when it had its full impact, why it was beyond your control, and how it made completion of the unit of study impracticable.
    3. Include relevant evidence (eg medical certificate, external documentation)
    4. Lodge the application within 12 months after the census date for the affected course part. Sydney Dance Company may extend the application period if satisfied the application could not be made within the 12 month time limit.

7.3 Acknowledgement and assessment of application for VSL recredit

a) Sydney Dance Company will acknowledge receipt of the application for VSL recredit within 10 working days.
b) Sydney Dance Company will assess the application against all three criteria and respond to the student with an outcome within a further 10 working days.
c) Where an application is successful, Sydney Dance Company will notify the student of the outcome, the VSL amount to be recredited, any upfront payments to be refunded (if relevant) and who to contact for more information.
d) Where an application is successful, the student will be notified in writing, noting the reasons that the application was unsuccessful. This decision can be appealed; see 7.6.

7.6 Appeal of a VSL Recredit decision

a) A student may request a review of an unsuccessful application. The request for review must be made within 28 calendar days after receiving notice of the unsuccessful outcome and specify the reasons for seeking the review.
b) Sydney Dance Company staff will acknowledge receipt of the appeal within 10 working days and will notify the student of an outcome within 45 days of receiving the appeal.
c) If a student's application for review is successful, they will receive a written outcome which will include written notice to the student of the outcome, the VSL amount to be recredited, any upfront payments to be refunded (if relevant) and who to contact for more information.
d) If a student's application for review is unsuccessful, the written review outcome will include the reasons not to refund paid tuition fees or recredit the VSL balance. The outcome will also inform the student of their right to contact the VET Student Loans Ombudsman (VLSO) or The National Training and Complaints Hotline (13 38 73)
e) Notification and repaying the VET Student Loan
    i. If a student has received notification of a successful application for a recredit of a VSL balance, the PPY team will notify the Department of Employment and Workplace Relations (DEWR) to action the recredit.

7.7 External review and complaints

Administrative Review Tribunal: A student dissatisfied with the reconsidered special-circumstances decision may apply to the ART for review. A deemed confirmation following the 45-day period also allows the external review pathway to be pursued. Students should act promptly and check the applicable application deadline directly; Sydney Dance Company must provide current ART application information with the reconsideration outcome.

VET Student Loans Ombudsman: Students may contact the Commonwealth Ombudsman's VET Student Loans function about loan-related complaints. It generally expects the provider's internal processes to be used first. It investigates and makes recommendations; it is not a substitute for the ART's statutory merits-review role. Lodging a complaint does not, by itself, preserve a separate review deadline.

Other complaints: General withdrawal handling, non-loan fee disputes and service complaints follow the PPY Complaints & Appeals Policy, including independent external review where applicable. A student is not required to choose the correct legal label before staff provide assistance.

8. Implementation, Confidentiality and Records

8.1 Head of Training and Head of Open Programs & Learning will keep all documentation pertaining to withdrawal, deferral or cancellation of enrolment secure and confidential in accordance with Sydney Dance Company's privacy policies.

- Sydney Dance Company's Privacy Policy
- Privacy Policy for Accredited Training

8.2 For students under 18 years of age, parent / guardian may be involved in the process of withdrawal / deferral and as such may have access to student files.

9. Monitoring and Review

9.1 Withdrawal, cancellation, refund and re-credit decisions relating to VET Student Loans are monitored as part of Sydney Dance Company's continuous improvement and self-assurance processes. Trends, timeframes and legislative compliance are periodically reviewed to ensure ongoing compliance with relevant VSL and RTO legislation. Any identified non-compliance or systemic issues are recorded and addressed through the continuous improvement processes.

Form A — PPY Student Withdrawal / Temporary Withdrawal Notice

Send to learning@sydneydancecompany.com, addressed to the Head of Open Programs & Learning. Equivalent written notice is accepted. A discussion or staff signature is not required before a clear withdrawal is recorded.

First name	**Surname**
Student ID, if known	**Contact email / mobile**

Qualification enrolled in (select one):

- ❑ CUA51520 Diploma of Professional Dance (Elite Performance)
- ❑ CUA60120 Advanced Diploma of Professional Dance (Elite Performance)

Action requested (select one):

- ❑ Full course withdrawal
- ❑ Partial withdrawal
- ❑ Temporary withdrawal (deferral)

Requested effective date	**Proposed return date, if seeking deferral**

Affected VSL units of study / course parts and census dates, if known. Identify continuing parts for partial withdrawal.

Reason and support requested — optional for withdrawal. Attach evidence if needed for a deferral decision.

Student acknowledgement	
I understand that each course part has its own fee and census-date consequences. Withdrawal does not automatically remove a VSL debt already incurred. I may apply separately for special-circumstances re-credit if submitting this prior to the census date. I will not be re-enrolled in a withdrawn part without my written permission given after withdrawal.	
Student name / signature	**Date**
Parent / guardian name and relationship, where applicable	**Parent / guardian contact, where applicable**

Privacy: Information is used to administer enrolment, support, fees, loan reporting and reviews. It is shared only with authorised personnel or relevant bodies where necessary or legally authorised, in line with Sydney Dance Company's Privacy Policy for Accredited Training.

Form A — Staff processing record

Date / time notice received	**Acknowledgement sent**
Effective withdrawal date and basis	**Student management record updated**
Course parts, census dates, tuition payments, VSL amounts and fee treatment — attach reconciliation.	
Confirmation sent / Statement of Attainment action	**Finance / VSL officer referral and date**
Deferral outcome / return arrangements, if applicable	**Re-credit information provided and date**
Processed by / date / outstanding actions and final verification	

Form B — PPY Student VSL Re-credit Application

Send to learning@sydneydancecompany.com. Apply within 12 months after each affected census date or request an extension with reasons and evidence. This form is separate from a withdrawal notice; formal withdrawal is not required to apply for VSL Re-credit.

First name	**Surname**
Student ID, if known	**Contact email / mobile**

Qualification enrolled in (select one):

- ❑ **CUA51520 Diploma of Professional Dance (Elite Performance)**
- ❑ **CUA60120 Advanced Diploma of Professional Dance (Elite Performance)**

Affected VSL units of study / course parts, census dates, study periods and withdrawal date if applicable. Attach a list if needed.

1. Explain the circumstances and why they were beyond your control.

2. Explain when the circumstances arose or worsened and when their full impact occurred relative to each census date.

3. Explain how the circumstances made completion of each affected part impracticable during your enrolment.

Supporting independent evidence attached — list documents and relevant dates. Identify any further evidence being obtained.
If applying more than 12 months after census: request an extension, explain why you could not apply in time and list supporting evidence.
Declaration I declare that the information provided is true and correct to the best of my knowledge. I understand that each affected course part will be assessed against all three special-circumstances criteria and that approval is not automatic. I understand that any VSL assistance adjustment is processed through the government loan system, not paid to me as cash.

Student name / signature	**Date**

Privacy: This information and supporting evidence will be used to assess the application, conduct any review, implement the outcome and meet reporting and legal obligations, in line with Sydney Dance Company's Privacy Policy for Accredited Training.

Provide only relevant information. Do not include a Tax File Number or banking details. Access and disclosure are managed under Section 8.

Form B — staff decision and implementation record

Received / acknowledged on (date):	**Decision-maker identified (name & role):**
Affected parts, census dates, completion status and application timeliness; extension decision and reasons, if relevant.	
Findings and evidence for each of the three criteria, by affected course part — attach decision reasons.	
Outcome for each part; HELP re-credit amount; VSL adjustment; upfront refund; calculation and financial reconciliation attached.	
Decision notice sent / review rights included	**Reconsideration received / 45-day deadline, if relevant**
Reporting acceptance, Commonwealth repayment and student refund confirmations; student notified; verified by and date.	