



Census days for your VET Student Loans approved course

This factsheet provides students who are enrolled in a vocational education and training (VET) course with information on **census days**. The information will be relevant for students who have accessed, or plan to access, a VET Student Loan to cover the cost of their study.

What is a census day?

The census day is the last day you can:

- cancel your enrolment in a unit of study without incurring a cost
- apply for a VET Student Loan for that unit of study.

The census day should be at least 20 per cent of the way through the unit of study.

Where can I find information on my census day?

Your VET provider must give you information on a unit of study's census day before and after your enrolment.

Before you enrol

Your provider must publish the census day for a unit of study prominently on its website before enrolments for that unit of study opens.

Your provider must also inform you of the following:

- the meaning of a census day
- that you can cancel your enrolment in your chosen course of study or part of your chosen course of study using its withdrawal process
- that you will not incur a VET Student Loan debt for a unit or course if you cancel your enrolment (withdraw) from that unit or course before the census day.

Before each census day

At least 14 days before the census day, your provider should send you a *VET Student Loan Fee Notice* containing information on the census day.

After each census day

Up to 28 days after your census day, your provider should send you a *Commonwealth Assistance Notice* with information on the VET Student Loan you incurred on your census day.

Contact us

[VET.ombudsman.gov.au](http://vet.ombudsman.gov.au)
1300 362 072

GPO Box 442
Canberra ACT 2601

Check your provider's website for:

- information on your census day
- the withdrawal process
- its re-credit and refund policy

How can I withdraw before the census day?

If you do not want to incur a VET Student Loan debt, you must withdraw from your unit of study **before** the census day.

You can find information on how to withdraw from a unit of study on your provider's website. It is important to follow your provider's formal written withdrawal process for all relevant units of study, including for future study periods.

Tips

- You should withdraw from a unit of study **in writing**.
- Cancelling your enrolment is free and if you withdraw before the census day, you will receive a refund of any upfront payments.
- Your provider should not pressure you to stay enrolled in a unit of study.
- Keep records of your withdrawal documentation. This will be important if there is a dispute over the withdrawal date.
- If you want to re-enrol in a unit of study after withdrawing, you must do so in writing.

Can I withdraw after the census day?

You can use your provider's formal written withdrawal process to cancel your enrolment in a unit of study after the census day. However, you may still incur the VET Student Loan debt for the unit of study.

In [special circumstances](#), you can request a re-credit (sometimes called a refund) of your VET Student Loan if you need to withdraw after the census day. These requests need to be made within 12 months of the date you withdrew or if you didn't withdraw, the last day of the study period you were enrolled in. You can find your provider's re-credit process on its website.

How do I make a complaint about my census day or withdrawal?

You should first make a complaint with your provider before contacting our Office.

For more information about making a complaint and what information you need to provide, read our factsheet on [How to raise a complaint](#).

More information is available at VET.ombudsman.gov.au.

Please note: This document is intended as a guide only. For this reason, the information should not be relied on as legal advice or regarded as a substitute for legal advice in individual cases. To the maximum extent permitted by the law, the Commonwealth Ombudsman is not liable to you for any loss or damage suffered as a result of reliance on this document. For the most up-to-date versions of cited Acts, please refer to the [Federal Register of Legislation](#).