

Purpose

The Purpose of this withdrawal policy is to set a fair, transparent and compliant process for students who choose to withdraw from their course or a unit of study from Heed Health Education. The policy ensures students are properly informed, supported and protected, and where applicable that students are equipped with the knowledge required to not incur a financial liability for a unit of study after the census date has passed (VSL Courses) if they do not wish to continue their studies.

It confirms Heed Health Education meets required outcomes for information provision, complaints/appeals, and governance and outlines our obligations to students under the Standards for RTOs 2025 and the VET Student Loans (VSL) legislation.

Ultimately, it ensures that the processes at Heed Health Education are fair, equitable and transparent and that all students can be advised of our policies and procedures in a reasonable and appropriate manner. Students reading this policy should also consider the Course Transfer, Extension and Deferral Policy as an option to withdrawing from their course of study.

Scope

This policy applies to all domestic students enrolled and currently studying with Heed Education — both fee-for-service and eligible VSL-funded students.

It covers:

- Student-initiated withdrawals from the whole course or a part of a course (unit of study).
- Provider-initiated cancellations of enrolment
 - Post Census Date (VSL Courses)
 - Post Course Fee Payment (Upfront or Payment Plan)

Key Definitions (VSL Specific)

- **Census day** – the last day a student can withdraw from a part of a course without incurring tuition fees/VSL debt; each course has at least three (3) census days and each must be set no earlier than 20% of the way through the relevant fee period/unit.
- **Unit (part) of a course** – a defined component with its own census day and VET tuition fees.
- **Special circumstances** – circumstances beyond a student's control that prevent completion and justify re-crediting a HELP balance for withdrawals after census day (application generally within 12 months of the census day).

Principles

- **No barriers to withdrawal before census (VSL Courses)**
Heed Health Education's procedure must allow students to withdraw before the census day for a course part without financial, administrative or other barriers.
- **Clear, accessible information up-front**
Before enrolment (and on our website), Heed Health Education provides accurate information about all fees/charges, refund policies, and the costs & processes to withdraw.
- **Complaints & appeals are available and fair**
Students have access to an accessible complaints system and appeals process with procedural fairness and reasonable timeframes.
- **Record-keeping**
We retain required withdrawal and VSL records for at least seven (7) years.

Policy Statement

Heed Health Education is committed to ensuring that all students have the right to make informed decisions about their studies, including the option to withdraw from their course or any part of their course without unnecessary barriers.

In line with the Standards for RTOs 2025 and the requirements of the VET Student Loans legislation, Heed Health Education provides clear information, fair processes, and appropriate support to assist students who are considering withdrawal.

The organisation recognises that circumstances may change during a student's learning journey and is dedicated to managing withdrawal requests with transparency, fairness, and respect.

Withdrawal processes are designed to protect student rights, ensure compliance with legislative obligations, and provide students with accurate advice about their financial and academic standing.

Initiating the Withdrawal Process from a Course or Unit of Study (Student Initiated)

1. Student-initiated withdrawal (ALL students)

- Students may withdraw from their course or any unit of study at any time by submitting a *Withdrawal Request Form* via email to support@heedededucation.edu.au
- Heed Health Education will confirm receipt in writing once the completed withdrawal form has been received. They will then process the request promptly and update the student management system.
- Once the withdrawal has been completed, Heed Health Education will confirm the withdrawal with the student in writing, provide advice on fees, issue a Statements of Attainment (if eligible), and then offer support options and if required the next steps to finalise the withdrawal/refund process.

2. Additional conditions for VSL students ONLY

- **Before the census day** of a unit:
 - No VSL debt will be incurred for that unit and any up-front tuition paid for that unit will be refunded.
- **After the census day** of a unit:
 - The VSL debt remains for that unit unless the student is approved for re-credit under special circumstances (apply within 12 months of the unit's census day, with evidence that will be submitted to the Australian Government).
- **How to withdraw and census-related information** is published and provided to students in advance, including that withdrawal before census avoids a VSL debt and triggers any up-front tuition refund for that part.

Initiating the Withdrawal Process from a Course or Unit of Study (Heed Health Education Initiated)

Where Heed Health Education initiates cancellation of a student's enrolment, the student will be given notice in writing of the cancellation that provides the student with 28 days to initiate the grievance procedure prior to the cancellation.

Cancellation of enrolment will take effect only after the grievance procedures initiated by the student have been completed. Heed Health Education must set out the circumstances in which fees for the course, or part of the course concerned, will, or will not be refunded. *For more information about lodging appeal/grievances students should refer to the Complaints and Appeals Policy.*

Heed Health Education considers the following circumstances, reasons for initiating a cancellation of the student's studies:

- **Failure to submit an eCAF PRIOR to the first census date (VSL Students ONLY)**
 - Students applying for a VET Student Loan MUST submit an eCAF submission to the Australian Government PRIOR to the first census date in Term 1. Heed Health Education will make every attempt to remind the student of their obligation, through phone calls, text messages and emails, however where a student fails to submit their eCAF by the census date, Heed Health Education will cancel the student's enrolment as they will no longer be eligible to receive a VET Student Loan.
- **Breach of Heed Health Education Code of Conduct**
 - Please refer to Heed Health Education Code of Conduct, including our Plagiarism Policy.
- **Non-Genuine Student Status**
 - Heed Health Education is required under the VET Student Loans legislation and the Standards for RTOs 2025 to ensure that only genuine students remain enrolled and progress in their studies. A student may be deemed non-genuine where they fail to demonstrate sufficient academic engagement, such as not attending scheduled learning activities, not submitting online assessment tasks within required timeframes, failing to attend practical workshops or not responding to reasonable attempts at contact by trainers or student support staff. Where a student cannot demonstrate that they are genuinely engaged with their studies, Heed Health Education may initiate a cancellation of enrolment to ensure compliance with regulatory obligations and to prevent students from incurring unnecessary debt. Students will be given written notice,

reasonable opportunity to respond, and access to the Complaints and Appeals process before any cancellation is finalised.

1. Provider-Initiated Cancellation (NON- VSL COURSES)

- Where Heed Health Education cancels a student's enrolment in an approved course or part of an approved course, they will firstly inform the student concerned of the proposed cancellation in writing once they have exhausted the above process to attempt to contact the student.
- Heed Health Education will then allow 28 days for the student to initiate the grievance procedures before the cancellation takes final effect and will withhold the cancellation until after any grievance procedures initiated by the student have been completed.
- Heed Health Education will confirm in writing the official cancellation of the student from the course, including time/date, fees/debt incurred, course/part of course that the student was enrolled into.
- Refunds and charges on withdrawal are managed under Heed's Fees & Refunds Policy, provided to students prior to enrolment and published online.

2. Provider-Initiated Cancellation (VSL COURSES)

If Heed proposes to cancel a student's enrolment **AFTER** a census day, we will:

- Where Heed Health Education cancels a student's enrolment in an approved VSL Course or part of an approved VSL Course AFTER the census date has past, they will firstly inform the student concerned of the proposed cancellation in writing once they have exhausted the above process to attempt to contact the student.
- Heed Health Education will then allow 28 days for the student to initiate the grievance procedures before the cancellation takes final effect and will withhold the cancellation until after any grievance procedures initiated by the student have been completed.
- Heed Health Education will confirm in writing the official cancellation of the student from the course, including time/date, fees/VSL debt incurred, course/part of course that the student was enrolled into.
- Refunds and charges on withdrawal are managed under Heed's Fees & Refunds Policy, provided to students prior to enrolment and published online.

Statements of Attainment / Certification

On withdrawal, students who have successfully completed one or more units will be issued a transcript of any units completed whilst undertaking study. A record of the transcript will also be kept on the students file at Heed Health Education in an electronic manner.

Re-enrolment into a Withdrawn Course

Where a student has withdrawn from a course, be it student or Heed Health Education initiated, they will be required to undertake a meeting with the Training Manager and General Manager, if they are seeking enrolment back into the course for which they earlier withdrew or were withdrawn.

Withdrawal Procedure (step-by-step)**For Students**

1. Submit the Withdrawal Request Form to support@heedededucation.edu.au
2. Indicate whether you are withdrawing from the whole course or specified unit(s), and your preferred last date of study.
3. (VSL Courses ONLY) Review your census days, withdrawing before the relevant census day avoids a debt; see the quick guide to census days for context.
4. If withdrawing after census due to special circumstances, apply for re-credit with supporting evidence within 12 months of the census day.

For Heed Health Education Administration Staff

1. Acknowledge the request in writing and offer support options (LLN/academic/wellbeing) if relevant
2. Determine unit-level status and census timing:
 - If before census → process withdrawal; no VSL debt for those units and refund up-front VET tuition for those units.
 - If after census → advise student of debt position and re-credit pathway (special circumstances) and provide the application form and timeframes.

3. Confirm in writing the outcome, effective dates, any fee/refund implications, and complaints/appeals avenues.
4. Update systems & records (SMS/LMS, eCAF and TCSI where applicable) and retain all correspondence and evidence for seven (7) years.
5. Issue the student with any eligible Statements of Attainment.

Information & Publishing Requirements

Heed Health Education publishes and provides, before enrolment, clear and current information detailing:

- All fees/charges, refund policies, and withdrawal costs & processes
- Census days/fee periods for VSL courses
- How to make a complaint or appeal

Complaints and Appeals

Students may lodge a complaint if dissatisfied with any decision or process under this policy and may appeal adverse decisions.

Our systems ensure procedural fairness, clear timeframes, and access to independent review at no or low cost. Refer to the Complaints and Appeals Policy for further information.

Roles and Responsibilities

- **Student:** Submit requests on time; provide evidence for special-circumstance applications; keep contact details current.
- **Student Services:** First response, advice on census, fees, support and forms; process withdrawals and communicate outcomes.
- **Compliance Manager:** Ensure policy application is consistent; monitor census scheduling and publication; oversee VSL reporting and seven-year record retention.

Related Documents

- Fees & Refunds Policy
- VSL Re-credit (Special Circumstances) Application Form
- Complaints & Appeals Policy/Procedure
- Student Support & Reasonable Adjustment Policy