



Policy and Procedure for Student Withdrawals (SA013P)

Issue: 1.1

Date Approved: 11/03/2022

Next Review: 11/03/2025

1 Objective

This policy and procedure describes the process for student withdrawal from a course/unit/module and the circumstances under which they will be eligible for a refund of fees and charges.

2 Policy

Students must advise in writing of their intention to withdrawn from a course/unit/module. Student who are under 18 must have parent/guardian consent to withdraw.

Students who withdraw from their course without notifying the College will not be eligible for refunds.

All withdrawal applications will be processed by Student Administration in accordance with the Department of Training and Workforce Development [VET Fees and Charges Policy](#):

- Full refunds
- Part refunds
- Pro Rata refunds

In the event a student submits their intention to withdraw from a course/unit/module and the student has a debt owing to the College, any refundable monies will be off set against the debt owing.

If a refund is due to a student or a third party who paid for the training, the College will pay by EFT and a remittance advice will be emailed to them. If there is a debt still remaining after a withdrawal has been posted this will be communicated to the student or third party via email and any payment plan adjusted accordingly.

Students can re-enrol in part of an approved course in circumstances where they had earlier withdrawn.

3 Procedures

- 3.1 A student intending to withdraw from a course/unit/module completes an Application for Withdrawal or Refund form ([SA013F1](#)) or puts their intention to withdraw in writing.
- 3.2 The Application for Withdrawal or Refund form or other written advice is forwarded to Client Services directly by the student, lecturer or other College staff.
- 3.3 The Client Services Officer receiving the withdrawal form ensures all details are completed correctly.
- 3.4 Client Services will endeavour to process the withdrawal and advise the student of the outcome in writing within ten (10) working days.
- 3.5 The Finance team will process refunds within ten (10) working days.
- 3.6 All associated paperwork or electronic documentation is uploaded to the student documents within the Student Management System.

4 Definitions

EFT – Electronic Funds Transfer.

Full refund – if a unit/s is cancelled or rescheduled to a time that is unsuitable to the student or a student is not given a place due to maximum places being reached a full refund of course (tuition) and resource fees is provided.

Part refund – students who withdraw prior to the census date of a unit will be eligible for a full refund of course (tuition) fees and a full refund of resource fees if the course is a Diploma or Advanced Diploma, or 50% of the resource fee if the course is below Diploma level.

Pro Rata refund – students will be eligible for a pro-rata refund if they withdraw for reasons of personal circumstances beyond their control. For example, serious illness, injury or disability or other exceptional reason. In all cases documentary evidence is required to support (for example Medical Certificate).

5 References

[Department of Training and Workforce Development VET Fees and Charges Policy](#)

6 Documentation

Application for Withdrawal or Refund form ([SA013F1](#))

7 Responsibilities

Responsible Director	Director Organisational Services
Responsible Officer for implementation and monitoring	Manager Client and Administration Services
Approved by	Director Organisational Services
Endorsed by	N/A

8 Revision History *(Planning and Quality Use Only)*

Issue number	Review date	Amendment details
1	30/10/2020	Update of terminology to reflect current College structure. Removal of old reason codes from SA013F1 entered into legacy system (UE) and other redundant information that is no longer required to be collected as part of the withdrawal process.
1.1	11/03/2022	Students can re-enrol in part of an approved course in circumstances where they had earlier withdrawn.