

CHSQF023 Domestic Student Withdrawal and Refund Policy and Procedure

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1. Purpose

This policy is designed to assist the ECA College of Health Sciences (“the College”) in determining when a domestic student is entitled to a refund of tuition fees paid in advance or whether they will incur a FEE-HELP debt following their withdrawal from a course of study or unit of study.

2. Scope

The policy applies to all domestic students. This policy excludes overseas students who are on a student visa, who are covered in a separate policy and procedure.

This policy does not affect a student’s right to submit a grievance to the College, nor does it affect a student’s right to take action under Australia’s consumer protection laws.

3. Definitions

Item	Definition
Eligible Student	refers to students, who are, or would be entitled to FEE-HELP assistance under the <i>Higher Education Support Act 2003</i>
Course of Study	a higher education course offered by the College (for which an Eligible Student may access FEE-HELP assistance to pay for all or part of their Tuition Fees)
Unit of Study	a component of a Course of Study that is normally completed over a study period
Tuition Fees	fees paid to undertake a Unit of Study
Commencement Date	a published date that a Unit of Study is scheduled to commence
Census Date	a published date no earlier than 20% of the way through each Unit of Study

4. Withdrawal from a Unit of Study / Course of Study

Students who wish to withdraw from a Unit of Study or Course of Study must do so by completing an *Advice of Unit of Study / Course Withdrawal Form* available on the College’s website: www.chs.edu.au and emailing the completed form to: support@chs.edu.au

Where a student gives notice that they wish to withdraw from a Unit of Study, cancel their enrolment in a Course of Study or cancel their request for Commonwealth assistance, the College will ensure that the withdrawal or cancellation is effective from the time of notification.

The College will not charge any fees for a student to withdraw or impose any barriers on a student that seeks to withdraw from a Unit of Study or Course of Study.

5. Refunds – student who are eligible for FEE-HELP assistance

This section is applicable to students who are Australian citizens, New Zealand citizens that meet the long-term residency requirements¹ or permanent humanitarian visa holders (who are resident in Australia for the duration of the Unit of Study) enrolled in a Course of Study offered by the College.

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 of Study will be refunded to the student; and
- the student will not incur a FEE-HELP 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 FEE-HELP debt.

6. Refunds – student who are not eligible for FEE-HELP assistance

This section is applicable to students who are permanent residents (who are not permanent humanitarian visa holders who are resident in Australia for the duration of the Unit of Study), New Zealand citizens that do not meet the long-term residency requirements enrolled in a Course of Study offered by the College and students studying offshore.

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 of Study will be refunded to the student.

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.

7. Payment of Refunds

Refunds will be paid within 30 days of the Census Date of the Unit of Study to which the withdrawal applies.

8. Publication

This *Domestic Student Withdrawal and Refund Policy and Procedure* is made available to students and persons seeking to enrol with the College by publication on the College's website: www.chs.edu.au

9. Version Control

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Version control

Version	Summary of changes	Approval date	Next review date
1.0	Document established	Academic Board: 16 Oct 2018 Board of Directors: 23 Oct 2018	
1.1	Packaged courses defined, format improved	Academic Board: 31 Jan 2019 Board of Directors: 15 Jan 2019	31 Jan 2021
2.0	New policy to comply with FEE-HELP provisions	CEO: 2 February 2021	31 Jan 2023

2.1	Formatting and minor editing	TBA	31 July 2023
2.2	Minor changes to the job title and extension of review date	CEO: 12 October 2023	12 October 2024

¹ New Zealand citizens who are Special Category Visa holders (as defined by section 32 of the Migration Act 1958) who first entered Australia as a dependent minor; and at least 10 years before applying for FEE-HELP have been physically present in Australia for at least eight of the previous 10 years at the time of application for FEE-HELP; and have been physically present in Australia for at least 18 months out of the last two years at the time of application for FEE-HELP.