

# Withdrawal from Courses and Cancellation of Enrolment Policy

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## Purpose

THA expects students to actively engage in all learning processes associated with the qualification and this policy outlines the circumstances under which such withdrawals may occur and any financial or academic penalty that will be applied.

## Scope and Application

The policy applies to all students who are currently enrolled with The Health Arts College Pty Ltd.

## Policy Principles

### **1. Processes for student's to withdraw from an Approved Course or Part of the Course:**

- 1.1 A student may withdraw from a course, or part of the course they have enrolled in at any time during the teaching period.
- 1.2 All Requests for withdrawal must be submitted formally to the Administration Officer with varying implications outlined below. Until formal withdrawal has occurred the student remains liable for all fees associated with their enrolment.
- 1.3 Students will be notified of the outcome within 10 working days from the date of receipt of application by the Administration Officer. The withdrawal form can be accessed from [The Health Arts College Pty Ltd website](#).
- 1.4 Students who formally withdraw after the applicable census day will remain liable for all fees associated with the approved course, or part of the course for which they were enrolled for that teaching period.
- 1.5 The Health Arts College Pty Ltd will repay to a student who is, or would be, entitled to Vet Student Loan assistance for any VET tuition fees that he or she may have paid for a course or part of the course, if the student withdrew on or before the relevant census date, even if they choose not to access it.
- 1.6 If a student withdraws from an approved course or part of an approved course, THA will not, after withdrawal, enrol the student in an approved course or a part of an approved course without the written permission of the student. The student will need to re-enrol as per THA's enrolment procedure.

### **2. Special circumstances application in relation to replacement component of replacement course:**

- 2.1 If a student applies under Section 68 of the VET Student Loan Act 2016 for a re-credit of the student's FEE-HELP balance in relation to a replacement component of a replacement course, THA may consider the tuition fee paid for the affected part of the original course are taken to have been paid for the replacement component.

### **3. Processes for Cancellation of Enrolment by The Health Arts College Pty Ltd.**

- 3.1 Student who do are not actively engaged in an approved course or part of the course for a period of 3 months will be deemed "inactive". Various intervention strategies will be undertaken by the Academic Student Support Officer in order to provide any support to the student within this timeframe as per THA's Support Service policy.

- 3.2 Administration Officer will send out a letter of notice with an intention to cancel the enrolment to the student if he/she is deemed to be inactive for a period of 3 months. This notice will contain the below information:
- a. Details of the course or part of the course they are enrolled in.
  - b. Vet Student Loan debt information for the course or part of the course they enrolled in for which they will incur debt.
  - c. Timeframes they have been away for.
  - d. Any assistance they would need in order to engage in the class again
  - e. Option to withdraw from the course or part of the course.
  - f. Circumstances in which fees for the course or part of the course will or will not be refunded by THA as per THA's withdrawal policy.
  - g. The student will be notified that they have 28 days to access THA's Non-Academic Grievance Policy and Procedure before THA will cancel the enrolment due to being inactive for a period of 3 months.
  - h. If no response is received after the 28 day period the student's enrolment will be cancelled.
- 3.3 The following circumstances will apply in which fees for the course or part of the course, concerned will not be refunded to the student on Cancellation of Enrolment:
- a. The student is not reasonably engaged (a period of 3 months) in the course or part of the course.
  - b. The student has not satisfied course requirements for the course or part of the course or participated in assessment activities for the course.
  - c. The student has not provided correct contact details that enable the Department to contact the student to verify the student's enrolment in the course or part of the course.
- 3.4 Students who withdraw or are administratively withdrawn will be issued with a statement of attainment.
- 3.5 Students can apply for re-credit under exceptional circumstances as per THA's Re-crediting FEE-HELP Balances.

# Withdrawal & Cancellation of Enrolment Procedure

## STEP 1 – Application for Withdrawal

No.	Who	Actions
1.	<b>Administration Officer</b>	<ul style="list-style-type: none"> <li>If a student wishes to withdraw from a course or part of the course at any time during the teaching period will need submit a “Withdrawal Form” to the administration officer. This form is available on THA’s website.</li> <li>The student will need to provide to THA all the relevant information below:               <ol style="list-style-type: none"> <li>Details about the approved course or part of the course they wish to withdraw from.</li> <li>Reason for withdraw.</li> </ol> </li> <li>Upon receipt of the application, the administration officer will process the application and notify the student of the outcome within 10 working days.</li> <li>There will be no fee for service for this request.</li> </ul>

## STEP 2 – Processing Withdrawal request received from Student

No.	Who	Actions
1.	<b>Administration Officer</b>	<p>The administration officer will review the Withdrawal request based on the below information:</p> <ul style="list-style-type: none"> <li>A student who has accessed Vet Student loan for an approved course or a part of the course and wishes to withdraw before the applicable census day will incur debt and will be successfully withdrawn.</li> </ul> <p>OR</p> <ul style="list-style-type: none"> <li>A student who has accessed Vet Student Loan for an approved course or a part of the course and wishes to withdraw from that course or part of the course will still remain liable to the debt.</li> <li>In addition to the above criteria’s, the administration officer will also review the circumstances mentioned by the student.</li> </ul>

## STEP 3 – Notify the student of the outcome

No.	Who	Actions
1.	<b>Administration officer</b>	<p>The administration will inform the student of the outcome of the Withdrawal application in writing within 10 working days upon receipt.</p> <p>The student will be notified:</p> <ul style="list-style-type: none"> <li>The outcome of the withdrawal application made.</li> <li>The course or part of the course withdrawn from</li> <li>Information about FEE-HELP debt for the course or part of the course withdrawn from</li> <li>If they wish to enroll in an approved course or part of the course, where the student has earlier withdrawn with THA, they will need to complete the application process.</li> </ul>

## STEP 4 – Procedure for Cancellation of Enrolment

## Withdrawal & Cancellation of Enrolment Procedure

No.	Who	Actions
1.	<b>Academic Student Support Officer</b>	<ul style="list-style-type: none"> <li>Students who do not formally withdraw from a course or part of the course and have not actively engaged in training, will be contacted by the Academic Student Support Officer to offer any assistance to engage in class.</li> <li>If the Academic Student Support Officer is unable to get in contact with the student, the details of the student are forwarded to the Administration officer for further intervention.</li> </ul>
2.	<b>Administration Officer</b>	<p>The administration officer sends out a written notice to the student with the below information:</p> <ul style="list-style-type: none"> <li>Details of the approved course or part of the course they are enrolled in.</li> <li>Vet Student Loan debt information for the course or part of the course they enrolled in for which they will incur debt.</li> <li>Timeframes they have been away for.</li> <li>If assistance they would need in order to engage in the class again</li> <li>Option to withdraw from the course or part of the course.</li> <li>Circumstances in which fees for the course or part of the course will or will not be refunded by THA as per THA's withdrawal policy.</li> <li>The student will be notified that they have 28 days to access THA's Non-Academic Grievance Policy and Procedure before THA will cancel the enrolment due to being inactive for a period of 3 months</li> <li></li> </ul>
3.	<b>Student</b>	Can access THA's Non-Academic Grievance Policy and Procedure

### STEP 5 – Cancellation of Enrolment

No.	Who	Actions
1.	<b>Administration Officer</b>	<p>If no response is received after the 28 day period the student's enrolment will be cancelled.</p> <p>This will only be done after 28 days of the letter of notice has been sent to the student. Confirmation of Cancellation of enrolment will be sent to the student.</p>
2.	<b>Administration Officer</b>	For further intervention, upon receipt of grievances from the student, Administration officer directs grievances to the Compliance Manager