



VET STUDENT LOAN SCHEME WITHDRAWAL AND CANCELLATION POLICY

Provider initiated withdrawal or cancellation

Australian Wings Academy may cancel a student's enrolment in an approved course or part of an approved course, after census day of the course, based on the following reasons including, but not limited to:

- misbehaviour by the student (including plagiarism, collusion and cheating)
- the student's failure to pay an amount he or she was required to pay the registered provider to undertake or continue the course as stated in the written agreement
- Bullying, harassment or another inappropriate behaviour. Standards of behaviour requirements are outlined in the *Student Handbook*.

Where Australian Wings Academy (AWA) cancels a student's enrolment, before imposing a cancellation AWA will inform the student in writing of that intention and the reasons for doing so and advise the student of their right to appeal through the provider's internal complaints and appeals process, at least 28 days before the cancellations takes final effect.

Under no circumstances will the withdrawal or cancellation of the student's enrolment take effect until the internal appeals process is completed, unless the student's health or wellbeing, or the wellbeing of others, is likely to be at risk.

If a student withdraws after the census date, no refund will be payable and you will be liable for the full fees for the unit of study or course in which they are enrolled unless they apply for special circumstances. (see Student Review Policy and Procedure for full detail)

Any non-tuition fees for uniforms and equipment, that have been paid to AWA will not be refunded.

VET Student Loans Scheme Unit of Study Withdrawal Policy

Australian Wings Academy (AWA) is committed to making sure that there are no financial barriers that would prevent a student from withdrawing before or on a census date. A student may cancel their enrolment from a VET unit of study by withdrawing on or before the census date, in which case the student:

- Will not incur a VET Student Loan debt for that unit of study.
- Will receive a refund for any up-front tuition fee payment on or before the census date for the specified unit of study from which they are withdrawing.
- Will not be charged an additional penalty or fee to allow them to withdraw from a VET unit of study.

Process for Cancellation

A student would need to contact the General Manager in writing as soon as possible if they wish to withdraw from a VET unit of study or course, or want to cancel a request for Commonwealth assistance.

The General Manager would then make a time to discuss and help resolve difficulties that might influence a student's decision to withdraw. However, if students have indicated in writing on or before a census date that they are considering withdrawing from a unit of study, AWA will ensure that they are not enrolled in that VET unit of study or subsequent units of study from the time of notification.

The General Manager is the first point of contact in the withdrawal process and they will ensure the student completes the AWA Student Withdrawal Form, which will be kept on the student's file.

RE-ENROLMENT IN A VET UNIT OF STUDY

AWA will not enrol students who have withdrawn from a VET unit of study, in subsequent units of study without written instruction from the student. Students who wish to re-enrol in a VET unit of study have to notify the General Manager in writing indicating the date of return to training.

