

Withdrawal and Refund Policy

Learners making a decision to withdraw from their Programme of study should be supported to explore other options available to them, with withdrawal seen as a last resort.

Learners decide to withdraw or are withdrawn from their academic Programme and the Institute for a variety of reasons:

- Learner wishes to withdraw from their Programme
- Learner is required to withdraw due to academic failure
- Learner is expelled as the outcome of a learner disciplinary process, a criminal convictions panel or for academic misconduct.
- Learner is required to withdraw as an outcome of the fitness to study/practice processes
- Learner is required to withdraw due to failure to abide by institute regulations (e.g. non-payment of fees)
- Learner fails (or ceases) to attend their Programme
- Learner fails to arrive to study

All learners considering withdrawal from their studies should seek academic advice and learner guidance as soon as possible from both their Coordinators before making the decision to withdraw.

If following advice the learner wishes to proceed with withdrawal, s/he should confirm their decision with reasons by completing the cancellation of registration or withdrawal form.

International learners studying on a learner's visa should note that their sponsorship will be cancelled and their withdrawal will be reported to the Immigration office.

Once a learner has been withdrawn from the Institute s/he does not normally have access to systems and are not permitted to submit coursework or sit exams/assessments.

A learner who withdraws his/her registration shall be entitled to refund of fees paid except.

registration and entrance fees.

Learners who have paid their tuition and other fees and withdrawn will be entitled to a refund of their fees, except entrance and registration fees, in accordance with the following schedule:

Two weeks before the start of classes	80%
One week before start of classes	60%

After starting the classes (for all cases except special cases mentioned below) **0%**
After starting the classes and reaching up to 2 sessions (for special cases e.g. Critical illness or losing the job) **25%**

Refund Time Lines

Timeframe comprises the following time limits:

- i. Application for a refund of tuition fees must be received within one month of the withdrawal date which the unit was, or was to be, undertaken
- ii. The application must be considered by the Manager and the applicant notified of the decision within 45 days of receipt of the application.
- iii. A written application to review an original decision must be received in writing within 20 days of the applicant receiving notice of the original decision and must state the reasons why they are applying for a review
- iv. The Institute Manager will review the original decision and inform the applicant in writing of the decision and the reasons for making the decision within 45 days of receiving the application for review of the original decision.
- v. If the Institute Manager has not advised the applicant of a decision within 45 days of receiving the application for review, the Institute Manager is taken to have confirmed the original decision.