

Student Initiated Withdrawal and Provider Initiated Cancellation of Enrolment Policy and Procedure

Purpose

The purpose of this procedure is to outline the process for students who wish to withdraw from a VET Student Loan (VSL) approved course or unit of study, under the VET Student Loan.

This procedure applies to all students enrolled in and approved VET Student Loan approved course with The Health Arts College Pty Ltd

Procedure

1. Student requests to withdraw

- 1.1 A student enrolled under the VET Student Loan 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 administrationofficer@thacollege.edu.au.
- 1.3 Until formal withdrawal has occurred the student remains liable for all fees associated with their enrolment.
- 1.4 Students will be notified of the outcome within 10 working days from the date of receipt of application by the Administration Officer. It will include:
 - confirmation of their withdrawal, including the date and time of the student's withdrawal, the unit of study, part of a course or whole course from which the student withdrew and the relevant census day
 - confirmation as to whether the student has incurred a debt for the unit, part of the course or whole course
 - any advice to the student regarding the special circumstances requirements applicable to the student's circumstances and
 - information about the refund of upfront payments
 - If they wish to re-enroll in an approved course or part of the course, where they had earlier withdrawn with THA, they will need to complete the enrolment process

2. Withdrawing on or before the Census date period

- 2.1 All Requests for withdrawal must be submitted formally to the Administration Officer. Until formal withdrawal has occurred the student remains liable for all fees associated with their enrolment
- 2.2 Students that lodge their Withdrawal Form on or before the census date for that unit of study will be granted a withdrawal without penalty. 100% tuition fees paid for that unit will be refunded and no VET Student Loan debt is incurred.
- 2.3 The Health Arts College Pty Ltd will refund to a student who is, or would be, entitled to Vet Student Loan any 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.

3. Withdrawing outside of the nominated Census date period

- 3.1 Students who submit their Withdrawal Form after the published census date 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.

4. Re-enrolling a student who has withdrawn

- 4.1 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.
- 4.2 A returning student will need to re-enrol as per THA's enrolment policy and procedure.

5. Special circumstances application in relation to replacement component of replacement course:

- 5.1 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.

Cancellation of Enrolment by The Health Arts College Pty Ltd.

6. The Health Arts College may cancel a student's enrolment in the following circumstances;
 - Students are not actively engaged in a course or part of the course
 - No longer determined a genuine student as defined in VET Student Loans Rules 2016
 - Where a student demonstrates serious misconduct against the Code of Conduct
7. In the first instance the student will be offered support and assistance in order to allow them to continue in their studies and complete the course where possible. If after working with the student an issue still remains, THA will make a final decision to cancel the student's enrolment.
 - 7.1 The Administration Manager will provide the student with written notice of an intention to cancel the enrolment. This notice will contain the following 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. Reasons for the cancellation
 - d. Provide circumstances in which fees for the course, or the part of the course, concerned will, or will not be, refunded.
 - 7.2 Students will be advised that they have 28 days to access THA's Non-Academic Grievance Policy and Procedure before the decision takes effect
 - 7.3 The cancellation will not be finalized until all internal and where necessary, external grievance processes have been finalized.
 - 7.4 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.
 - Students whose enrolment has been cancelled are afforded the opportunity to apply for re-credit as per THA's Re-crediting FEE-HELP Balances
8. Students who withdraw or are cancelled by the Provider will be issued with a statement of attainment. (if applicable)