

Withdrawal from Study Policy

Policy Number: POL-D.032

Responsible Officer: Johan Pienaar (Director/CEO)

Date of Approval: 9 December 2015

Scheduled review: 12-monthly

Review Expiry Date: 30 April 2018

Cross references: Higher Education Support Act 2003); VET Student Loans Act (2016)

Policy statement

Flight Training Adelaide (FTA) is committed to ensure quality and accountability in the management of student enrolment and that no financial, administrative or other barriers would prevent entitled students enrolled in a VET course of study from withdrawing before or on a census date. A student may cancel their enrolment from a VET unit of study by withdrawing on or before the census date, in which case the student:

- Will not incur a FEE-HELP debt for that unit of study.
- Will receive a refund for any up-front tuition fee payment on or before the census date for the specified unit of study from which they are withdrawing.
- Will not be charged an additional penalty or fee to allow them to withdraw from a VET unit of study.

Notice of withdrawal: eligible VSL students

Students wishing to withdraw from a VET unit of study or cancelling their request for Commonwealth assistance, should inform the Marketing Department as soon as possible in writing or via email to ensure a date of withdrawal is recorded to mwallis@flyfta.com ; or jmills@flyfta.com ; or info@flyfta.com

FTA staff members are available to discuss and help resolve difficulties that might influence a student's decision to withdraw. However, if students have indicated in writing on or before a census date that they are considering withdrawing from a unit of study, FTA will ensure that they are not enrolled in that VET unit of study or subsequent units of study from the time of notification.

FTA's Marketing Department is the first point of contact in the withdrawal process and they will ensure the student completes ADM-F.167 Student Withdrawal and Refund Form, which will be kept on the student's electronic file in Student Records.

Re-enrolment in a VET unit of study

FTA will not enrol students who have withdrawn from a VET unit of study, in subsequent units of study without written instruction from the student. Students who wish to re-enrol in a VET unit of study have to notify the Marketing Department in writing, who will amend the student's training contract and communicate the information to relevant staff members involved in student administration and training, indicating in writing or via email a specified return date to training and unit of study for which Commonwealth assistance has been requested.

Notice of withdrawal: self-funded local and international students


Students who wish to cancel or withdraw from their training contract should inform the Marketing Department as soon as possible in writing or via email to ensure a date of withdrawal is recorded to mwallis@flyfta.com ; or jmills@flyfta.com ; or info@flyfta.com . Marketing will ensure the student completes ADM-F.167 Student Withdrawal and Refund Form, which will be kept on the student's electronic file in Student Records.

If a student visa holder wishes to cancel their enrolment to go to another education provider, they have to follow the procedures of Standard 7 of the National Code.

Students who are not eligible for VSL and choose to withdraw from a course will receive a refund for tuition fees paid upfront to the value of the direct operating costs of the flying hours not undertaken and ground theory not delivered at the date of withdrawal.

Review

The policy will be reviewed every 12 months or more often due to legislation or circumstantial change.

| Version No. | Issue Date | Amendment Description | Signature | Date Amended |
|-------------|------------|------------------------|---|---------------|
| 1.0 | Dec 15 | Initial Implementation |  | Initial Issue |



Johan Pienaar
(Chief Executive Officer/Director)