

Withdrawal, Cancellation and Variation Policy and Procedure

Policy Owner: Managing Director

PURPOSE

To ensure consistency and fairness in dealing with students who wish to withdraw or vary the terms of their enrolment, who do not complete their course within the enrolment duration, and for suspensions and cancellations instigated by the College.

SCOPE

This policy outlines the terms and conditions and process for a student wishing to withdraw or vary their enrolment, or where Australis cancel a student's enrolment due to breaches of terms and conditions.

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

POLICY

1. POLICY OVERVIEW

- The College provides students with detailed information on their course, payment options and terms and conditions of their enrolment including course duration. The College do however recognise that students may need to vary their enrolment terms or withdraw due to a change of circumstances after enrolment.
- Australis may vary or cancel a student's enrolment as a result of student misconduct, non-engagement or progression, non-payment of tuition fees, or where a training product has been superseded or deleted from its scope.
- Changes to a student's enrolment include the following:
 - Suspension.
 - Withdrawal.
 - Cancellation.
 - Full Re-enrolment.
 - Rolling Re-enrolment.
 - Major Event Extension.
 - Transition of a training product.
- Students will be informed of terms and conditions and fees that may be incurred if they choose to withdraw or vary their contract – refer to Fees and Refund Policy.
- Australis does not charge administration fees for processing withdrawals or cancellations of students enrolled under a government funding or loan arrangement.
- Faculties seek to engage with students in addition to other forms of training participation at least once a month in relation to engagement and progression, and advise students of their expiry date at regular intervals during their enrolment and as they near the end of their course duration.
- The College collects information from students who withdraw or vary their enrolment, such as reasons for the withdrawal, to improve course offerings and services delivered.

2. WITHDRAWAL

- When a student requests 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 help them complete. Alternative options may be offered for the student to consider, and the relevant fees and charges incurred if they choose to proceed with the Withdrawal.
- Should a student wish to proceed, they are required to notify the College in writing.
- If the student has applied for a VET Student Loan, the fees and charges incurred will be non-refundable after the applicable census date. Students who withdraw 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.
- Students who withdraw due to special circumstances as defined in VET Student Loans Act (Section 68) may apply to have their debt reversed. Refer to VSL Special Circumstances and Review Policy and Procedure.
- For students who withdraw where they have paid via a payment plan or other self-funded method, they will be invoiced for course fees owed in accordance with the Fees and Refunds Policy and Procedure.
- If a student wishes to re-enrol after withdrawing from a course, or part of a course, they are required to follow the full re-enrolment process. Students re-applying for VET Student Loans can only access their remaining course cap available for the course and within their VETSL balance.

3. SUSPENSION/CANCELLATION

Breach of Student Code of Conduct, Policy or Australian Law.

- 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 and Procedure. Should this occur, the College will provide the student with a Notice of Course Suspension Letter detailing the incident/allegations and the imposed suspension period.
- Access to the Learning Management system and any training and assessment activities will be suspended.
- Students are given the opportunity to provide a written account of the event from their point of view within the suspension period.
- 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.
- 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.

Unengaged, Not Contactable, Not Meeting Course Requirements.

- Students are advised of approximate weekly study commitments required to progress through a course and are also advised of progression requirements as a condition of their funding or loan approval.
- Australis may suspend and cancel an enrolment if a student is identified as unengaged i.e. not contactable, not logging on to the Learning Management System, not attending required campus days/placement, not engaging in learning or submitting assessments (online or offline). Refer to Determining Engagement in the Training and Student Engagement Policy and Procedure.

Outstanding fee payments.

- Outstanding fee payments will result in course access being suspended. Once two consecutive payments are unpaid, following notification advice from the College, the student's enrolment may be cancelled.

College Cancellation due to un-engagement.

- Students will be contacted by phone/SMS and email to ascertain reasons for their non-engagement and whether this can be rectified.
- If the Student does not respond, an Impeding Cancellation Letter will be emailed and posted requesting them to contact the College within seven business days otherwise their enrolment will be cancelled.
- Students using VET Student Loans will have 28 days from the date of notification to lodge a complaint or notify the College of their intention to continue.
- Should a complaint be lodged, the College will not finalise the cancellation process until the complaint process has been finalised.
- Should the student wish to continue, they must provide written confirmation of their commitment to study according to the course timeframes and learning and assessment requirements. Their progress will be monitored.
- When a cancellation has been processed, the student will receive confirmation of their course cancellation.

4. FULL RE-ENROLMENT

- Students may re-enrol if their enrolment has expired but they wish to continue to study with the College.
- Re-enrolments are not a continuation of any previous enrolment or any funding or loan agreement used in previous enrolments. They are a completely new enrolment with new terms and conditions and payment details.
- 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 dates. Refer to the Training Product Transition Policy and Procedure.
- Full re-enrolment fees are calculated at the current tuition fee for the course located at www.australiscollege.edu.au/students/.
- Students applying for re-enrolment go through the enrolment process complete a new Course Declaration acknowledging their new terms and conditions.
- The Faculty will contact the student to develop a new study and assessment schedule to help them complete within the new duration.

5. ROLLING RE-ENROLMENT

- A rolling re-enrolment may be offered to students who completed one or more units of competency in a course with Australis, but did not complete their entire course before their enrolment expired. This option allows students to re-enrol only in the units of competency they still require to attain the qualification they originally enrolled in, rather than doing a full re-enrolment. Fee payments are scheduled as a monthly in advance payment at a lesser rate than the full standard tuition fee. Rolling re-enrolment fees vary between Faculties with fee information available from the relevant Faculty.
- This enrolment option is not a continuation of any previous enrolment or any funding or loan agreement used in previous enrolments. They are a completely new enrolment with new terms and conditions.
- Requests for a Rolling Re-enrolment must be on the Rolling Re-enrolment Application Form available from the Faculty or Student Services, and be emailed to the Faculty prior to their original enrolment expiry date.
- The Faculty will consider the application based on:
 - Previous progression and engagement.
 - Continuing currency of the training product.
- Approval is at the sole discretion of the College. Re-enrolments may not be approved for transitioning (superseded) units of competency close to train out dates. Refer to Training Product Transition Policy and Procedure.
- Approval requires receipt of a signed direct debit payment plan agreement. The rolling re-enrolment, if granted, automatically renews on a rolling month by month basis until:

- The student graduates, OR
- The student notifies the College in writing to cancel the re-enrolment. The College requests five business days' notice before the next payment date to allow time to cancel the payment.
- The student ceases to pay the monthly fee.
- The College declines any further renewals.
- The College will provide a minimum of 30 days' notice if there is a change to the Rolling Re-enrolment fee amount.

6. EXTENSION

- Enrolments terminate on the expiry date set at the time of enrolment, with two extension exceptions.
- The first exception is at the discretion of the Head of Faculty, who may grant up to a one-month free extension to students who will fully complete within that additional month. If a student cannot realistically graduate within that additional month, the free extension will not be offered.

7. MAJOR EVENT EXTENSION

- Students who experience extreme circumstances beyond their control that impact on their ability to graduate before their enrolment expires, may be eligible for a Major Event Extension at no cost. Circumstances that fall into this category include:
 - A major injury or illness to the student or immediate dependant family member (spouse, children or parent) that occurs impacting the student during the enrolment.
 - Unforeseen major personal or family issues that arise during the enrolment.
- Extension requests based on being busy, work commitments, pre-existing health conditions, or minor illness or injury or other events will not be considered.
- Applications are made by submitting the Extension Request in iTRAIN, or by email to the Faculty within 14 calendar days of the event occurring. The Faculty may request evidence prior to a decision being made. The student's progress and commitment to study prior to the event will be considered.
- The outcome will be reviewed by Executive Management and advised to the student in writing.
- Where a Major Event Extension is granted, the student's enrolment expiry date will be extended by up to three months. This is a one-time extension so students need to ensure they complete by their new expiry date if they wish to avoid needing to re-enrol.

8. CHANGE OF QUALIFICATION

- On occasion, a student after enrolment may notify the College that the course they enrolled in no longer suits their career aspirations. If so, the Faculty or Support will discuss options including the possibility of switching to another course and the conditions or fees applicable.
- Students accessing VET Student Loan (VSL) who wish to change course but who have been identified by the Faculty as unengaged and/or not progressing in their current course will first be encouraged to complete units of competency within the unit of study they already paid for via VSL, to demonstrate commitment prior to being approved for re-enrolment in another course. The College uses discretion in approving course transfers to determine if the student is 'genuine' in continuing their studies and to prevent them incurring further tuition fees if they are not genuine.

9. SUPERSEDED TRAINING PRODUCT

- In the event of a qualification or unit of competency being superseded, relevant students will be contacted to discuss whether they can continue with their current enrolment within the imposed training package

timeframes, or be cancelled and re-enrolled in the new qualification version. Refer to Training Product Transition Policy and Procedure.

- Any student who would be adversely affected by the transition is reviewed by the Chief Operations Officer for approval to continue in the superseded course, and in line with the National VET Regulator requirements.
- Should Australis be unable to deliver the updated unit or qualification, or if 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.

PROCEDURE

1. SUSPENSION PROCESS.

- 1.1 Students who breach their enrolment terms and conditions and/or ignore Faculty warnings and fail to rectify inappropriate behaviour as outlined in the Policy will have their enrolment suspended.
- 1.2 Using the Notice of Course Suspension Letter, the Head of Faculty will detail the incident(s), allegations, witnesses, and assign an appropriate suspension period. The student is requested to provide a written account of their version of events and/or outline how they will rectify their behaviour.
- 1.3 Once the Notice of Course Suspension Letter has been sent, the student's access to the Learning Management System will be suspended.
- 1.4 The Head of Faculty will review all details including the student response against applicable internal policies and codes, as well as relevant legislative instruments.
- 1.5 If it is determined that cancellation of enrolment is warranted, the Head of Faculty will complete the Notice of Course Cancellation Letter detailing the reasons. This is uploaded to JobReady and a file note entered. Cancellation processes are then commenced. Refer to the [Cancellation Procedure](#).
- 1.6 Students may appeal. Refer to the Grievances, Complaints and Appeals Policy and Procedure.
- 1.7 If it is determined the enrolment should continue, the student will be sent a Notice of Course Continuation Letter and course access reinstated. This is uploaded to JobReady and a file note entered.

2. WITHDRAWAL PROCESS.

- 2.1 Students may contact the Faculty, Student Support or Student Recruitment with their intention to withdraw. Where Student Recruitment has taken the call, they will transfer through to Student Support.
- 2.2 The student must provide notification to withdraw in writing via email, or by completing the Withdrawal Form and forwarding this to student.services@australiscollege.edu.au. This evidence must be recorded in JobReady.
- 2.3 Student Support/Faculty will confirm reasons for the request and check the student's file for:
 - eCAF Form.
 - Units of study to determine census dates.
 - Any debt incurred by the student.
 - Correspondence on file regarding student history and contact.
 - Previous extension requests (either granted or not granted).
- 2.4 Where appropriate, Student Support/Faculty may offer advice and options to maintain the enrolment. This is done without putting any pressure on the student and may include:
 - Considering an alternative course (check price difference and conditions with Student Services Manager).
 - Providing additional support such as hard copy resources, different training or assessment methods.
 - [Extension](#).
 - [Withdrawal](#) (if student genuinely is not able or committed to the course they have enrolled).
- 2.5 Student Support/Faculty will inform the student of any fees incurred and record all correspondence in the JobReady/LMS.

2.6 If the student confirms they wish to withdraw, if relevant, they will be notified of the Application for Special Circumstances (refer to VSL Special Circumstances and Review Policy and Procedure).

2.7

2.8 If a student wishes to defer, they must be made aware that re-enrolling later may incur additional fees based on the current tuition fees for unit(s) of competency not completed when they re-apply. Student Services will cancel the student from the course. The fees will be held for the student when they re-enrol in the agreed timeframe.

VET Student Loans (VSL) students.

2.9 VSL Students who intend to withdraw and have accessed VSL are advised that the fees incurred attributes to the course cap for the course (as per their original Course Declaration). They are unable to apply for the VSL amount for units if they decide to re-enrol into the same course later.

2.10 Refer to the VSL Special Circumstances and Review Policy and Procedure if it is identified that the student may have grounds for applying under these criteria. Students need to contact student.services@australiscollege.edu.au to request an Application for Special Circumstances form for VSL.

2.11 Reversal of fees will be declined unless the student has evidence of special circumstances, proof of advising Australis College of withdrawal before the census date, or if Australis College has failed them in some way. Refer to Grievances Complaints and Appeals Policy and Procedure, Fees and Refund Policy and Procedure, and if applicable, the VSL Special Circumstances and Review Policy and Procedure.

** Please note if the student has communicated with Australis College in any way after their census date, giving an indication that they are continuing without mentioning their intention to cancel, their fees will not be reversed.*

2.12 When the student's withdrawal has been processed, Student Services send an email notification to the student. They also email support@australiscollege.edu.au and the relevant Faculty to advise the enrolment has been finalised.

2.13 VSL students will receive confirmation of their withdrawal with the following information:

- Confirmation of the date and time their course was withdrawn.
- 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. IMPENDING CANCELLATION PROCESS (EXCLUDING VSL ENROLMENTS).

3.1 Unengaged/unresponsive students are identified (refer to the Training and Student Engagement Policy and Procedure) where any of the following apply:

- The student has not attended, where applicable, an orientation (live or recorded) or been available for a phone induction within four weeks of enrolling.
- The past eight contacts have been logged as unsuccessful (green in ATLAS).
- Not logging onto the LMS on more than two occasions prior to the end date for the first block of study.
- Outstanding tuition fees.
- The student has not meet course requirements for the block of study.

3.2 The following information should be recorded in JobReady:

- Commencement date.
- Targeted completion date.
- Number of units completed against the total number for the qualification.
- The number of units against the remaining duration of the course.
- Last access/submission in LMS.

- Number of logins.
- Last successful contact.
- Attendance record for classroom training/placement where required.
- Offline training activity e.g. RPL, downloaded materials.

Refer to the Student Services Withdrawal Cancellation Variation process for the full JobReady file notes process.

- 3.3** Send the Impending Cancellation Letter if there is clear indication of un-engagement.
- 3.4** If no response received by the student within seven business days, process the cancellation.

4. EXPIRING/EXPIRED ENROLMENTS

- 4.1** The Faculty review student files leading up to their completion date, contacting them (email/SMS/phone) four weeks prior to this date as a reminder to submit all remaining assessment items for marking.
- 4.2** The Faculty discuss options for the student to continue ([full re-enrolment](#) or [rolling re-enrolment](#)) if unable to complete all training and assessment prior to this date.
- 4.3** The appropriate application form is to be provided to the student and submitted back to the Faculty. Applications for rolling re-enrolments need to be submitted prior to expiry.
- 4.4** The Faculty downloads a report from ATLAS on expired students on their caseload.
- 4.5** The Faculty selects the **WITHDRAW** tab on ATLAS, which notifies Student Services of expired enrolments.
- 4.6** Student Services generate a letter on JobReady that is emailed to the student requesting them to contact Student Services within seven business days.
- 4.7** If the student responds to continue in the program, they will be organised for ([full re-enrolment](#) or [rolling re-enrolment](#)).
- 4.8** If the student does not respond, their enrolment will be cancelled, and the Faculty notified.
- 4.9** The student's enrolment will be finalised and any certification issued where one or more units of competency have been assessed as competent. Refer to the Certification and Issuance Policy.

5. IMPENDING CANCELLATION PROCESS FOR VSL ENROLMENTS

- 5.1** For students accessing VSL, if they have not logged on to eCAF, attended an orientation (where applicable), and submitted the progression form within two weeks notification from the College, they are to be sent the VSL Impending Cancellation Notice. These students are identified via ATLAS or through monthly census date reports generated by Student Services. These students may be contacted by the Faculty or Student Support.
- 5.2** The following information should be recorded in JobReady:
- Commencement date.
 - Targeted completion date.
 - Number of Census Dates passed and next scheduled Census Date.
 - Number of units completed against the total number for the qualification.
 - The number of units against the remaining duration of the course.
 - Last access/submission in LMS.
 - Number of logins.
 - Last successful contact.
 - Attendance record for classroom training/placement where required.
 - Offline training activity e.g. RPL, downloaded materials.
- 5.3** Refer to the Withdrawal Cancellation Variation process for the full JobReady file notes process.
- 5.4** Send the Impending Cancellation Letter if there is clear indication of un-engagement.
- 5.5** If no response is received from the student within 28 calendar days, process the cancellation to prevent the student incurring further debt past the census date.
- 5.6** Issue certification where one or more units of competency have been assessed as competent

- 5.7 Department Compliance Health Checks may also indicate students not progressing and participating in training and assessment. The Impending cancellation process should also be followed for these students.

6. FULL ENROLMENT PROCEDURE.

- 6.1 The student must be made aware of changes in course costs, course information, revised duration and terms and conditions to proceed. Check fees with Student Services taking into account completed unit(s) to date.
- 6.2 Should the student wish to re-enrol in the course or a change of qualification, they need to be referred to Student Recruitment to re-enrol. A new application form, eCAF form (where applicable) and Course declaration will need to be completed and submitted. Follow the Enrolment Policy, Pre-enrolment Application Procedure and Student Entry Procedure for VSL Eligibility (for VSL enrolments).
- 6.3 Send the enrolment to Student Services to process a cancellation (if the student has not previously withdrawn, expired or cancelled) and the re-enrolment in the new course, with amended course dates.
- 6.4 The Faculty contacts the student with an updated study and assessment schedule.
- 6.5 The student's progression will be monitored in accordance with the Training and Student Engagement Policy and Procedure.

7. ROLLING RE-ENROLMENT PROCEDURE.

- 7.1 Students apply by completing and submitting the Rolling Re-enrolment Form to the Faculty.
- 7.2 The Head of Faculty will consider the application taking into consideration the criteria in the [Policy](#).
- 7.3 If approved, Student Services advise the student of the monthly fee, any administration fees and issue a payment plan agreement for signing.
- 7.4 Once returned, the payment plan is forwarded to accounts to set up an automatic payment from the student's nominated debit or credit card.
- 7.5 The Faculty update the new completion date in line with the monthly schedule and provide the student with the units of competency still to complete with target timeframes for assessment submissions.
- 7.6 Failure to progress each month may result in cancellation of the payment plan and the enrolment. The student will be notified in writing and be given seven days to respond before the cancellation is processed.
- 7.7 If declined, the student's enrolment will be finalised and any certification for units of competency attained issued. Refer to the Certification and Issuance Policy.

8. MAJOR EVENT EXTENSION PROCEDURE.

- 8.1 Students apply for a major event extension by completing and submitting an Extension Request Form to the Faculty via the iTRAIN, or by email, for consideration.
- 8.2 The Faculty forwards the extension request and related information to Executive Management for approval.
- 8.3 If the extension has been approved, Student Services will, in JobReady, extend the enrolment expiry date by the approved extension amount. If declined, Student Services notify the student of the process and provide alternatives such as the full re-enrolment or rolling re-enrolment.
- 8.4 The Faculty inform the student of the outcome and if approved send the student a new study and assessment schedule.
- 8.5 All notes are recorded in JobReady.
- 8.6 The schedule will be closely monitored and adjusted as completion of activities occurs.
- 8.7 A File note is added with title 'Extension Approved – new target end date.'

9. SUPERSEDED TRAINING PRODUCT PROCEDURE.

- 9.1 In the event of a qualification or unit(s) being superseded, students will be contacted by the Faculty to facilitate completion prior to the deleted date, or alternatively transitioned into the new qualification/unit of competency. Refer to the Training Products Transition Policy and Procedure.

RESPONSIBILITIES

Executive Management

- Approves any debt reversals.
- Reviews students that may be adversely affected by qualifications or units that are being transitioned on scope.
- Escalation point for Head of Faculty in determining approvals for full re-enrolments, rolling re-enrolments and extensions.
- Responsible for monitoring the effectiveness of this procedure for continuous improvement.

Heads of Faculty

- Considers rolling re-enrolment and extension requests for approval. Provides justification if the request is declined.
- Provides communication updates and training to their Faculty to effectively carry out this procedure.
- Investigates activities resulting in a course suspension; and provides the student with the outcome.

Student Services

- Meets regularly with Executive Management to review all recommendations and student withdrawal requests.
- Provides communication updates and training to Student Support and Student Services to effectively carry this procedure.
- To support the Faculties and Student Support in providing support and timely information concerning the students who are wishing to withdraw.
- Processes withdrawals, cancellations and emails confirmation to the student.

Student Support/Faculties

- Responsible for offering the student as much assistance as practicably possible to complete the program.
- To inform students of their choices as well as accurately communicating applicable fees and charges.
- Ensures withdrawal, extension and re-enrolment requests are communicated by the student in writing (either email or using the appropriate Form).
- Follow the complaints, grievances and appeals process if students are not happy with the outcome.

Student Recruitment

- Transfers withdrawals and variation queries through to Support.
- Follows enrolment policies and procedures for students that change qualifications or who expire and apply for a full re-enrolment.

SUPPORTING DOCUMENTS AND INFORMATION

- A list of applicable legislation is detailed within the legislation tab in the Quality Management Register.
- Environment, Health and Safety – refer to the Health and Safety Policy.
- Internal recordkeeping, communication and training – refer to the Communication, Training and Recordkeeping Procedure.
- VET – Vocational Education and Training.
- AQF – Australian Qualifications Framework.
- **Census Dates** – The dates set by VET Student Loan scheme where the student incurs the VETSL debt as per their VET Student Loan agreement and terms and conditions.
- **Expired Enrolments** – A student passes their target completion date without completing the program or applying for an extension.
- **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.
- **Withdrawal** – The student chooses to formally withdraw from their course.

- **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.
- **Un-enrol** – The term Australis College uses when they cancel or withdraw a student.
- **VETSL debt** – 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.
- **Course Cap** – Maximum loan amount for each approved VSL course as set by the federal government in the loan caps determination.
- The **National Register** – training.gov.au.
- Student Handbook.
- VSL Special Circumstances and Review Policy and Procedure.
- Training Product Transition Policy and Procedure.
- Withdrawal Form.
- Fees and Refunds Policy and Procedure.
- Student Code of Conduct Policy and Procedure.
- Traineeship Agreement and Handbook.
- Traineeship Training and Administration Procedure.
- Rolling Re-enrolment Form.
- Extension Form.
- Notice of Course Suspension Letter.
- Notice of Course Cancellation Letter.
- Notice of Course Continuation Letter.
- Training and Student Engagement Policy and Procedure.
- Grievances Complaints and Appeals Policy and Procedure.
- Student Services Withdrawal Cancellation Variation process.
- Enrolment Policy.
- Pre-enrolment Application Procedure.
- Student Entry Procedure for VSL students.