STUDENT WITHDRAWAL POLICY AND PROCEDURE

INTRODUCTORY

Purpose

The purpose of this policy and procedure is to outline the requirements for withdrawal from a course with Evolve College Pty Ltd (RTO 41035) (referred to as "Evolve College" or "the provider"), all or part of the fees for which the student/applicant may apply for a VET Student Loan (VSL).

VET Student Loans approved course

Evolve College is an approved provider of the following course ("approved course"):

- HLT52015 Diploma of Remedial Massage

This policy and procedure relates to withdrawals from the above approved course or part of that approved course, as set out in this policy and procedure.

1. WITHDRAWAL BEFORE CENSUS DAY

1.1 Withdrawal before census day permitted

The following applies:

a) A student may withdraw from their course or part of their course, at any point before the census day for the course or the part of the course from which they wish to withdraw.

b) There is no financial, administrative or other barriers to such withdrawal.

1.2 Process for withdrawal before census day

Below is the procedure that must be followed to withdraw from an approved course or part of an approved course:

a) The student must complete a Course Cancellation Form, downloadable from our website at www.evolvecollege.com and submit it by email to evolve@evolvecollege.com.

b) Evolve College may contact the student to discuss the request and may provide counselling pursuant to section 1.2 below if the student is open to it, but Evolve College will not block or hinder a student’s withdrawal if that is what they want to do.

c) If after contacting the student, the student confirms that the withdrawal is to proceed, Evolve College will process the withdrawal request and provide within 5 business days a written confirmation to the student including:
a. The date and time of the student’s withdrawal;
b. The unit of study, part of the course or whole course from which the student has withdrawn;
c. The relevant census day;
d. Confirmation as to whether the student has incurred a debt for the course or part of the course from which they are withdrawing (noting that no debt may be incurred if the withdrawal is prior to the census day);
e. Advice to the student regarding special circumstances requirements if applicable to the student’s circumstances; and
f. Information about the refund of any upfront payments.

1.3 Optional counselling

The following applies:

a) Evolve College may offer optional counselling to students seeking to withdraw.  
b) Students may opt to receive such support, or not, at their discretion.  
c) Evolve College, in offering such support, shall not pressure a student to remain enrolled or to enrol in a different course.  
d) Counselling must occur in a timeframe that allows withdrawal before the census day if that is what the student chooses.

1.4 No fees

There shall be no charge of any of the following for a withdrawal before the census day:

a) A withdrawal fee  
b) An administration fee  
c) A fine or penalty  
d) A fee determined to be a disincentive to withdrawing from a unit, part of a course or whole course  
e) Any portion of the tuition fees for the unit, part of the course or entire course from which the student is withdrawing.

1.5 Re-enrolling

If a student withdraws from an approved course or part thereof the provider must not, after the withdrawal, re-enrol the student without the written permission of the student.

1.6 Refund of tuition fees for withdrawal before census day

If a student withdraws from all or part of their course prior to the census day, they will not incur any tuition fees for the course or part thereof to which the census day applies including, without limitation:
a) Any VET Student Loan covered fees;
b) Any gap fees;
c) Any upfront payment of tuition fees;
d) Any gap fees or tuition fees paid through a loan from the provider (which is not the case in relation to Evolve College, which does not provide loans).

Where the student has paid tuition fees upfront to Evolve College, and the student withdraws before the census day, Evolve College must refund this amount to the student.

1.7 Requirements of Evolve College

If a student applies in writing for a withdrawal prior to the census day, Evolve College:

a) Must process the withdrawal request and cancel the enrolment before the end of the census day;
b) Must not charge a fee (however described) for cancelling the enrolment;
c) Must not prevent the student from cancelling the enrolment; and
d) Must not unnecessarily inconvenience the student in relation to cancelling the enrolment.

2. APPLICATION FOR RE-CREDIT AFTER CENSUS DAY

Any application for a re-credit of a FEE-HELP balance made after the census day is subject to the Student Fees Re-crediting Policy and Procedure.

3. CANCELLATION BY EVOLVE COLLEGE

3.1 Procedure relating to cancellation by Evolve College

If Evolve College proposes to cancel a student’s enrolment, Evolve College must:

a) Inform the student concerned of the proposed cancellation;
b) Provide the student with at least 28 days to initiate grievance procedures under the Complaints and Appeals Policy and Procedure before the cancellation takes final effect;
c) Provide for the cancellation to take final effect only after any grievance procedures initiated by the student have been completed; and
d) Set out the circumstances in which fees for the course, or the part of the course, concerned, will or will not be refunded.

2.2 Grievance procedures

Grievance procedures are set out in the Complaints and Appeals Policy and Procedure, downloadable from our website at www.evolvecollege.com/policies.