



**RTO CODE: 40749**

**ABN: 42 163 146 978**

# **Student Withdrawal and Fee Refund Policy and Procedure**

## **1. Purpose**

The purpose of this policy and procedure is to set out how Headway Education will assess students' withdrawal from the course and fee refund applications.

## **2. Scope**

This Policy and Procedure applies to all current students and relevant staff at Headway Education.

## **3. Policy and Procedure**

Headway Education wants to ensure that withdrawals and claims are handled in a fair and reasonable manner. Headway Education will pay refunds to students to the eligible student. In instances where Headway Education ceases to offer a course, it will ensure that the impacted students will receive credit transfer in a replacement course through issuing Statements of Attainment for part of the course successfully completed.

For both indicative and set course related Fees, the student will receive advice on the potential for fees to change during the student's course pre-enrolment. Students are advised about their rights to withdraw and any refund arrangement through both the Student Handbook and on the website, through publishing of this Policy & Procedure.

Headway Education does not charge student a fee of more than \$ 1500 in advance that is before commencement of their course.

### **a) Application for Withdrawal and Fee Refund**

- Applications for withdrawal must be made in writing to Headway Education using the Student Withdrawal Form. The Form can be emailed to [admin@headwayeducation.com.au](mailto:admin@headwayeducation.com.au) or given at the reception.
- All enrolments have a 7-day cooling off period (7 days from date of enrolment) where a student can withdraw from the course and all the fees paid will be refunded to the student.
- Withdrawal outside of the 7-day cooling off period but prior to commencement date of course will result in a cancellation fee of \$100.
- Books and other learning materials must be returned (in original condition) or student will incur full costs with no refund applicable.
- Withdrawal outside of the cooling period will result in the student being held liable for the fee of training and assessment already delivered to the student.
- All paid fees will be refunded if Headway Education cancels or postpones course commencement by more than four weeks, unless alternative arrangements can be made

which are acceptable to the student. Such arrangements may include transfer of enrolment to an alternative course.

- In the unlikely event of Headway Education ceasing operations, students will be issued with a Statement of Attainment for all successfully completed units and will receive a full refund of any incomplete units.

#### **b) Assessment of Withdrawal Application and Fee Refund**

Compliance Manager will assess all the withdrawal and fee refund applications in accordance with this policy and procedure.

- Where the student application is within the 7-day cooling off period (7 days from date of enrolment) the student will be refunded the full fees paid to the date.
- Where the student application is outside the 7-day cooling off period the student will not be refunded the fee for which they have already received training and assessment unless compassionate and compelling circumstances prevail.
- Compassionate and compelling circumstances are events that are out of student's control. Examples of Compassionate and compelling circumstances include but not limited to:
  - Medical Illness
  - Hospitalisation
  - Injury
  - Death in family
  - Unprecedented events
  - Natural Disaster
- Where a student believes the above listed Compassionate and compelling circumstances exist, they must provide evidence along with their application.
- Compliance Manager will make a decision considering all the evidence submitted by the student within 10 business days from the date of application submitted by the student.

#### **c) Notification of Decision and Fee Refund**

Student will be notified in writing of the application outcome within 5 business days from the date of outcome finalised by the Compliance Manager.

Where a student is eligible for the refund the student will be paid the fee refund amount in their nominated account within 10 business days from the date of outcome finalised by the Compliance Manager.

## **4. Appeals**

Applicants have the right to appeal against the decision made by Headway Education about their withdrawal and/or fee refund application.

All appeals must be made in writing or by a different method as agreed between the applicant and Headway Education.

For more information about how your appeals are handled, please refer to the relevant *Staff Complaints and Appeals Policy and Procedure* and *Student Complaints and Appeals Policy and Procedure*.

## **5. Review**

This policy and procedure will be reviewed once every two years or earlier, if required.