Job ready training, today.

Cancellation and Variation Policy

Australis College
RTO Number 31518

VISION
To be Australia’s most trusted RTO.

MISSION
To provide exceptional industry-relevant training that creates real employment outcomes for our students.

VALUES
Student-focused | Innovation | Courage | Quality | Learning | Accountability | Health & Wellbeing

APPROVAL AND AUTHORISATION
Completion of the following signature blocks signifies whom is responsible for the creation, implementation, review and approval of this Policy.

<table>
<thead>
<tr>
<th>Name</th>
<th>Job title</th>
<th>Date</th>
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<tbody>
<tr>
<td>Prepared by</td>
<td>Sharleen Ejlertsen</td>
<td>Quality Officer</td>
</tr>
<tr>
<td>Owned by</td>
<td>Natasha Skelly</td>
<td>Student Services Manager</td>
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<tr>
<td>Approved by</td>
<td>Andrew Hetherington</td>
<td>Managing Director</td>
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SUMMARY OF REVISIONS

Australis College is committed to maintaining systematic control over its documentation. This includes the accurate recording of amendments and versions of documents through the Version Control Register SmartSheet (https://app.smartsheet.com/b/home).

A copy of this register is downloaded regularly and can be accessed via Z:\POLICIES & PROCEDURES\VERSION CONTROL REGISTER_SMARTSHEET DOWNLOAD.

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PURPOSE
To create consistency throughout Australis College in dealing with students who wish to cancel or alternatively are unable to complete within the target completion time frames.

SCOPE
Australis College encourages students to complete their course or qualification wherever possible, and offer extra resources and support to assist the student through their learning. Where a student needs to cancel or vary their contract, this policy covers cancellation and fees that are incurred. It also acknowledges students who need more time to complete their studies or whom are due to expire. Feedback received from students during this process is recorded on the student management system and weekly reports sent to the National Training Manager to identify and implement continuous improvement within the company.

LEGISLATIVE CONTEXT
Higher Education Support Act 2003 - VET FEE-HELP Guidelines

1. Cancellation
1.1 Where a student has requested cancellation, the Australis College Student Support team will contact the student to ascertain if further support can be offered to assist them towards completion in their course. They will discuss alternative options for the student to consider, and the relevant fees and charges that are incurred if they choose to cancel.

1.2 Should a student wish to proceed with cancelling from their course, they will be emailed a Cancellation Form. The form is to be returned to Student Services.

1.3 If the student has applied for VET FEE-HELP, the fees and charges incurred will be non-refundable after their census dates. Students who cancel before their first (1st) census date will not incur fees. Students who cancel after the scheduled census date(s) will incur the debt applicable including the loan fee. Students who cancel due to exceptional circumstances can apply to have their debt reversed in accordance with the VET FEE-HELP terms and conditions (refer to VFH Special Circumstances and Review Policy POL_TA_VFH1).

1.4 For students enrolled in courses that are not eligible for VET FEE-HELP; please refer to the Fees and Refunds Policy POL_TA_FR1.

1.5 Students who are not contactable following attempts by phone, email and SMS by the assigned Trainer, Student Services, and/or the Student Support team may be cancelled and will incur fees up to the date of their cancellation. The student will be sent written notification allowing seven (7) days to respond. (Refer to the Cancellation and Variation Procedure PRO_TA_CV1.)
2. Extension

2.1 Students who have not completed the required Units of Competency within their course completion date may be considered for one (1) six (6) month course extension without incurring additional fees.

2.2 Trainers will discuss the extension request with the student and consider the extension request in consultation with their Industry Coordinator. The Industry Coordinator will determine if the extension is granted.

2.3 Subsequent requests for extensions will not be granted.

2.4 Students who do not complete their course after an extension has been approved and processed will be required to re-enrol and may incur fees for Unit/s not completed in order to proceed. These fees will be calculated as per the current Schedule of Tuition fees.

3. Course Re-enrolment

2.5 Students may re-enrol in their course if they require more time to complete or wish to defer their study program.

   2.5.1 Students can request a Re-enrolment Form and send their completed application to student.services@australiscollege.edu.au no later than two (2) weeks prior to the end date of their course.

2.6 Students will be advised by student services the adjusted fee schedule and time frame for Units of Competency not completed applicable at the time of their re-enrolment if they wish to proceed.

2.7 The Trainer will contact the student to develop a new study plan to help them achieve their qualification within the new timeframe.

2.8 Students who meet the eligibility criteria set in the Australis College VFH Special Circumstances and Review Policy POL_TA_VFH1 will be considered by the General Manager of Operations and will be notified in writing of the outcome.

4. Change of Qualification

3.1 Course Consultants discuss students’ career and study goals at pre-enrolment, and the course material is explained and available on the Australis College website. On occasion, a student commences their course and decides that the program they enrolled in no longer suits their career aspirations. In this instance an Australis College Student Support Officer will contact them to discuss this change and advise of any conditions or fees before re-enrolling into another course.

5. Expired Enrolment

4.1 Prior to the expiration of their course; students are reminded of their target completion date. Students who have passed their course expiry date, and have not responded to contact attempts to continue, will be un-enrolled. Should they wish to re-enrol, they will be required to pay the current tuition fees.
6. **Superseded Qualifications/Units of Competency**

5.1 In the event of a Training Package or unit of competency being superseded from the Australis College scope of registration, the student will be contacted to discuss whether they should continue with the training within the twelve (12) months allowable from the date the replacement was published on the National Register, or be cancelled and re-enrolled in the new qualification (refer to Transitioning of Qualifications Procedure PRO_TA_TA7).

5.2 Any student who would be adversely affected by the transition must be reviewed by the National Training Manager and General Manager of Operations for approval for continuation in the superseded course, in line with ASQA requirements.

5.3 Should Australis College be unable to deliver the updated unit or Training Package, or the student meets the criteria for being disadvantaged by re-enrolling in the updated unit of competency, the student will be cancelled and issued with the appropriate AQF accreditation for units completed.

7. **Communication and Training**

7.1 Policy document is to be communicated to the team within **five (5) business days** of its approval and implementation.

7.2 Employees must read the policy document and sign the comprehension statement to confirm their understanding.

7.2.1 Training is readily available, if required and will be administered by the policy owner of this document or authorised delegate within **fifteen (15) business days** of communicating the document.

**DEFINITIONS**

**Census Dates**
The dates set by VET FEE-HELP where the student incurs the VFH debt as per their VFH agreement and terms and conditions. Refer to VET FEE-HELP guide.

**Deferral**
The course the student is enrolled in is cancelled temporarily.

**Expired Enrolments**
A student passes their target completion date without completing the program or applying for an extension.

**Cancellation**
The student is formally withdrawn from their enrolment in the selected program. This may be requested by the student, or in some circumstances Australis College may withdraw the student. For example, if the student is not committed to study and has been un-contactable for an extended period of time.

**Un-enrol**
The term Australis College uses when they cancel or withdraw a student.
## REFERENCES/SUPPORTING DOCUMENTS

<table>
<thead>
<tr>
<th>Student Handbook</th>
<th><a href="http://www.australiscollege.edu.au/students">http://www.australiscollege.edu.au/students</a></th>
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<td>Cancellation and Variation Procedure</td>
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<td>Transitioning of Qualifications Procedure</td>
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### Effective date

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<td>11/02/2016</td>
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*Cancellation and Variation Policy_V2.1*

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COMPREHENSION STATEMENT

Comprehension Statement

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Key Principles

- Students that request cancellation are forwarded to the Student Support team. They must contact the student and receive either a Cancellation Form or notification by email in order to cancel.

- Students that have applied for VET FEE-HELP and pass their census dates will incur fees unless they meet the criteria for Special Circumstances. Policy documents and forms are available on the Australis College website.

- Students who are identified as being un-engaged in their program may also be forwarded to the Student Support team for cancellation.

- If a student requires more time to complete, they are able to fill in the Re-enrolment available from Student Services, or the Trainer may offer this to the student. Re-enrolment requests are evaluated by the Trainer and the relevant Industry Coordinator who will determine the commitment of the student and the ability for them to complete within the adjusted time frames. These are processed by the Student Services department.

- Any student who wishes to cancel and re-enrol as they are unable to study at the present time, or who wish to change their qualification must also be referred to the Student Support team who will guide the student through the options available to them and make appropriate recommendations.

- Students who have passed their completion date are expired enrolments. Student Services will contact the student and determine continuation or cancellation. If cancelled, a student will incur current tuition fees if they wish to re-enrol.

- Transitioning of Qualifications may occur where a Training Package or unit of competency is superseded. Students will be contacted and will either be trained out in the set time frames above, or re-enrolled into the new qualification. Should either of these options disadvantage the student according to the requirements of the Transitioning of Qualifications Procedure (PRO_TA_TA7), the correct AQF qualification or Statement of Attainment will be issued to the student.

Declaration

I have read and understood this SOP and related key principles.

Name: __________________________________________

Signature: ________________________________________