



Withdrawal Procedure from a VSL Approved Course

If a student wishes to withdrawal from a course or a unit of study, they must inform their Campus Manager in writing by email or regular mail. The following information must be provided:

- Student name;
- The date the course started (or was due to start);
- The reason for withdrawing from the course; and
- Date of withdrawal.

Definitions relevant to this procedure

Census Date	or VET Student Loans (VSL) approved courses: 20% of the way through the Unit of Study
Start Date	The first day of the Unit of Study as listed in the Student Handbook
Tuition Fees	Includes tuition, assessment material and re-assessment fees. (No fees are charged for textbooks)
Unit of Study	A unit of study is a subject or unit that a student may undertake as part of a VET course of study. A unit of study includes one or more units of competency. ACBC has 3 or 4 units of study, depending on the course

Australian citizens, eligible NZ citizens or Australian resident permanent humanitarian visa holder who are enrolled in a VET Student Loan enabled course:

In the event of a student withdrawing from a Unit of Study on or before the Census Date for that 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 Loan debt.

In the event of a student withdrawing from a Unit of study after the Census Date for that Unit of Study:

- No refund is applicable; and/or
- The student will incur a VET Student Loan debt.

A student who withdraws after the Census Date from a Unit of Study may apply for special consideration in line with the *Student Review Procedures for Re-crediting a FEE-HELP Balance*.

Once the student has withdrawn, ACBC shall confirm the withdrawal by entering the student's withdrawal details into the aXcelerate Student management System and removing them as an enrolled student.



If a student withdraws from a course, or a unit of study, ACBC will not, after the withdrawal, enrol the student in a course or a unit of study without the written permission of the student (which must be given after the withdrawal).

Process and procedure for cancelling a student's enrolment

ACBC has a process and procedure to cancel a student's enrolment in an approved course, or a unit of study, after the census day for the course.

1. ACBC shall inform the student concerned of a proposed cancellation of enrolment;
2. ACBC will allow the student at least 28 days to initiate grievance procedures before the Cancellation takes final effect;
3. ACBC will provide for the cancellation to take final effect, only after any grievance procedures initiated by the student have been completed;
4. ACBC will set out the circumstances in which fees for the course, or unit of study, concerned will, or will not be, refunded.

In the event of ACBC cancelling a student's enrolment in a course a unit of study after the Census Date for that unit of study:

- No refund is applicable; and/or
- The student will incur a VET Student Loan debt.

ACBC will refund any monies paid in advance that relate to future parts of the course.

Refunds will be paid within 2 weeks after the cancellation takes final effect.

If for any reason ACBC is unable to provide the course, ACBC will repay all tuition fees already paid within 2 weeks after the day on which the course ceased to be provided.

All refunds will be paid to the person who originally paid the course or unit of study fees.

This agreement, and the availability of complaints and appeals processes, does not remove the student's right to take action under Australia's consumer protection laws. Students seeking to make an external complaint about any administrative decision should do so after following the college's appeals processes by contacting:

NSW Fair Trading
Telephone 13 32 20
www.fairtrading.nsw.gov.au

This Cancellation and Refund policy will be made available to students and prospective students by publication in the Student Handbook, ACBC Website and ACBC's Course Acceptance and Enrolment Agreement.



Procedure for re-enrolment in part of a course previously withdrawn from

A student may apply to re-enrol in a course or unit of study they had previously withdrawn from.

1. Student must complete a new 'Application to Enrol Form' and attend an interview with a Careers Advisor who will assess the circumstances behind the student's previous withdrawal.
2. The Careers Advisor must then seek approval from the Director of Studies, who will make the decision based on the circumstances outlined by the Careers Advisor.
3. No student may re-enrol unless they have completed and signed the application form and following from this, the 'Course Acceptance and Enrolment Agreement'