

Deferral, Withdrawal and Refund Policy

Policy and Procedure

SECTION 1 – INTRODUCTION	2
PURPOSE.....	2
SCOPE	2
SECTION 2 – POLICY AND PROCEDURE.....	3
PRINCIPLES	3
POLICY	3
SECTION 3 – REFERENCE AND SUPPORTING INFORMATION.....	5
DEFINITIONS	5
SUPPORTING DOCUMENTATION.....	5
SECTION 4 – DOCUMENT DETAILS	5
POLICY OWNER.....	5
CHANGE HISTORY	6

SECTION 1 – INTRODUCTION

PURPOSE

The purpose of this policy is to provide ACHW students clear information about ACHW's position in relation to course deferral, withdrawal and refunds.

SCOPE

The policy applies to prospective ACHW students and current students enrolled in higher education courses with ACHW

SECTION 2 – POLICY AND PROCEDURE

PRINCIPLES

ACHW complies with relevant national and state legislation covering fair trading, competition and consumer affairs particularly Competition and Consumer Act 2010 and Schedule 2 of the Competition and Consumer Act 2010

POLICY

1. ACHW ensures all students are aware of the terms and conditions of their enrolment. All requests for course deferral, course withdrawal, refunds and special consideration must be made in writing to ACHW
2. Where a request for course deferral or withdrawal is made, the student will need to state the reason(s) for the deferral or withdrawal.
3. Course fees paid to ACHW are not refundable after the Census date for both fee paying students and FEE-HELP students unless special circumstances apply.
4. All requests for special consideration must be received within 12 months of the student withdrawing from their unit of study or if the student has not withdrawn, within 12 months of the end of the period in which the unit of study was, or was to be, undertaken.
5. When a request is received the student will receive acknowledgement in writing via email from ACHW Student Support that the request has been received.
6. All requests received by ACHW will be processed within 21 business days of them being received by Student Support, provided that all the required information has been received.
7. ACHW will consider all requests in a consistent, transparent, objective and unbiased manner.
8. Students will be provided with reasons and full explanation in writing for decisions and action taken.
9. Students have the right to appeal any decision made by ACHW by consulting the ACHW Grievance Policy for guidance.

COURSE DEFERRALS

1. Students may defer their studies and reasons have to be provided to ACHW for the request.
2. Students will need to demonstrate how circumstances referred to in their request for deferrals directly impact their studies.
3. Applications for deferrals can be made via Student Support at support@achw.edu.au
4. Requested deferral periods can vary from 3 months to a maximum of 12 months.
5. Fees are not refunded to students when an application for deferral has been granted.

COURSE WITHDRAWAL

1. Students may withdraw from their course enrolment at any time during their studies.
2. Withdrawing from a course does not guarantee refund of fees. A student withdrawing from a course may remain liable for the payment of the course fees (subject to the terms of enrolment and this policy)
3. Students withdrawing from a course prior to completing the qualification will be provided with recognition for any units of competency completed, provided all course fees due have been paid

4. Students considering withdrawing from their course are encouraged to contact Student Support prior to deciding and advising ACHW in writing.

REFUNDS

Course fees paid to ACHW are not refundable after the Census date for both fee paying students and FEE-HELP students unless special circumstances apply.

SPECIAL CONSIDERATION

In situations where the student is not entitled to a refund of the course fees but may meet the requirements for special consideration, the student should first discuss the matter with Student Support:

- A student may apply for special consideration in relation to a refund from ACHW
- Appropriate documentation supporting the claim must be provided – it is recommended that students speak with Student Support for guidance before submitting their request

To grant a refund based on grounds of special consideration, ACHW must be satisfied that special circumstances applied to that student and that the circumstances:

- Were beyond the student's control; and
- Did not make their full impact on the student until on or after the enrolment date; and
- Were such that it made it impracticable for the student to complete their course

Special consideration generally cannot be considered in the following circumstances:

- Changing jobs
- Resigning or termination from the student's job
- Changing work hours
- Moving address
- Course changes due to a regulatory requirement
- Finding the course more challenging or time consuming than what the student expected

CONTACTING STUDENT SUPPORT

Students can contact ACHW Student Support on 1300 227 603 or via email to support@achw.edu.au

SECTION 3 – REFERENCE AND SUPPORTING INFORMATION

DEFINITIONS

Word/Term	Definition
Deferral	Request for a break in studies but not complete withdrawal
Withdrawal	Request to abort your studies altogether
FEE-HELP	When you attend university or an approved higher education provider, you can get a FEE-HELP loan from the Commonwealth to pay all or part of your tuition fees

SUPPORTING DOCUMENTATION

Document name	Document type	Location
Enrolment Form	Form	<i>G:\Compliance\ACHW\Policies & Procedures</i>
Deferral/Withdrawal form	Form	<i>G:\Compliance\ACHW\Policies & Procedures</i>
Grievance Policy	Policy	<i>G:\Compliance\ACHW\Policies & Procedures</i>

SECTION 4 – DOCUMENT DETAILS

POLICY OWNER

Name:	Deferral, Withdrawal and Refund Policy
Endorsed by:	Director ACHW
Approved by:	Head of Compliance
Date Approved:	10.07.2017
Implementation Owner	Head of Quality Assurance
Maintenance Owner	Head of Quality Assurance
Review Date	15.01.2021

CHANGE HISTORY

Version	Approval date	Approved by	Approved by	Change
V1.0	10.07.2017	Head of Compliance	Director ACHW	Initial document review after purchase of MHMHE
V2.0		Approved by Academic Board on 10.03.2020		General review