

Student Withdrawal Policy and Procedure

1. Ending all or part of your enrolment

This process explains how to withdraw from a course or specified units, and how EQC handles provider-initiated cancellation. It provides one contact route for enrolled students aged 18 or older, with different fee and reporting rules where funding, VET Student Loans or overseas-student requirements apply. A temporary break is dealt with through the Course Deferral Policy and Procedure.

2. Give written notice

Email **team@equinimcollege.com**. For help, call **1800 338 883** or contact Student Services. Email your name, student number if known, course and the course or units you want to leave. State your intended withdrawal date; if you intend to stop now, say so. You may explain your reasons, but a reason or special form is not required simply to notify withdrawal. A representative may assist with your authority.

Keep a copy of your notice. Ask for assistance or reasonable adjustments if writing is difficult. Student Services can help record your decision and confirm it with you. Do not assume stopping attendance, changing providers or requesting deferral automatically withdraws you. Where a census day applies, send clear written notice on or before that day.

A discussion about support, deferral or another course is optional and must not delay or pressure you out of withdrawing. Paying a disputed fee, returning materials, obtaining a counselling appointment or completing a refund assessment is not a prerequisite to recording your withdrawal.

3. Receipt, processing and written confirmation

Student Services records the date and time of receipt, course or units affected and intended withdrawal date, and confirms receipt. Any missing details are clarified without losing the original notification time. Process the notice promptly and protect any applicable census-day rights; internal processing delay must not create a debt that would not otherwise arise.

Provide written confirmation of the effective withdrawal date, units affected, fees or refunds, any loan consequences and how to challenge the outcome. Where a financial decision needs further assessment, confirm the withdrawal separately and explain what information is needed and when the decision is expected. Record reasons and keep the student informed of delay.

Reconcile completed units and keep accurate results and enrolment records. Issue eligible AQF certification within 30 calendar days of assessment completion where the qualification, or completed units subsequently withdrawn from, meet the issue conditions, including agreed training-product fees and USI requirements or a valid exemption. For NSW funded discontinuation, meet the separate 30-day notice-based deadline in section 9. Withdrawal does not turn completed units into failed units. Re-enrolment is separately assessed; obtain fresh written permission after withdrawal.

4. Fees and refunds

Withdrawal and refund assessment are separate. Apply the rules and written agreement relevant to the actual enrolment. Explain the calculation, any lawful deduction and review options in writing. This policy does not set a new cancellation charge or remove consumer guarantees, statutory refund rights or a more favourable existing contractual entitlement.

Ordinary fee-for-service students: the existing agreement provides a 10-calendar-day contractual refund period starting the day after the Agreement Date. Check that date and the terms actually agreed. It is not a universal census day or a limit on statutory rights. Outside a contractual change-of-mind period, a refund is not automatic, but applicable consumer rights and requests for special consideration must still be assessed. Do not apply a blanket no-refund rule.

Any contractual material-return condition or administration deduction may apply only to the extent lawful, properly disclosed and applicable to that enrolment. It must not override consumer or other statutory remedies. Financial hardship or medical circumstances may support special consideration; a refund must not be replaced with a compulsory deferral.

WA funded training: give written withdrawal advice. For each unit, EQC must set a census/withdrawal date no earlier than 20% through its delivery period. Where the applicable WA policy applies, withdrawal by that date attracts a full course-fee refund for the unit; resource fees are refunded in full for diploma/advanced diploma courses or at 50% below diploma level. Full applicable fees are refunded where the unit is cancelled or rescheduled to an unsuitable time, or no place is available. Exceptional personal circumstances may support an evidence-based pro-rata refund later in delivery. Apply the relevant policy year and funding conditions.

Queensland SAS-funded training: under the applicable SAS refund requirements, refund co-contribution fees in full where training has not started when enrolment is cancelled, and provide a proportionate refund where a student withdraws from a unit or module. Assess refunds to employers or industry for additional charges paid beyond the co-contribution fee and government subsidy. Finance records the unit-level calculation, training delivered, fee payer and any refund. Apply the student's actual program and cohort rules.

For another funding arrangement, apply its relevant refund and withdrawal rules rather than automatically applying the FFS period. If no fee was paid, there is no paid fee to refund, but any enrolment, reporting or debt correction must still be made. Where EQC cannot deliver, apply the relevant provider-default and tuition-protection obligations; do not treat this simply as the student changing their mind.

5. VET Student Loans, where applicable

These protections apply to the relevant approved course or part under VET Student Loans. Check the published census day for each part. If you notify withdrawal in writing on or before that census day, no tuition fee or loan debt is incurred for the withdrawn part. Refund upfront tuition and gap payments for that part. Do not charge a withdrawal or administration penalty or impose a financial or administrative barrier to timely withdrawal.

After census day, tuition liability and an existing loan debt generally remain. You may apply for re-credit of your HELP balance in special circumstances. Use the re-credit process below; approval depends on meeting its requirements. Changing courses or deferring does not itself erase debt already incurred.

Confirm the withdrawal timing, relevant parts and census days, fee/debt result and any refund or reporting correction. Do not re-enrol a withdrawn student without fresh written permission given after withdrawal. Where EQC proposes cancellation after the relevant census day, give at least 28 days to initiate grievance procedures, explain the proposed cancellation and refund position, and do not make it final until any initiated grievance procedures are complete.

Re-credit and review of a loan decision

Apply in writing to Student Services with the course/units, relevant census days, loan amount if known, grounds and supporting evidence. For special circumstances, apply within 12 months after the relevant census day, or an extension allowed by EQC. Ask for an extension where needed, including following an approved deferral; EQC will confirm the applicable deadline.

Special circumstances must be beyond your control, make their full impact on or after census day, and make completion impracticable during the enrolment. If the requirements are met, EQC must re-credit the relevant loan amount. Give a written decision and reasons as soon as practicable.

You may apply to the Secretary of the Australian Government Department of Employment and Workplace Relations within five years after census day, or an allowed extension, for unacceptable conduct concerning the loan application or a breach of loan legislation that adversely affected you. The Secretary may also act where EQC cannot act, is winding up or dissolved, or has unreasonably failed to act. Student Services can help you find the [department contact route](#).

Request reconsideration in writing, with reasons, within 28 days after notification, or a longer allowed period. For an EQC decision, send this to Student Services. The CEO or delegate appoints an uninvolved reviewer at least as senior as the original decision-maker. Give written reasons and review rights. If no decision notice is given within 45 days of the request, the original decision is taken to be confirmed. You may seek further review by the [Administrative Review Tribunal](#); follow the application deadline in your review notice. Reconsideration and review are free apart from any Tribunal fee. No victimisation is permitted.

6. Overseas students, where applicable

Student Services refers the request to the international-student officer to assess any release requirement, update the enrolment and CoE, make required PRISMS reports and explain the need to seek Immigration advice about visa consequences. A request to transfer before completing six months of the principal course requires the applicable release assessment; withdrawal alone is not permission to transfer.

For a transfer request, provide a valid offer from the receiving provider and relevant supporting information. EQC considers the student's best interests under the applicable transfer rules. If refusing release, give written reasons and 20 working days to access complaints and appeals; do not finalise refusal in PRISMS before the applicable appeal process or waiver/withdrawal permits it. A granted release is free. Keep the request and decision records for the required period.

Assess a complete transfer request promptly, confirm an expected decision date having regard to the six-month restriction, and explain any delay. Grant release when it is in the student's best interests, including where: progress remains unsatisfactory despite intervention; compassionate or compelling circumstances exist; EQC fails to deliver the agreed course; reasonable course expectations are not met; the student was misled and the course is unsuitable; or an appeal recommends release.

A request may be refused where the evidence does not establish that transfer is in the student's best interests or a required receiving-provider offer is missing. Explain missing evidence and allow a fair opportunity to supply it. Do not impose a release fee. Keep requests, assessments and decisions for two years after the student ceases to be an accepted student.

Use the overseas-student written agreement and applicable statutory refund/default rules to assess fees; do not substitute the ordinary FFS 10-day period. EQC does not provide a guarantee about visa outcomes.

7. Cancellation initiated by EQC

Give the student written notice of the proposed action, reasons, fee/refund consequences, response opportunity and appeal route. Assess the evidence and any response fairly. A student-requested withdrawal must not be recast as misconduct or involuntary cancellation simply because fees are disputed.

For ordinary FFS students, retain any existing contractual entitlement to at least 28 days to initiate grievances and completion of initiated grievance procedures before cancellation becomes final. This is an existing college commitment, not a universal RTO deadline. Apply the separate VET Student Loans protection in section 5 where it applies.

For overseas students, provider-initiated suspension or cancellation requires written reasons and 20 working days to access the internal appeal process. The action must not take effect until internal appeals finish, unless the student's health or wellbeing, or that of others, is likely to be at risk. For unsatisfactory course progress or attendance, apply the separate reporting safeguards: do not report until the applicable internal and external appeals have concluded in EQC's favour or the student has not accessed, or has withdrawn in writing from, the relevant process. Apply any additional contractual protection that remains binding.

8. Funding records and review

The funding officer checks the applicable WA, Queensland or NSW program, cohort and agreement; reconciles actual participation and completed units; and makes the required enrolment and reporting changes. Do not claim continuing training simply because an account remains open, or report a student as having participated without evidence. Coordinate apprenticeship/traineeship changes with the relevant employer and authority.

You may challenge a withdrawal, refund, fee or cancellation decision under the [Complaints and Appeals Policy and Procedure](#). Ask Student Services for assistance. Special statutory review rights, including loan re-credit review, remain available.

Keep notices, receipt timestamps, decisions, reasons, financial calculations, reports and communications securely for the applicable retention periods. Existing student agreements and lawful protections continue to apply. Where another college document conflicts with statutory rights, those rights take precedence.

9. NSW Smart and Skilled exit and transfer

For NSW Smart and Skilled training, EQC refunds the student fee in full if you withdraw before training starts. After training starts, EQC refunds the unused training portion. If you exit with a lower qualification, EQC refunds any amount paid above the applicable student fee for that qualification. These are EQC's published refund terms; statutory rights and any more favourable existing contractual rights remain available.

First ask whether concerns about EQC's delivery or assessment prompted the decision and make reasonable efforts to address them. Do not delay clear withdrawal notice. Attempt to obtain formal notification of the training end date and record receipt.

Within 30 days of notice of discontinuation, issue the statement of attainment and associated transcript for completed units. Update and give the student the training plan showing completed, commenced but incomplete, and uncommenced units. Return outstanding completed training and assessment results. For apprentices or trainees, notify the local Training Services Regional Office within 21 days of the notice.

Before discontinuing for disengagement, make at least two contact attempts over seven or more days before the training end date, review progress and engagement, and then follow the same exit steps. Submit final training activity data, including Training Not Completed (TNC). Do not report outcome 40 (Withdrawn) for a unit in which the student never participated. Retain notices, contact logs and evidence that the exit obligations were completed.

For voluntary transfer, complete the required transfer-out steps within 28 days of the student's notice. When EQC's contract ends or delivery stops, start the transfer process before that endpoint and complete it within 28 days of starting it. Advise students of available continuation options and follow Department directions. Do not automatically convert students to fee-for-service enrolment.

Provide credentials reflecting actual achievement, a current statement of fees and payment receipts, the updated training plan, refunds owed and outstanding completed results. Finalise training activity data and any eligible funding adjustments. For an apprentice or trainee, follow the required change-of-RTO process on the training contract. Apply the NSW transfer fee rules and the [Fees, Charges and Refunds Policy and Procedure](#).

Keep required NSW records for at least three years after the latest applicable completion, credential issuance, exit or commitment finalisation date, and longer where another legal or contractual retention requirement applies. Protect personal information and preserve required certification records.