

Learner Withdrawal, Deferment, Cancellation of Studies Policy

PURPOSE

This policy ensures Nature Care College has published procedures in place for Learner withdrawal, deferment and cancellation of studies.

SCOPE

The policy scope applies to:

- All Learners enrolled into the following Course Programs
 - Advanced Practitioner of Clinical Western Herbal Medicine
 - Advanced Practitioner of Clinical Nutrition
 - Advanced Practitioner of Clinical Naturopathy
 - Advanced Practitioner of Homeopathic Therapeutics

POLICY

Enrolment Terms and Conditions are available as pre-enrolment information for Learners published online in the 'Initial Application for Enrolment Form' and as part of the online enrolment process.

All fees are non-refundable and non-transferable unless a subject is cancelled by Nature Care College, in this instance a full refund is provided.

Cancellation/Withdrawal Policy

Withdrawal before commencement of a subject

- Learners are eligible to apply and be granted a course credit for the course tuition fees paid, less a \$50 administration fee per subject provided advice of withdrawal is received in writing one week prior to the start of the subject.
- Notification of withdrawal/cancellation is required in writing to info@naturecare.com.au advising the reason for withdrawal.
- Course credits can be used towards the cost of any Nature Care College course and are valid for 12 months.
- The Learner is issued with a Course Credit note in writing within 10 days of the notification of withdrawal/cancellation.

Special Circumstances applying for Withdrawal after commencement of a subject

- If after the start of a subject, a Learner becomes seriously ill or has other extenuating special circumstances they may apply to Nature Care College for a course credit for the course tuition fees paid.
- Learners are to apply for consideration of special circumstances in writing to info@naturecare.com.au along with supporting documentation.
- The application and supporting documentation will be accessed and the Learner will be notified of the outcome in writing within 10 days.
- Course credits granted can be used towards the cost of any Nature Care College course and are valid for 12 months.

Course Program Deferment Policy

- Learners enrol on a term by term or subject by subject basis as they progress with their Course Program studies.
- Following the completion of a term or subject Learners are eligible to defer the Course Program and put their studies on hold for a period of 12 months.
- Notification of deferral is required in writing to info@naturecare.com.au
- Learners who wish to defer for over the 12 months deferment period can withdraw from the Course Program without penalty and re-apply. Full academic credit is applied for all completed subjects provided academic currency is within a period of five years.
- Learners who do not return from deferment after the 12-month deferment period will be formally withdrawn from the Course Program.

Quality Outcome:

To ensure the Learner Withdrawal, Deferment, Cancellation of studies process is published and is fair and equitable to all Learners.