

STUDENT WITHDRAWAL AND REFUND POLICY

Definitions

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

Course of Study: a course for which an Eligible Student may access FEE-HELP assistance to pay for all or part of their Tuition Fees.

Unit of Study: a published subject that an Eligible Student may undertake to complete a Course of Study.

Tuition Fees: fees paid for a Unit of Study.

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

1. Withdrawal from a Unit of Study / Course of Study

Students of Higher Education Leadership Institute (“the Institute”) who wish to withdraw from a Unit of Study or Course of Study must do so by completing a *Withdrawal Form* available on our website: www.heli.edu.au and emailing the completed form to: withdrawals@heli.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 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 that seeks to withdraw from a Unit of Study or Course of Study.

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

This section is applicable to students who are Australian citizens, New Zealand citizens that meet the long-term residency requirements¹ or permanent humanitarian visa holders (who are resident in Australia for the duration of the Unit of Study) enrolled in a Course of Study offered by the Institute.

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

- 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 for that Unit of Study:

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

¹ 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 FEE-HELP assistance

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

In the event of a student withdrawing from a Unit of Study on or before the Census Date for that unit, 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 for that unit, no refund is applicable.

4. Payment of Refunds

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

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 website: www.heli.edu.au/info/

This refund policy will also form part of enrolment information.

6. 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

Document owner: Finance Manager