Conwal Institute withdrawal policy

Students enrolled into VET unit(s) of study with Conwal and Associates Pty Ltd, trading as Conwal Institute RTO 31190 have the right to withdraw from their qualification, and or units of study at any point throughout their learning journey.

Students may give notice to Conwal Institute of their intention to withdraw in the following ways:
• Completing a withdrawal request form (available from the ‘my account’ tab of your learning portal and or via email or hard copy (upon request)
• An email to Conwal or its representatives advising of your intention to withdraw
• Written notice to Conwal or its representatives
• A telephone call to Conwal or a representative of Conwal where you advise the person receiving the call that you are requesting to withdraw.

In order to withdraw without incurring a VET FEE-HELP debt and/or receive a refund for any upfront payment students are required to give notice to Conwal Institute on or before the census date for the relevant unit(s) of study. If a student chooses to withdraw on or before the census date for a unit (s) of study they will not incur the VET FEE-HELP debt for that cluster of units and any subsequent clusters of units and/or will be entitled to receive a refund of any upfront payment made for that unit(s) of study.
If a student chooses to withdraw after their census date for a unit(s) of study they will still be liable for the VET FEE-HELP debt for unit(s) that they have passed census for and/or will not be entitled to receive a refund of any upfront payment made for that unit(s) of study.

**IMPORTANT:** It is the student’s responsibility to notify Conwal within the required timeframes should they intend to withdraw from their qualification and wish to avoid incurring a VET FEE-HELP debt. Student debt will not be refunded based on the level of student participation in the qualification. All Conwal Institute students are given full access to the entire Diploma upon enrolment and full access to student support including a dedicated trainer, facilitator and coach. Conwal Institute uses best practice online training techniques and strategies to help support students with their qualification of study. In addition Conwal Institute ensures students have considerable time to complete their qualification (with online access periods of up to 4 years) and longer upon request.

In circumstances whereby a student is unable to withdraw on or before their census date, they may be entitled to apply for special circumstances in order to have their FEE-HELP balance re-credited and/or receive a refund of upfront payment for any unit(s) of study where they have passed census. Please contact Conwal student support to discuss special circumstances and the review and re-crediting procedure.