Pacific College of Technology	Pacific College of Technology	Authorised by	Principal
		Effective Date	12 January 2026
	Procedures relating to student withdrawal (*Smart and Skilled* program)		

Pacific College of Technology *Smart and Skilled* Withdrawal policy

Withdrawing enrolment prior to training commencing, or after training has commenced according to a student's individual training delivery plan**,** must be in accordance with Pacific College of Technology's withdrawal policy, details of which appear below. Any matters relating to student withdrawal and fees refund not listed on this document will be governed by Smart and Skilled Fee Administration Policy v1.4

A copy of these policies is also available on the College website: www.pct.edu.au

1. Any and all applications for withdrawal and fee refunds in respect of a *Smart and Skilled* program must be submitted to the Pacific College of Technology in writing (Withdrawal/Refund Form).

2. If a student requests withdrawal from a unit or course during the initial cooling off period/cut-off date (two business days prior to a course or unit commencing), and on or before the course commencement date, then the Pacific College of Technology will normally approve such a request "without financial penalty", which will result in a student receiving a full refund of fees they have paid;

3. If a student requests withdrawal during the cooling off period/cut-off date (two business days prior to a course/unit of commencing), and on or before the course or units commence according to the training delivery plan for that student, then the Pacific College of Technology will normally approve the request without financial penalty, and that withdrawal will result in a student receiving a refund for the standard fee (*please see the information about standard fees which appears below*) they have paid;

4. If a student withdraws after a course or units have commenced, according to their training delivery plan, such a withdrawal will normally result in the student being ineligible to receive a refund for the standard and other fees they may have paid;

5. If a student requests withdrawal from a course or units after the training commencement date has passed, then the Pacific College of Technology may consider a request depending on the evidence provided in support of the withdrawal. The Pacific College of Technology reserves the right to approve or decline a withdrawal request for a course or unit submitted after a unit or course

commences. Where refund is declined, the reasons for such a decision will be provided in writing.

6. The denial of a withdrawal request under this Policy, or accessing the Pacific College of Technology's internal appeals process, does not remove the right of a student to take further action, or pursue other legal remedies under Australian consumer protection laws.

Important information

Student fees are calculated and apply to complete qualifications and are not calculated on an annual or semester basis.

Under the *Smart and Skilled* program, the payment of tuition fees to the provider comprises a **standard student fee** and a **subsidy from the NSW Government**.

A student contributes towards the cost of training by paying a standard student fee, while the subsidy is directly paid to the provider by NSW Government.

Standard student fees apply to those who are not doing an apprenticeship or traineeship, or who do not qualify for a concession or an exemption.

Notes

A refund is applicable for the **Standard Student Fee** only.

Under no circumstances are students are entitled to claim a refund for the NSW Government subsidy.