

Withdrawal, Cancellation and Variation Policy

Australis College Pty Ltd
RTO Number 31518

PURPOSE

To create consistency and fairness in dealing with students who wish to withdraw or vary the terms of their enrolment, who are unable to complete their course within the enrolment duration, and for suspensions and cancellations instigated by the College.

SCOPE

Australis College encourages students to complete their course or qualification wherever possible, offering resources and support to assist the student in their learning.

This policy covers the terms and conditions for a student wishing to withdraw or vary the terms of their enrolment.

Where a student is unengaged from their course, Australis College may cancel a student's enrolment after numerous attempts to contact the student and sending notification of an impending cancellation. The College may suspend a student's enrolment where allegations of misconduct, breach of policy, regulation or law have been made.

For cancellations and variations to a Training Contract under User Choice or the Traineeship Agreement, please refer to the terms and conditions outlined in the Training Agreement and Handbook, and the College's Traineeship Training and Administration Procedure.

POLICY STATEMENT

1. WITHDRAWAL

- 1.1** Where a student has requested to withdraw from a course, or part of a course, the Faculty or 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. (Refer to the Fees and Refunds Policy.)
- 1.2** Should a student wish to proceed with withdrawing from their course, they are required to notify Australis College in writing. Acceptable written methods to communicate their intention includes email or the **Withdrawal 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 date(s). Students who cancel before, or on their first census date will not incur fees relating to that census date including VET Student Loans covered fees, gap fees and upfront payment of fees paid for by the student or third party. If cancelling after the scheduled census date(s), the debt will be incurred including the applicable loan fee.

- 1.3.1 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 Special Circumstances and Review Policy for VET Student Loan Students or VET FEE-HELP Special Circumstances and Review Policy).
- 1.4 Australis College does not charge administration fees for processing cancellations for students enrolled under a government funding or loan arrangement.
- 1.5 For students electing to cancel where they are enrolled in courses on payment plans or self-funded, they will be invoiced for course fees owed in accordance with the Fees and Refunds Policy.
- 1.6 If a student wishes to re-enrol after withdrawing from a course, or part of a course, they are required to follow the [course re-enrolment](#) process. Students re-applying for VET Student Loans can only access their remaining course cap available for the course and within their FEE HELP balance.

2. SUSPENSION/CANCELLATION

- 2.1 The College may suspend students from their course where an incident or allegation is made suggesting a breach of the Student Code of Conduct, other applicable policy or regulation and/or Australian law. (Refer to Student Code of Conduct Policy.) Should this occur, the College will provide the student with a Notice of Course Suspension Letter detailing the incident/allegations, and will inform the student of the imposed suspension period.
 - 2.1.1 Students are given the opportunity to provide a written account of the event from their point of view within ten business days of the Course Suspension Letter being issued.
 - 2.1.2 Should the outcome result in cancellation of enrolment, students will be sent a Notice of Course Cancellation Letter with information detailing why that outcome was reached. Any and all outstanding tuition fees and charges within a unit of study and/or where training and assessment have commenced must be paid and no refunds given.
 - 2.1.3 Where the investigation results in a continuation of their course, the student will be advised of the outcome through receipt of the Notice of Course Continuation Letter.
- 2.2 Australis College may cancel an enrolment where a student is identified as unengaged such as 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.
 - 2.2.1 Outstanding fee payments will result in course access being suspended after payment is three weeks overdue. Once two consecutive payments are unpaid, following notification advice from the College, the student's enrolment will be cancelled.
 - 2.2.2 Students will be contacted by phone/SMS and email in an attempt to retain and re-engage them in their course as detailed in the Withdrawal, Cancellation and Variation Procedure. If the College is unable to contact the student or receive a response from the student, an Impeding Cancellation Letter will be emailed and posted requesting the student to contact the College to continue within seven business days, otherwise their enrolment will be cancelled.
 - 2.2.3 In the event that the College instigates a cancellation of a student's enrolment under the VET Student Loans scheme; the student will have 28 days from the date of notification to lodge a complaint, or notify the College of their intention to continue.

2.2.3.1 Should a complaint be lodged, the College will not finalise the cancellation process until the complaint process has been finalised.

2.2.3.2 Should the student wish to continue, the Faculty must have written confirmation of their commitment and willingness to study according to the course timeframes and learning and assessment requirements. Their progress will be monitored.

2.3 Once the cancellation has been processed, the student will receive confirmation of their course cancellation.

2.3.1 Students utilising the VET Student Loan scheme will receive the following information:

- Confirmation of the date and time that their course was cancelled.
- Advice on their census date.
- Confirmation, if applicable, of an incurred debt.
- If applicable, information regarding the refund of upfront payments made.
- If applicable, advice on special circumstances requirements.

3. EXPIRED ENROLMENT

3.1 Prior to the expiration of their course; students are reminded of their target completion date. Should they wish to continue, they will need to submit a request to re-enrol in the course ([4. Course Re-enrolment](#)) or for units of competency not yet attained ([5. Rolling re-enrolment](#)). Students who have passed their course expiry date, and have not responded to contact attempts to continue, will be un-enrolled.

4. COURSE RE-ENROLMENT

4.1 Students may re-enrol in the entire course on application, once their course has expired if they wish to continue their studies and have not progressed or completed a significant portion of their course.

4.2 Students may request a Re-enrolment Form and send their completed application to the Faculty. All requests to re-enrol must be received in writing from the student; verbal requests to re-enrol will not be approved or actioned.

4.3 The Faculty will consider the application based on:

- Timeframes the student would require to complete the qualification.
- Previous progression.
- Academic suitability.
- Workload and study commitment required of the student.
- Currency of the qualification under the Training Package.

4.3.1.1 Approval is at the sole discretion of the College. Re-enrolments will not be approved for students in transitioning (superseded) qualifications that extend beyond Training Package date. (Refer to Training Product Transition Procedure.)

- 4.4** Re-enrolment fees are calculated at the current tuition fee for the course located on the Australis College website www.australiscollege.edu.au/students/.
- 4.5** Student Services will advise the student of the adjusted fee schedule and timeframe for unit(s) of competency applicable at the time of their re-enrolment if they wish to proceed. A new Course Declaration will be issued to confirm the re-enrolment and agreement to terms and conditions.
- 4.6** The Faculty will contact the student to develop a new study plan (training plan for Certificate 3 Guarantee and Higher Level Skills) to help them achieve their qualification within the new timeframe.

5. ROLLING RE-ENROLMENT

- 5.1** A rolling re-enrolment is on offer for students who have been progressing through units of competency towards completion of their course, but require additional time beyond their expiry date to complete training and submit assessments. This option allows students to re-enrol only in the units of competency required to complete, rather than a full re-enrolment option. Fee payments are scheduled as a monthly payment plan at a lesser rate than the tuition fee. Rolling re-enrolment fees vary between Faculties; further fee information can be obtained by the specific Faculty.
- 5.2** Students may request a Rolling Re-enrolment Form and send their completed application to the Faculty no later than 14 calendar days before the end date of their course. All requests must be received in writing from the student; verbal requests will not be approved or actioned.
- 5.3** The Faculty will consider the application based on:
- Timeframes the student would require to complete the qualification.
 - Previous progression.
 - Academic suitability.
 - Workload and study commitment required of the student.
 - Currency of the qualification under the Training Package.
- 5.3.1.1** Approval is at the sole discretion of the College; re-enrolments will not be approved for students in transitioning (superseded) qualifications that will extend beyond Training Package date. (Refer to Training Product Transition Procedure.)
- 5.4** Approvals will require a payment plan agreement to be signed and set up as direct debit from a nominated bank account or credit card. The rolling re-enrolment if granted will continue on a rolling month by month basis until:
- The student submits all assessments and supporting evidence such as log books required of the course and is deemed competent by the Assessor.
 - The student notifies the College in writing to cancel the re-enrolment. The College requires at least five business days' notice to cancel automatic payments.
 - The student ceases to pay the monthly fee.
 - The College [suspends](#) the student's access to the course and declines any further renewals.

6. MAJOR EVENT EXTENSION

- 6.1** Students who experience extreme circumstances beyond their control which impacts on their ability to progress through their course by the expiry date may be eligible to apply for a one month extension at no cost. Circumstances that fall into this category include:
- Long term injury or significant illness to the student or immediate family member (spouse, dependant or parent) impacting the student during the enrolment.
 - Unforeseen personal or family issues.
- 6.1.1.1** Extension requests on the basis of being busy, increasing work commitments, pre-existing health conditions, minor illness, injury or events will not be considered.
- 6.2** Applications are made by submitting the Extension Request in iTRAIN, or by email to the Faculty within 14 calendar days of the event occurring or impacting on the student's ability to study. The Faculty may request evidence in support of the application prior to a decision being made; the student's progress and commitment to study leading up to the event will be considered.
- 6.3** The outcome will be advised to the student in writing.
- 6.4** Where an extension has been granted, the expiry date will be extended by one month. The student will be expected to progress and complete their course during the extension period as further extensions will not be offered. If the enrolment expires before completion, the student will need to re-enrol or apply for a rolling re-enrolment and incur fees as outlined above to proceed.

7. CHANGE OF QUALIFICATION

- 7.1** On occasion, a student commences their course and decides that the program they enrolled in no longer suits their career aspirations. In this instance, the Faculty or Support will contact them to discuss this change and inform of any conditions or fees before re-enrolling into another course.
- 7.2** Students accessing VET Student Loan and wishing to change courses who have been identified by the Faculty as unengaged and/or not progressing in their current program will be encouraged to complete units of competency within the unit of study covered by the VET Student Loan to demonstrate commitment prior to being approved for a re-enrolment in another course. The College uses discretion in approving course transfers to determine if the student is indeed 'genuine' in continuing their studies and to prevent the student incurring further financial penalty if continuing to access the VET Student Loan scheme.

8. SUPERSEDED QUALIFICATIONS/UNITS OF COMPETENCY

- 8.1** 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 12 months allowable (unless extended by the government) 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 Training Product Transitions Procedure).
- 8.2** Any student who would be adversely affected by the transition must be reviewed by the Chief Operations Officer for approval to continue in the superseded course, and in line with the National VET Regulator requirements.

- 8.3** 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 unit(s) completed.

9. COMMUNICATION, TRAINING AND RECORDKEEPING

- 9.1** *For internal use only* - refer to the Communication, Training and Recordkeeping Procedure.

10. ABBREVIATIONS

- 10.1** VET – Vocational Education and Training.
10.2 AQF – Australian Qualifications Framework.

11. REFERENCES/SUPPORTING DOCUMENTS/DEFINITIONS

- 11.1** A list of applicable legislation is detailed within the *legislation tab* in the Quality Management Register.
- 11.2** **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.
- 11.3** **Expired Enrolments** – A student passes their target completion date without completing the program or applying for an extension.
- 11.4** **Suspension** – The College may prevent temporary access to a course where there is an investigation into the conduct of the student, tuition and administration fees have not been paid.
- 11.5** **Withdrawal** – The student chooses to formally withdraw from their course.
- 11.6** **Cancellation** – Australis College cancels the student from the course. For example, if the student is not committed to studying and has been uncontactable for an extended period.
- 11.7** **Un-enrol** – The term Australis College uses when they cancel or withdraw a student.
- 11.8** **FEE-HELP** – Student Loan debt incurred to Commonwealth arising from payment for tuition fees for a part of an approved VET Student Loan course with an approved provider.
- 11.9** **Course Cap** – Maximum loan amount for each approved VSL course as set by the federal government in the loan caps determination.
- 11.10** The **National Register** – training.gov.au.
- 11.11** Student Handbook.
- 11.12** Special Circumstances and Review Policy for VET Student Loans Students.
- 11.13** Withdrawal, Cancellation and Variation Procedure.
- 11.14** Training Product Transition Procedure.
- 11.15** Withdrawal Form.
- 11.16** Fees and Refunds Policy.
- 11.17** Student Code of Conduct Policy.
- 11.18** Re-enrolment Form.
- 11.19** Rolling Re-enrolment Form.

- 11.20** Extension Form.
- 11.21** Notice of Course Suspension Letter.
- 11.22** Notice of Course Cancellation Letter.
- 11.23** Notice of Course Continuation Letter.

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	Erin Threlfall	Student Services Team Leader	17/11/2014
Approved by	Andrew Hetherington	Managing Director	17/11/2014

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 Quality Management Register.

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	1.0
29/01/2015	Sharleen Ejlertsen	Quality Officer	2.0
11/02/2015	Sharleen Ejlertsen	Quality Officer	2.1
07/07/2015	Sharleen Ejlertsen	Quality Officer	3.0
28/09/2015	Sharleen Ejlertsen	Quality Officer	3.2
14/03/2016	Natasha Skelly	Student Services Manager	4.0
13/07/2016	Lisa Street	Quality Auditor	4.1
11/01/2017	Sharleen Ejlertsen	Quality Officer	5.0
20/01/2017	Sharleen Ejlertsen	Quality Officer	5.1
25/08/2017	Lisa Street	Quality Auditor	6.0
13/08/2018	Sharleen Ejlertsen	Quality Officer	7.0