

## WITHDRAWAL FROM COURSES AND CANCELLATION OF ENROLMENT POLICY AND PROCEDURE

### 1. PURPOSE

This policy and procedure outlines the circumstances under which students may apply for withdrawal of their study from an approved Vet Student Loans course or part of an approved Vet Student Loans course and for re-enrolment after withdrawal with Shafston House College Limited.

### 2. SCOPE

This policy and procedure applies to all VET Student Loan eligible students enrolled in an approved course whether the student elects to access the loan or not.

### 3. DEFINITIONS

**The Act** refers to the Vet Student Loans Act 2016

**Approved Course** refers to VET Student Loans eligible courses

**Other requirements for approved course providers** – refers to Part 7 of the VET Student Loans Rules 2016, Subdivision E – Withdrawal from courses and cancellation of enrolment

**VET Student Loan eligible students** – refers to a student who meets the citizenship and residency requirements of the Act and Shafston's assessment of their suitability to complete the course

**VET Student Loan:** A government based study loan available to assist eligible students studying higher level vocational education and training (VET) qualifications to pay their tuition fees.

**Unit of Competency:** A Unit of Competency is associated with nationally recognised qualifications that lead to a qualification.

**Unit of Study:** Must include one or more units of competency which are listed as part of the approved course.

**Census Date:** The date after which a student incurs a debt for the VET unit of study in which they are enrolled. The census date must be no less than 20 per cent of the way between the unit commencement and completion dates.

**Shafston** refers to Shafston House College Limited, trading as Service Skills Academy.

### 4. POLICY STATEMENT/S

#### 4.1 Course Withdrawal

4.1.1 Students can withdraw from an approved course, unit of study, or unit of competency at any time prior to the census date for that approved course whether they are accessing Commonwealth Assistance through VET Student Loans or not.

4.1.2 Student withdrawals should be in writing using the VET Student Withdrawal Form and must be received by student administration no later than prior to the close of business on the on the census date for the approved course they are enrolled in, in order to avoid incurring a debt or incurring charges for the relevant course's tuition fees charged for that unit of study.

4.1.3 All students must be made aware of census dates for the course they have enrolled in and their option to withdraw prior to the census date.

4.1.4 There are no financial or administrative barriers to a student to withdraw from all or part of an approved course.

4.1.5 Students withdrawing after the census date will be charged for the relevant unit/s of study. If the student believes that they were not able to complete their studies due to extenuating circumstances, they have the right to apply for their fees to be re-credited and must access the Application to Re-credit FEE-HELP Form published on Service Skills Academy website.

#### 4.2 Enrolment after Withdrawal

4.2.1 Students who have previously withdrawn from an approved course or a part of a course may decide to enrol in that course again.

4.2.2 Students wishing to re-enrol in a qualification after withdrawing should do so in writing. Service Skills Academy will not enrol the student in an approved course or part of an approved course without the written permission of the student.

4.2.3 All enrolments are subject to availability and spaces for the approved course and will require the student to re-enrol in a new offering of the course. All units of competency previously achieved will be eligible for credit transfers if equivalent units are available.

#### 4.3 Cancellation of Enrolment

4.3.1 Student enrolments can be cancelled after the census date by Service Skills Academy at any time for non-payment of Course Fees, failure to comply with the College's rules and regulations, conduct deemed unsatisfactory,

or lack of course progress in expected course duration/s.

#### 4.4 Cancellation of Enrolment Procedures

4.4.1 All students who have had their enrolment cancelled will be informed by Service Skills Academy of the proposed cancellation and the reasons for the cancellation.

4.4.2 Students will have at least 28 days to initiate grievance procedures before the cancellation takes final effect.

4.4.3 Any cancellation will take final effect only after any grievance procedures initiated by the student have been completed (please refer to the VET Student Grievance Policy and Procedure (Academic and Non-Academic) published on Service Skills Academy website.

4.4.4 Students who have had their enrolment cancelled due to the conditions as specified in point 4.3.1 above will not be refunded any fees already paid.

#### 5.1 Course Withdrawal

5.1.1 Students intending to withdraw should complete the VET Student Withdrawal Form and submit it to student administration on or before the census date for the unit of study/course they are withdrawing from.

#### 5.2 Communicating Withdrawal Procedures

5.2.1 Students are made aware of their option to withdraw prior to or on the census date at student induction and through the online publishing of this policy and procedure.

5.2.2 The census date for each unit of study is published on Service Skills Academy website.

#### 5.3 Record keeping and Review

5.3.1 VET Student Withdrawal Forms are to be kept on the student's file.

### DOCUMENT HISTORY AND VERSION CONTROL

Version	Date Approved	Effect Date	Approved By	Brief Description
1.0	03/01/2017	03/01/2017	Executive Director (Academic)	Creation of Original Document to comply with VET Student Loan Act 2016 and VET Student Loans Rules 2016 legislation effective 1 January 2017