

## STUDENT WITHDRAWAL PROCEDURES AND REFUND POLICY FOR APPROVED COURSES

### Definitions

**Student:** refers to an eligible student who uses a VET student loan to pay all or part of their tuition fees.

**Course:** refers to a course that has been approved for eligible Students to use a VET student loan to pay for all or part of their tuition fees.

**Tuition Fees:** refers to fees paid for a Course.

**Census Day:** refers to a published date set by an approved course provider for each fee period that is at least 20% of the way through the fee period.

### 1. Withdrawal from a Course

A withdrawal of a Student's enrolment in a part of a Course before the Census Day for that part of the Course must be in accordance with this policy.

A Student of Forsythes Training (Forsythes Training) who wishes to withdraw from a Course must do so by completing a *Withdrawal Form* available on our website: [www.forsythestraining.com.au](http://www.forsythestraining.com.au) and sending it to Forsythes Training, Locked Bag 2050, Newcastle or by email to: [training@forsythestraining.com.au](mailto:training@forsythestraining.com.au).

Forsythes Training will not charge any fees for a Student to withdraw or impose any barriers on a Student that seeks to withdraw from a Course or part of a Course.

Where a Student has earlier withdrawn from a part of a Course they may apply to re-enrol in a part of the Course by contacting [training@forsythestraining.com.au](mailto:training@forsythestraining.com.au).

Where a Student withdraws from a Course, or a part of a Course Forsythes Training will not, after the withdrawal, enrol the Student in a Course or a part of a Course without the written permission of the Student (which must be given after the withdrawal).

### 2. Refunds

In the event of a Student withdrawing from part of a Course before the Census Day for that part of the Course, the Student will not incur a VET student loan debt for that part of the Course and will receive a refund for any up-front payment of Tuition Fees for that part of the Course.

In the event of a Student withdrawing from a part of the Course on or after the Census Day for that part of the Course no refund is applicable and the Student will incur a VET student loan debt for that part of the Course.

### 3. Payment of Refunds

Refunds will be paid within 30 days of the Census Day of that part of the Course to which the withdrawal applies.

### 5. Publication

This *Withdrawal and Refund Policy for Approved Courses* is made available to Students and persons seeking to enrol with Forsythes Training by publication on the website: [www.forsythestraining.com.au](http://www.forsythestraining.com.au).

This refund policy will also form part of enrolment information.