



Code and Number	E.1.14
Title of Document	Course Withdrawal and Refunds

POLICY

Australian College of Nursing will consider student requests for refunds from a course or unit of study in line with this policy and procedure.

This policy identifies the refund procedures for the following courses:

- All graduate certificate qualifications and units of study
- All vocational education and training qualifications and units of competency
- Immunisation and Principles of Emergency Care (PEC) non-award courses

DEFINITIONS

Award course: provides graduates with a qualification that is recognised by the Australian Qualifications Framework

Eligible student: refers to students, who are, or would be entitled to a refund.

FEE-HELP: is a Commonwealth government loan scheme for eligible domestic fee paying students

HE course of study: a graduate certificate course

Non-award course: refers to a subject or subjects that do not lead to a qualification within the Australian Qualifications Framework.

Unit of competency: a single unit from a VET qualification

Unit of study: a published unit of study that a student may undertake to complete a HE Course of Study.

Tuition fees: fees paid for a course or unit.

Census date: a published date no earlier than 20% of the way through each unit of study relevant to graduate certificate courses only.

PROCEDURE

1. Graduate certificate course of study / unit of study

1.1. Withdrawal from a course or unit of study

Students of Australian College of Nursing Ltd ("ACN") who wish to withdraw from a unit of study or a course of study must do so in writing via email to customerservices@acn.edu.au.

Where a student gives notice that they wish to withdraw from a unit of study, cancel their enrolment in a course of study or cancel their request for Commonwealth FEE-HELP assistance, ACN will ensure that the withdrawal or cancellation is effective from the time of notification.

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

This section is applicable to students who have submitted an application for FEE-HELP assistance.

In the event of a student withdrawing from a unit of study on or before the published census date, the following will apply:

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

In the event of a student withdrawing from a unit of study after the census date, the following will apply:

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

1.2.1. Review of a refund decision

If a student who applied for a FEE-HELP loan is dissatisfied with the outcome of the refund request, you have a right to a review of the decision in special circumstances. Please refer to ACN's policy E.1.15 Re-crediting a Student FEE-HELP Balance available on ACN's website.

1.3. Refunds – students who are not eligible for FEE-HELP assistance

This section is applicable to all students except students that applied for FEE-HELP assistance.

In the event of a student withdrawing from a unit of study on or before the census date the following will apply:

- 100% of tuition fees paid for that unit will be refunded to the student

In the event of a student withdrawing from a unit of study after the census date, the following will apply:

- no refund is applicable

1.3.1. Review of a refund decision

If a student is dissatisfied with the outcome of the refund request, you have a right to a review of the decision in special circumstances. Please refer to ACN's E.1.13 Student Grievance Handling – Academic and Non Academic Policy available on ACN's website.

2. Vocational education and training (VET) courses

Students of Australian College of Nursing Ltd ("ACN") who wish to withdraw from a course or unit of competency must do so in writing via email to customerservices@acn.edu.au.

2.1. Withdrawal from a course or unit of competency

Students who withdraw from a course or unit of competency prior to course/unit commencement will receive a full refund of tuition fees paid.

Students who withdraw from a course or unit of competency after course commencement will not receive a refund of tuition fees paid.

2.1.1. Review of a refund decision

If a student is dissatisfied with the outcome of the refund request, you have a right to a review of the decision in extenuating circumstances. Please refer to ACN's E.1.13 Student Grievance Handling – Academic and Non Academic Policy available on ACN's website.

2.1.2. Extenuating circumstances

Extenuating circumstances may apply where:

- circumstances were beyond the student's control; and
- circumstances did not make their full impact on the student until after commencement of the course

Example of extenuating circumstances may include:

- Medical circumstances; or
- Family circumstances; or
- Personal circumstances; or
- Employment related circumstances

For circumstances to be beyond a student's control, the situation should be that which a reasonable person would consider is not due to the student's action or inaction, either direct or indirect, and for which the student is not responsible. The situation must be unusual, uncommon or abnormal to be considered extenuating circumstances.

Extenuating circumstances do not include:

- Students change of mind to complete the course or unit of competency
- Pre-existing condition

3. Protecting fees paid in advance

In the event that ACN ceases for any reason to provide an award course in which a student is enrolled, in accordance with our Tuition Assurance Policy, the student will be given the option of either an offer of a place in a similar course of study with an alternative education provider, without any requirement to pay the alternative provider tuition fees for any replacement units; OR a refund of fees already paid to ACN for any unit commenced but not completed because ACN has ceased to provide the course.

4. Immunisation and PEC Non-awards courses

This section is applicable to students who have enrolled in Immunisation and PEC non-award courses.

In the event that a student withdraws from an Immunisation or PEC non-award course, the following will apply:

- Students who withdraw from an Immunisation or PEC non-award course prior to course commencement will receive a full refund of fees paid.
- Students who withdraw from an Immunisation or PEC non-award course on or after course commencement, no refund of fees will be paid.

5. Payment of refunds

Refunds will be paid within 30 days of approval.

6. Publication

This Course *Withdrawal and Refund Policy* is made available to students and persons seeking to enrol with ACN by publication on the website: www.acn.edu.au.

This refund policy will also form part of enrolment information.

RELATED POLICIES AND PROCEDURES

- [C.4.3 Cancellations and Refunds](#)
- [E.1.15 Re-crediting a Student Fee-Help balance](#)
- [E.1.13 Student Grievance Handling – Academic and Non Academic Policy](#)

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