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"):

- HLT52021 Diploma of Remedial Massage

This policy and procedure relates to withdrawals from the above approved course or part of that approved course.

1. WITHDRAWAL ON OR BEFORE CENSUS DAY

1.1 Withdrawal on or before census day permitted

a) A student may withdraw from their course or part of their course at any point on or before the census day for the course or the part of the course from which they wish to withdraw, without incurring a VET Student Loan debt for the course or part of the course to which the census day relates.

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

1.2 Withdrawal after census day and before reporting to the Department

a) A student may withdraw from their course or part of their course at any point, and there are no financial, administrative or other barriers to doing so.

b) If a student withdraws from their course after a census day and before the unit of study is due to be reported to the Department, then, at the discretion of Evolve College, the student will not incur any VSL debt for that unit of study.

1.3 Process for withdrawal

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 the *Course Cancellation Request Form – MASSAGE*, downloadable from the Policies & Downloads page of our website at www.evolvecollege.com/policies, and submit it by email to evolve@evolvecollege.com.

b) Evolve College may contact the student to discuss the request and may provide counselling under section 1.4 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 and providing all enrolment options available and the relevant VET Student Loan status where applicable, the student confirms that the withdrawal is to proceed, the VSL Officer will process the withdrawal request and, within 5 business days, provide a written confirmation to the student by email including:

   i. the date of the student's withdrawal;

ii. the unit of study, part of the course or whole course from which the student has withdrawn;

iii. the relevant census day or days;

iv. 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:

A. no debt may be incurred if the withdrawal is on or before the census day; and

B. at Evolve College's discretion, no debt may be incurred if the withdrawal is after the census day but before the reporting date to the Department for the unit of study;

v. advice to the student regarding special circumstances requirements, if applicable to the student's circumstances; and

vi. information about the refund of any upfront payments.

d) The following relates to the manner in which Evolve College informs the student of the census day or days, and any debt that has been incurred:

i. The email referred to in paragraph (c) above informs the student of the census days by referencing the Commonwealth Assistance Notice (CAN) sent to the student, which contained the census days.

ii. When a student withdraws from a course after one or two census days have passed, the VSL Officer confirms that the debt has been incurred for the relevant units of study, the amount of the course fee debt, and lists all dates that CANs were sent to confirm the debt incurred.

iii. When a student withdraws from a course after all three census days have passed, the VSL Officer confirms that the debt has been incurred for all three units of study, the amount of the course fee debt, and lists all dates that CANs were sent to confirm the debt incurred.

1.4 Optional counselling

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 on or before the census day if that is what the student chooses.

1.5 No fees

There shall be no charge of any of the following for a withdrawal on or before the census day and, at the discretion of Evolve College, for a withdrawal before the reporting date for a unit of study enrolment:

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; or

e) any portion of the tuition fees for the unit, part of the course or entire course from which the student is withdrawing.

1.6 Re-enrolling

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

1.7 Refund of tuition fees for withdrawal on or before census day

If a student withdraws from all or part of their course on or before the census day, they will not incur any tuition fees for the course or part of the course 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; or

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 on or before the census day, Evolve College must refund this amount to the student.

1.8 Requirements of Evolve College

If a student applies in writing to withdraw on or before 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 HELP balance made after the census day is subject to the *Student Fees Re-crediting Policy and Procedure*, downloadable from our website at www.evolvecollege.com/policies.

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.

3.2 Grievance procedures

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

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Related documents: Course Cancellation Request Form – MASSAGE, Student Fees Re-crediting Policy and Procedure, Complaints and Appeals Policy and Procedure, Student Agreement – Massage Courses.