

## Withdrawal from Study 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 course of part of an approved course and for reenrolment after withdrawal with the Australian Institute of Creative Design.

### 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. Short courses and courses for lower level qualifications are covered by the Deferral Withdrawal and Course Transfer Policy and Procedure (NON CA).

### 3. Definitions

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

**Approved Course** – refers to VET Student loan 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 cancelation of enrolment

**VET Student Loan Eligible students** – refers to a student who meets the citizenship and residency requirements of the Act and the Institute'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. Higher level VET qualifications are at the diploma level and above; VET Student Loan is not available for certificate level courses.

**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.

**Institute** - refers to the Australian Institute of Fashion Design Pty Ltd trading as the Australian Institute of Creative Design.

### 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 Loan or not.

4.1.2 Student withdrawals should be in writing and must be received by administration no later than prior to the close of business 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 choosing 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 units 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 Re-crediting a FEE-HELP Balance Policy published on the Institute website.

## **4.2 Enrolment after withdrawal**

4.2.1 Students who have previously withdrawn from an approved course or a part of the course may decide to enrol in that course again.

4.2.2 Students wishing to reenrol in a qualification after withdrawing should do so in writing. The Institute 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 the timetabling and will require the student to reenrol 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 If the student has not attended classes and not contacted the Institute as to their intention of taking up or continuing their enrolment they will be automatically withdrawn from the unit of study and will **not** incur a debt for the relevant units.

4.3.2 Prior to the Course commencement date, the Institute reserves the right to cancel any Course due to insufficient class numbers or for any other reason. In this situation the Student will receive a full refund for any Course Fees paid.

4.3.3 Once the course has commenced, the Institute guarantees to complete the delivery of the course except in the following unlikely situations:

- A natural or malicious disaster (including fire, tempest and flooding) occurs which prevents the courses being undertaken,
- Due to student deferrals, transfers or withdrawals from the course, the remaining number of students enrolled in the course becomes three or less,

4.3.4 In these situations, the Institute reserves the right to cancel the course. The Institute will issue a refund of Course Fees paid, or will find another suitable course for the student to complete their study. In this case the Student's preferred option will be taken. Please refer to Ceasing to Provide a Course – VET Tuition Policy and Procedure published on the Institute website.

4.3.5 Student enrolments can be cancelled after the census date by the Institute Directors at any time for non-payment of Course Fees, failure to comply with the Institute rules and regulations, or conduct deemed unsatisfactory. In this situation all students will have the right to initiate grievance procedures before the cancellation takes final effect.

## **5. Policy Procedure/s**

### **5.1 Course Withdrawal**

5.1.1 Students intending to withdraw should complete the withdrawal form and submit to administration on or before the census date for the unit of study/course they are withdrawing from.

5.1.2 Verbal intent to withdraw will be accepted on or before the census date if made to an Institute administration officer and noted in the student records.

5.1.3 Students who choose to withdraw from a unit of study/ course should be interviewed and their reasons noted. Other options should be discussed with the student such as part time study if they are finding full time study load too much or enrolling in a lower level qualification if the course level is not suitable for them.

### **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, through the student handbook and through the online publishing of this policy and procedure.

5.2.2 The census date for each unit of study is clearly identified on student timetables as well as being published on the Institute's website.

### **5.3 Record keeping and Review**

5.3.1 All withdrawing students must have their status in the student management system changed to inactive so that they aren't reported on as receiving VET Student Loan for units withdrawn from prior to census date and no results are to be entered for that unit of study.

5.3.2 Records of student fees are to be removed from the Unit Enrol Status spreadsheet relating to the withdrawn units.

5.3.3 Student withdrawal forms and withdrawal interviews are to be kept on file in the student physical file and scanned to their electronic file.

5.3.4 Withdrawal interviews are reviewed annually to determine if there are trends in why students are withdrawing and if the processes and procedures at the Institute need changing and adjusting as a result.

### **5.4 Cancellation of Enrolment Procedures**

5.4.1 All students who have had their enrolment cancelled will be informed by the institute of the proposed cancellation and the reasons for the cancellation.

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

5.4.3 Any cancellation will take final effect only after any grievance procedures initiated by the student have been completed (please refer to the Academic and Non-Academic Grievance Policy and Procedures published on the Institute website).

5.4.4 Students who have had their enrolment cancelled due to the conditions as specified in point 4.3.5 above will not be refunded any fees already paid.

## 6. Roles and responsibilities

**RTO Manager:** Deborah Powell is generally the member of the senior executive responsible for managing policy compliance and initiating the policy review process (at least every two years).

**Compliance Manager:** Shayne Manton is generally responsible for maintaining the Unit Enrol Status document.

**VET Manager:** Heather Mikkelsen is the primary point of contact for advice on implementing and administrating the policy; for establishing and maintaining the official file; for proposing amendments as required; and for managing the consultation process when the policy is due for review.

**Institute Officers:** All Institute administration officers and trainers are responsible for communicating and recording a student's intention to withdraw from a unit of study/ course.

## 7. Relevant to

Academic and Non-Academic Grievances Policy and Procedure

Ceasing to Provide a Course VET Tuition

Re-Crediting a FEE-HELP Balance

Student Handbook

Student enrolment form

## 8. Publication

This policy and the procedure is published on the Australian Institute of Fashion Design Pty Ltd's website ([www.aicd.edu.au](http://www.aicd.edu.au)) to ensure students have up to date and accurate information publicly available to them and is also available in the Student Handbook.

## 9. Version control, Approval and Review

List the date of approval, approved by whom, modifications, version number and review date.

| Date       | Version Number | Approved by        | Modifications  | Review Date |
|------------|----------------|--------------------|--|-------------|
| 11/03/2016 | 1              | Board of Directors | Initial development of document  | 11/03/2017  |
| 9/02/2017  | 1.1            | Board of Directors | Updated references to new legislation and associated rules. Removed CRICOS registration from letterhead. | 9/02/2018   |