

STUDENT WITHDRAWAL AND REFUND POLICY

1. Overview

The purpose of this document is to detail the processes and policies by which higher education tuition fees and refunds are managed by Astra Institute of Higher Education (“the Institute”).

2. Withdrawal from a course

Students of the Institute who wish to withdraw from a course must do so by completing a Course Withdrawal Form available on Institute’s website (www.astra.edu.au) and emailing the completed form to the Registrar: registrar@astra.edu.au.

When a student gives notice that they wish to cancel their enrolment in a course, the Institution will ensure that the withdrawal or cancellation is effective from the time of notification is received.

The Institution will not charge any fees for a student to withdraw or impose any barriers on a student that seeks to withdraw from a course.

When a student advises that they wish to withdraw from one or more units they are currently enrolled in or from their entire course the Institute will determine if a refund is applicable (a student does not need to do anything further to apply for a refund).

3. Refunds

Refunds will be calculated as follows:

3.1 Domestic students

- i. In the event of a student withdrawing from a unit on or before the Census date for that unit, 100% of tuition fees paid for that unit will be refunded to the student.
- ii. In the event of a student withdrawing from a unit after the Census date for that unit, no refund is applicable.

3.2 International students

- i. In the event of a student withdrawing from a unit on or before the published Commencement date for that unit, 90% of tuition fees paid for that unit will be refunded to the student.
- ii. In the event of a student withdrawing from a unit after the Commencement date for that unit but on or before the Census date for that unit, 50% of tuition fees paid for that unit will be refunded to the student.

- iii. In the event of a student withdrawing from a unit after the published Census date for that unit, no refund is applicable.
- iv. If a student is unable to commence a course because their application for a visa has been unsuccessful, then the student will be refunded the amount of tuition fees paid less an administrative fee of AUD550.

If the student's enrolled course is cancelled by the Institute for any reason, a full refund of all unused pre-paid fees will be made within 14 working days.

If for any reason an enrolled course does not start on the date specified in the student's Letter of Offer, the student will be offered a full refund of all pre-paid fees or placed in an alternate course if that is agreed by the student in writing.

If the student has paid by credit card the refund must be made to the same credit card. If the student has paid by direct deposit the refund will be paid to a bank account that the student specifies in writing. Refunds will only be paid to an account of a person other than the student, with the student's express written permission.

4. Payment of Refunds

Refunds will be paid in Australian Dollars (AUD) within 30 working days of the census date of the unit to which the withdrawal applies.

5. Review of decision

Any student may request a Review of Decision of a decision made under this policy on the basis of procedural fairness. Requests must be made in writing and lodged with the CEO within 20 working days of the student receiving written notification of any action taken under this policy. The CEO will respond in writing to the request for review within 20 working days and may confirm or vary the decision. All decisions of the CEO in regards to requests for a Review of Decision made under this policy will be reported to the Board of Directors.

If a student remains dissatisfied with the outcome of their request for Review of Decision regarding a decision made under this policy, they may lodge a formal grievance in writing to the Registrar: registrar@astra.edu.au within 20 working days, in accordance with the Institute's *Student Grievance Handling Policy and Procedure*.

6. Definitions

Term	Definition
<i>Census date</i>	The last date on which a student 's enrolment requirements for the current study period must be finalised. Census is also the last date for a student to withdraw from a unit without incurring a financial liability and/or academic penalty.
<i>Commencement date</i>	A published date on which a unit commences being taught, typically the first Monday of each teaching session.
<i>Course</i>	A structured sequence of study leading to the award of a degree, or other recognized qualification, which when successfully completed is conferred on the graduand by the Board of Directors of Astra Institute of Higher Education.
<i>(the) Institute</i>	Astra Institute of Higher Education.
<i>International student</i>	A holder of a student visa, who is not a citizen of Australia or New Zealand, or who is not an Australian permanent resident, or who is a temporary resident of Australia.

7. Related documents

- Student Grievance Handling Policy and Procedure

8. Version history

Version	Approved by	Approval Date	Details
1.0	Executive Management Committee	15 November 2021	Document creation
1.1	Executive Management Committee	29 August 2022	Additional information provided at '3. Refunds'
1.1	Executive Management Committee	19 June 2023	Amendments to '5. Review of decision'

Document owner: Registrar

Listed: Public document