

Southern Education - TAE40116 Certificate IV Training and Assessment

Student Withdrawal Policy

This policy applies to all TAE40116 student enrolments with Southern Education, including parties that pay for the course/s on behalf of the student (Organisation's and businesses).

This policy should be read with the declaration made at the time of enrolment along with the student handbook, as it forms the initial agreement between Southern Education and the participant (and the employer where applicable).

Withdrawal of enrolment

- Students intending to withdraw from a course and seek a refund of fees should contact Southern Education in writing and complete the required TAE40116 Refund Application form.
- Southern Education may cancel a participant's enrolment and provide a full or partial refund due to either one of the below reasons
 - Student default
 - Provider default

Student default

Student default occurs when the student has broken the terms of the written agreement with Southern Education, including the following circumstances:

- The student fails to meet the requirements of the payment schedule outlined in the Student Handbook (further explained in Section 2 of this policy)
- Serious misbehaviour or misconduct by the student
- The student withdraws from the course (either before or after the agreed starting day as specified).
- The student fails to commence the course due to not meeting the applicable conditions of entry as outlined in the unit of competency and student handbook.
- The student fails to commence the course on the agreed starting day without a valid reason

Provider default

Provider default occurs when Southern Education has broken the terms of the written agreement with the student, including but not limited to the following circumstances:

- Southern Education fails to start providing the course to the participant at the agreed starting date

- After the course starts but before it is completed, Southern Education ceases to provide the course to the student
- In the unlikely event that Southern Education defaults, an alternative training option may be offered to the participant.
 - The participant is entitled to accept this offer or decline and apply for a refund of any unused tuition fees in accordance with this policy and the principles of tuition assurance.
 - Tuition Assurance is an initiative of the Australian Government to protect students whose education providers are unable to fully deliver their course of study. For more information, please visit: <https://www.education.gov.au/tuition-assurance-and-provider-closures>

Cancellation of enrolment due to student failure to pay fees

In the event that a participant opts into a payment plan, all course fees payable will be specified on an itemised payment schedule as part of the agreement between the student and Southern Education.

Failure to submit fees payable in accordance with the schedule will result in the student defaulting and cancellation of the course enrolment.

If fees payable are not received by the due date, the student will be notified in writing and will be given a period of 10 business days (from the date of notification) in which time payment must be made.

Failure to do so will result in cancellation of enrolment.