



Version 190531

POLICY – Domestic VET student Cancellations, Withdrawals and Deferrals

Purpose

Acknowledge Education (AE) is committed to ensuring the best educational outcomes for students in order for them to complete their training and successfully achieve their desired qualification. AE recognises that sometimes circumstances can reduce a student's capacity to complete a chosen line of study, therefore students may withdraw from their course. AE also recognises that there may also be times where students want to transfer from one RTO to another or would like to defer their training due to personal reasons. AE will make reasonable efforts to assist students in completing their studies but will also assist those students who would like to discontinue their studies.

Acknowledge Education (AE) will discontinue a student's enrolment when:

1. A student elects not to continue, OR
2. AE elects not to continue the enrolment

When this occurs, a student will be removed from the course under one of the following two methods:

- Cancellation, OR
- Withdrawal

Student may also request to defer their studies for a short period.

Scope

This policy applies to students undertaking VET courses at Acknowledge Education Pty Ltd (AE), trading as Acknowledge Creativity, Front Cooking School, Melbourne Language Centre, and Stott's College.

Policy

Cancellation

Students whose enrolment has been finalised but who elect to not commence the course, must communicate their intention to cancel the enrolment.



Students may notify Ae in the following ways:

1. A phone call to AE on 03 9663 3399
2. Email AE at enquiries@ae.edu.au
3. Advise AE when staff contact student

The student must personally notify AE or via a third person authorized delegate. An authorized delegate must have written permission from the student to act on their behalf.

Cancellation by AE

AE will cancel a student's enrolment if:

1. a student has not attended the induction session and subsequent classes without notifying AE, AE staff will aim to contact the student and discuss options to commence. However, if the attempts to contact the student fail, the student's enrolment will be cancelled.
2. AE has not received enough confirmed enrolments to run a course. The decision to cancel a course that has not yet commenced due to low numbers must be made a least one week prior (unless there are unforeseeable issues). All students will be notified and provided with alternative options (where possible). This may include starting the course later, joining a group in a different location or attending via a different delivery method, or going on a waiting list.

Students may elect to cancel their enrolment as a result. A full refund of fees will be provided to the students.

Where a commenced course has had a number of dropouts, AE may cancel the group. Students will be notified by AE via phone, and in writing and provided options to join an existing group, re-starting the course at a later time or attending via a different method.

Cancellation from a VET Student Loan

Commenced students who have deferred their tuition fees through a VET Student Loan, may wish to cancel the loan and continue their studies with AE under a different payment option.

Students must communicate this in writing to enquiries@ae.edu.au and a new payment arrangement/plan organised.



Withdrawals

Withdrawal applies to enrolments where the course has been commenced.

Withdrawal by Student

All students wishing to withdraw from their course must do so in writing by contacting us by email to enquiries@ae.edu.au

Once the request has been received, the relevant officer will contact the student to discuss their reason for withdrawal. Whenever appropriate, the student will be offered any options available to assist them in completing the course.

If the student still wishes to withdraw, an email will be sent to the student including a withdrawal form for the student to complete, sign and return to AE.

Students who have accessed VET Student Loans, can withdraw from the course or part of the course. Once the student's intention is determined, the Student Engagement Officer will inform the student in writing of the debt they have incurred for any units of study which census dates have passed.

The date the student contacts AE requesting withdrawal, will be considered as the "date for withdrawal" for the determination of the student's debt.

If the reason for withdrawal stated by the student could be considered as special circumstances, the student will be provided with the recrediting procedure for their consideration.

All students, once the form is received from the student, AE will:

- Submit all student training activity data to finalise the student's records
- Provide the exiting student with a refund of any fees, if applicable (see the fees, charges or refunds policy for more information)
- Attempt to obtain formal notification from the student of the date their training will end, including reasons for withdrawal to understand whether the withdrawal does or does not relate to the performance of AE
- Issue the student with a Statement of Attainment and transcript for completed Units of Competency within 30 days of notification of the discontinuance
- Notify the required body within 14 days of notification of the discontinuation of training, in the case of an Apprentice or Trainee

Please note that if the student does not return the completed withdrawal form within a week, AE will process the withdrawal.

Withdrawal by AE

AE only elects to withdraw students under limited circumstances:

- Student misbehaviour resulting in severe breach of AE's Code of Conduct for Students



- Non-payment of fees
- Ongoing non-submission of assessments
- Lost contact

In the first instance the student will be offered support and assistance in order to allow them to continue in their studies and complete the course where possible. If after working with the student an issue still remains, then AE will make a final decision on the withdrawal from studies.

AE will communicate in writing to students of their intention to withdraw including the reason/s for the decision.

In addition, students who have accessed VET Student Loans and already passed at least one census date, will be provided with 28 days to initiate the grievance procedure prior to the withdrawal being finalised. The communication will also include the debt incurred and any other fees which may or may not be refunded.

Where AE cancels a student's enrolment, the student will be informed in writing and will have 20 days to access the Complaints and Appeals Policy should they wish to appeal their withdrawal. If the student is Under 18 their parent or guardian will be informed.

For students who have elected to withdraw, AE will either complete a withdrawal survey over the phone or email it to them together with the withdrawal form, so that we can collect and analyse withdrawal data. This data is then used to for continuous improvement initiatives to reduce withdrawal rates.

Students who did not successfully complete a course with AE under a VET Student Loan, and who wish to re-enroll with AE, will be required to discuss with the Student Support Officer the impact of the previous loan, (if applicable) as well as the reason for re-enrolment. When the withdrawal was due to special circumstances, the student may need to provide evidence that those circumstances are either no longer relevant or can be managed.

Withdrawn students who have successfully completed at least one unit will be eligible for a Statement of Attainment.

Deferring an Enrolment

Under special circumstances, students may defer their subsidised training for a period of time. AE will make every effort to assist the student to continue training where possible by implementing strategies to accommodate the student in completing their qualification. Should the student still wish to defer their studies then AE will advise the student of any fee implications of deferral. If the student does not restart their training, AE will contact the student and discuss options.

If the student is unable to commit at this time, AE will withdraw the student, and should they wish to recommence their studies in the future then they will be treated as a new student. Exceptions may apply.



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Document approval

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