



Refund and Withdrawal Policy

Last Updated 12 July, 2021

This policy applies to all NSWCCPE students including those enrolled with SCD and non-award students.

Introduction

A copy of this policy must be given to all intending and enrolling students before any tuition fees are paid. The tuition fees are reviewed each year and the revised tuition fee implemented on 1st January each year.

In the event that an offer of a place is withdrawn by the College on the grounds that the original offer was made on the basis of incomplete or incorrect information supplied by the student, the college reserves the right to withhold 10% of the tuition fee paid for the first semester and to refund the balance.

Refund if a Student defaults

A student may withdraw from a unit or course at any time in a semester during their course of study, but the student needs to be aware of the consequences of such an action.

Students may withdraw from units without academic penalty only if notice of withdrawal is submitted in writing to the Registrar by 4.00 pm on the Census Date applicable to the unit in question.

If withdrawal occurs in writing up to 4.00 pm on the Census Date the tuition fee will be refunded in full, however a withdrawal fee of \$150 will be charged to the student. A written request to the Registrar in the case of exceptional circumstances (see below) may waive the withdrawal fee. The refund will be paid to the student within eight weeks of the date of withdrawal.

If a student withdraws after 4.00pm on the Census Date of the unit in question, a Fail grade will be given and tuition fees will not be refunded. If there are exceptional circumstances around this withdrawal a written request needs to be sent to the Registrar seeking a refund and detailing the exceptional circumstances. A full or pro-rata refund (based on the number of weeks into the semester the withdrawal occurs) may be made in such cases.

A written request for withdrawal due to exceptional circumstances may be accepted as grounds for a total or partial refund of fees subject to the student providing acceptable documentary evidence in support of their claim. Exceptional circumstances may include:

- Illness or disability
- Death of the student or a close family member (parent, sibling, spouse, child)

This policy and the availability of complaints and appeals processes do not remove the right of the student to take action under Australia's consumer protection laws.

Grounds for Extension

An extension of an assignment's due date may be granted on the following grounds: medical illness (certified by Medical Certificate); extreme hardship; and compassionate grounds

In such cases an extension of up to 28 days may be granted without penalty but only if requested before the assignment due date. The student should submit a written "Application for Extension" request including supporting documentation to NSWCCPE for authorising and signing by the Supervisor or Registrar prior to the due date. The request will be sent to the NSWCCPE Academic Board. The student will then be informed of the result of the request.

In extreme cases, extensions beyond 28 days may be granted. Such extensions must be applied for in writing, including supporting documentation, to the NSWCCPE registrar setting out the extreme circumstances. The NSWCCPE Academic Board will consider such an unusual extension and notify the student of the outcome.