

Cancellation and Variation Policy

Australis College Pty Ltd
RTO Number 31518

PURPOSE

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

SCOPE

Australis College encourages students to complete their course or qualification wherever possible and offers extra resources and support to assist the student in their learning. This policy covers the terms and conditions for a student wishing to cancel or vary the terms of their enrolment. Where a student is unengaged from their course, Australis College may also cancel a student's enrolment after numerous attempts to contact the student and sending notification of an impending cancellation. Australis College does not charge administration fees for processing. However, students may incur fees for units of study not completed within each census date period. Feedback received from cancelling students is recorded on the student management system and discussed in regular meetings with the Chief Operations Officer to identify and implement continuous improvement within the company.

LEGISLATIVE CONTEXT

[Standards for Registered Training Organisations \(RTOs\) 2015](#)

[National Vocational Education and Training Regulator Act 2011](#)

[Higher Education Support Act 2003](#)

[VET Student Loans Act 2016](#)

[VET Student Loans Rules 2016](#)

POLICY STATEMENT

1. CANCELLATION

- 1.1** Where a student has requested cancellation, Australis College Student Support will contact the student to ascertain if further support can be offered to assist them towards completion of 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 are required to notify Australis College in writing. Acceptable written methods to communicate the intention to include email, SMS, or the Cancellation Form available from Student Support.
- 1.3** If the student has applied for a VET Student Loan, 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. If

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cancelling after the scheduled census date(s) the debt will be incurred including the applicable loan fee. Students who cancel due to special circumstances as defined in VET Student Loans Act (Section 68) may apply to have their debt reversed (refer to VET Student Loan Special Circumstances and Review Policy (POL_TA_VSL1)).

- 1.4** For students enrolled in courses on payment plans or self-funded and choose to cancel, they will be invoiced for course fees owing in accordance with the Fees and Refunds Policy (POL_TA_FR1).
- 1.5** Australis College may cancel and enrolment where a student is identified as unengaged (not contactable, not attending required campus days/workshops), not engaging in learning or submitting assessments (online or classroom-based), or if fees under payment plans are outstanding.
 - 1.5.1** Outstanding fee payments will result in course access being suspended after payment is three (3) weeks overdue. Once two (2) consecutive payments are unpaid, following notification advice from the College, the student's enrolment will be cancelled.
 - 1.5.2** Students will be contacted by phone/SMS and email in an attempt to retain and re-engage them in their course. If no contact is made with the College within twenty eight (28) days of the notification being sent, their enrolment will be cancelled.

2. EXTENSION

- 2.1** Students who have not completed the required units of competency within their course completion date may apply for a course or unit of study extension by completing the Extension Request Form.
- 2.2** The extension request will be sent to the General Manager, Faculties for consideration.
- 2.3** The General Manager, Faculties will determine if the extension is granted in consultation with the Head of Faculty, Student Support, and Student Services Manager. The outcome will be advised to the student in writing by Student Support.
- 2.4** Students who do not demonstrate progress and/or 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 to proceed. These fees will be calculated as per the current Schedule of Tuition Fees available on Australis College website.

3. COURSE RE-ENROLMENT

- 3.1** Students may re-enrol in their course if they require more time to complete or wish to defer their study program.
- 3.2** Students can request a Re-enrolment Form and send their completed application to student.services@australiscollege.edu.au no later than two (2) weeks before the end date of their course. All requests to re-enrol must be received in writing from the student; verbal requests to re-enrol will not be approved or actioned.
- 3.3** Students will be advised by Student Services the adjusted fee schedule and time frame for unit(s) of competency not completed applicable at the time of their re-enrolment if they wish to proceed.
- 3.4** The Trainer or Head of Faculty will contact the student to develop a new study plan to help them achieve their qualification within the new timeframe.

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- 3.5** Students who meet the eligibility criteria set in the Australis College VET Student Loan Special Circumstances and Review Policy (POL_TA_VSL1) will be considered by the Chief Operations Officer and notified in writing of the outcome.

4. CHANGE OF QUALIFICATION

- 4.1** Course Consultants or Australis College approved delegate will 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, Student Support will contact them to discuss this change and advise of any conditions or fees before re-enrolling into another course.

5. EXPIRED ENROLMENT

- 5.1** 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

- 6.1** In the event of a qualification 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 in the National Register (training.gov.au), or be cancelled and re-enrolled in the new qualification (refer to Transitioning of Qualifications Procedure (PRO_TA_TA7)).
- 6.2** Any student who would be adversely affected by the transition must be reviewed by the Chief Operations Officer for approval for continuation in the superseded course, in line with the National VET Regulator requirements.
- 6.3** Should Australis College be unable to deliver the updated unit or qualification, 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 certification for units completed.

7. COMMUNICATION, TRAINING AND RECORDKEEPING

- 7.1** *For internal use only* - refer to the Communication, Training and Recordkeeping Procedure (PRO_SM6).

8. ABBREVIATIONS

- 8.1** ASQA – the Australian Skills Quality Authority.
- 8.2** VET – Vocational Education and Training.
- 8.3** AQF – Australian Qualifications Framework.

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9. REFERENCES/SUPPORTING DOCUMENTS/DEFINITIONS

- 9.1 Census Dates** – The dates set by VET Student Loan scheme where the student incurs the HELP debt as per their VET Student Loan agreement and terms and conditions.
- 9.2 Deferral** – The course the student is enrolled in is cancelled temporarily.
- 9.3 Expired Enrolments** – A student passes their target completion date without completing the program or applying for an extension.
- 9.4 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 studying and has been uncontactable for an extended period.
- 9.5 Un-enrol** – The term Australis College uses when they cancel or withdraw a student.
- 9.6 The National Register** – training.gov.au.
- 9.7** Student Handbook.
- 9.8** VET Student Loan Special Circumstances and Review Policy (POL_TA_VSL1).
- 9.9** Cancellation and Variation Procedure (PRO_TA_CV1).
- 9.10** Transitioning of Qualifications Procedure (PRO_TA_TA7).
- 9.11** Cancellation form.
- 9.12** Re-enrolment Form.

APPROVAL AND AUTHORISATION

Completion of the following signature blocks signifies who is responsible for the creation, implementation, review and approval of this policy.

	Name	Job title	Date
Prepared by	Sharleen Ejlertsen	Quality Officer	17/11/2014
Owned by	Natasha Skelly	Student Services Manager	17/11/2014
Approved by	Andrew Hetherington	Managing Director	17/11/2014

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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.

This policy document will be reviewed two (2) years from its effective date or sooner as required.

Date	Name	Job Title	Version Number
17/11/2014	Sharleen Ejlertsen	Quality Officer	V1.0
29/01/2015	Sharleen Ejlertsen	Quality Officer	V2.0
11/02/2015	Sharleen Ejlertsen	Quality Officer	V2.1
07/07/2015	Sharleen Ejlertsen	Quality Officer	V3.0
28/09/2015	Sharleen Ejlertsen	Quality Officer	V3.2
14/03/2016	Natasha Skelly	Student Services Manager	V4.0
13/07/2016	Lisa Street	Quality Auditor	V4.1
11/01/2017	Sharleen Ejlertsen	Quality Officer	V5.0
20/01/2017	Sharleen Ejlertsen	Quality Officer	V5.1