

1. Withdrawal from a VET unit of study / VET course of study

Domestic students of Air Gold Coast Pty Ltd who wish to withdraw from a VET unit of study or VET course of study must do so by completing a *Withdrawal Form* and sending it to Air Gold Coast, P.O. Box 116, Coolangatta, QLD 4225, or directly to the Student Manager.

The Student Manager will send a confirmation email to the student within 48 hours. The student will be advised if the student has or has not incurred a debt, special circumstances requirements and information about the refund of upfront payments.

2. Refunds – students who are eligible for VET Student Loan assistance

In the event of a student withdrawing from a VET unit of study on or before the census date for that unit of study:

- The student will not incur a VET Student Loan debt.

In the event of a student withdrawing from a VET unit of study after census date for that unit of study:

- no refund is applicable; and/or
- The student will incur a VET Student Loan debt.

3. Special circumstances

A student who withdraws after the census date for a VET unit of study may apply for special consideration in line with the *Student Review Procedures for Re-crediting a FEE-HELP Balance*.

4. Cancellation of enrolment by Air Gold Coast

Under special circumstances Air Gold Coast may cancel a student's enrolment. This would occur if a serious breach of the Code of Conduct has taken place, or non-attendance.

The student will be informed of the decision to cancel the enrolment with at least 28 days notice to initiate grievance procedures before the cancellation finally takes effect.

At the end of the grievance period and when all processes have been finalised the student's enrolment will be cancelled and refunds will apply as in item 2 above.

5. Publication

This refund policy will be made available to students and persons seeking to enrol with Air Gold Coast by publication on the website: www.airgoldcoast.com.au. This refund policy will also form part of enrolment information.