

## QAF120 STUDENT WITHDRAWAL AND REFUND POLICY

### Definitions

**Eligible Student:** refers to students, who are, or would be entitled to a HELP loan under the *Higher Education Support Act 2003*.

**International Student:** a student who requires an Australian student visa to study with the Institute.

**Course of Study:** a higher education course offered by the Institute (for which an Eligible Student may access a HELP loan to pay for all or part of their Tuition Fees).

**Subject:** a unit of study that forms part of a Course of Study.

**Tuition Fees:** fees paid to undertake a Subject.

**Commencement Date:** a published date that a Subject is scheduled to commence.

**Census Date:** a published date no earlier than 20% of the way through each Subject.

### 1. Withdrawal from a Subject / Course of Study

Students of Higher Education Leadership Institute ("the Institute") who wish to withdraw from a Subject or Course of Study must do so by completing an *Advice of Subject / Course Withdrawal Form* available on the Institute's website and emailing the completed form to: [admin@heli.edu.au](mailto:admin@heli.edu.au).

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

The Institute will not charge any fees for a student to withdraw or impose any barriers on a student who seeks to withdraw from a Subject or Course of Study.

International students who wish to withdraw from a course of study should refer to *International Student Deferment, Suspension and Cancellation of Study [QAF150]*.

### 2. Refunds – students who are eligible for FEE-HELP assistance

This section is applicable to Eligible Students who are Australian citizens, New Zealand citizens who meet the long-term residency requirements<sup>1</sup> or permanent humanitarian visa holders (who are resident in Australia for the duration of the Subject) enrolled in a Course of Study offered by the Institute.

In the event of a student withdrawing from a Subject on or before the Census Date for that Subject:

- 100% of tuition fees paid for that Subject will be refunded to the student; and
- the student will not incur a HELP debt.

In the event of a student withdrawing from a Subject after the Census Date for that Subject:

- no refund is applicable; and/or
- the student will incur a HELP debt.

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<sup>1</sup> 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.

### 3. Refunds – students who are not eligible for a HELP loan

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

In the event of a student withdrawing from a Subject on or before the Commencement Date for that Subject, 90% of tuition fees paid for that Subject will be refunded to the student.

In the event of a student withdrawing from a Subject after commencement but on or before the Census Date for that Subject, 50% of tuition fees paid for that Subject will be refunded to the student.

In the event of a student withdrawing from a Subject after the Census Date for that Subject, no refund is applicable.

If an International Student is unable to commence the course because their application for a visa has been unsuccessful, they will be refunded the amount of tuition fees paid less an administrative fee of \$550.

### 4. Payment of Refunds

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

In the case of International Students unable to commence their course refunds will be paid within 30 days of written advice that their visa has been refused.

### 5. Publication

This *Student Withdrawal and Refund Policy* is made available to students and persons seeking to enrol with the Institute by publication on the Institute's website.

This refund policy will also form part of enrolment information.

### 6. Related documents

- QAF150 International Student Deferment, Suspension and Cancellation of Study
- QAF085 Student Deferral Policy and Procedure
- FRM018 Advice of Subject / Course Withdrawal Form

### 7. Version history

Version	Approved by	Approval Date	Sections modified
1.0	Executive Management Committee	18 October 2016	Document creation and initial approval
1.1	Finance Manager	29 September 2017	Correction of typographical error. "Census Date" to replace "commencement date"
2.0	Executive Management Committee	16 February 2018	Adjusted to include FEE-HELP
2.1	Finance Manager	20 December 2018	Final adjustments following FEE-HELP approval
3.0	Finance Manager	8 October 2019	Add refund provisions for international

Version	Approved by	Approval Date	Sections modified
			students
3.1	Finance Manager	2 June 2020	Change to nomenclature from unit of study to subject
3.2	Operations Manager	4 November 2020	Change to email address and document owner
3.3	Operations Manager	26 May 2022	Change to HELP nomenclature and addition of Section 6: Related documents
3.4	CEO	7 July 2023	Minor Change of Job title and document owner.
3.5	CEO	30 January 2025	Extension of review date

Document owner: Registrar