

Withdrawal from Studies – Tuition Fee Refund Policy

Tuition fees are payable in accordance with conditions prescribed by the college.

What happens if a student withdraws on or before the census date?

Students who withdraw from their unit or course of study on or before the census date will not incur a FEE-HELP debt.

If a Head of School/Coordinator/Supervisor informs the Business Office of the withdrawal of a student from a unit before or on the census date for that trimester/semester, the student will be eligible for a full tuition fee refund.

What happens if a student withdraws after the census date?

Students who withdraw from a unit or course of study after the census date will incur a FEE-HELP debt for those studies.

If a Head of School/Coordinator/Supervisor informs the Business Office of the withdrawal of a student from a unit after the census date, no refund will be given unless special circumstances as described below apply.

Cancellation of units of study after the census date

If special circumstances prevail such that a unit becomes unavailable after the census date, ALC will endeavor to make suitable arrangements for the affected students to complete the unit of study or a comparable unit of study. In making these arrangements, the students will be fairly treated [HESA – s19-30]. If arrangements cannot be made for a student with which the student is satisfied, the student will be advised of their entitlements under the provisions for re-crediting and remission.

Statement of Reasons for Special Circumstances

Findings on material questions of fact

As provisioned in the *Higher Education Support Act 2003* (HESA) the ALC on behalf of the Secretary of the Department of Education Science & Training (DEST), will re-credit a person's Student Learning Entitlement (SLE) in relation to a unit of study if ALC is satisfied that special circumstances apply to the person and the person meets the other requirements in section 79-1.

In accordance with Section 79-5 of the HESA the ALC provides the following provision for 'special circumstances':

Special circumstances apply to the person if and only if the ALC receiving the application is satisfied that circumstances apply to the person that:

- (a) are beyond the person's control; and
- (b) do not make their full impact on the person until on or after the census date for the unit of study in question; and
- (c) make it impracticable for the person to complete the requirements for the unit during the period during which the person undertook, or was to undertake, the unit.

In relation to the Student Learning Entitlement Guidelines

Circumstances beyond a person's control include:

- ALC will be satisfied that a person's circumstances are beyond that person's control if a situation occurs which a reasonable person would consider is not due to the person's action or inaction, either direct or indirect, and for which the person is not responsible.
- This situation must be unusual, uncommon or abnormal.

Circumstances that did not make their full impact until on or after the census date

- ALC must be satisfied that a person's circumstances did not make their full impact on the person until on or after the census date for a unit of study if the person's circumstances occur:
 - (a) before the census date, but worsen after that day; or
 - (b) before the census date, but the full effect or magnitude does not become apparent until on or after that day; or
 - (c) on or after the census date.

If a student believes that the application of the policy in a particular situation is inequitable and wishes to have the matter reviewed an appeal may be submitted in accordance with the College's Grievance Policy: www.alc.edu.au/policies.asp.