

## Withdrawal from Study Policy and Procedure

### 1. Purpose

This policy and procedure outlines the circumstances under which domestic students may apply for withdrawal of their study with the Australian Institute of Creative Design (the Institute).

### 2. Scope

This policy and procedure applies to all courses covered by VET FEE-HELP whether students are eligible for VET FEE-HELP or not. Short courses and courses for lower level qualifications are covered by the Deferral Withdrawal and Course Transfer Policy and Procedure (Domestic NON VFH).

### 3. Definitions

**VET FEE-HELP:** 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 FEE-HELP 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 VET Qualification.

**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.

### 4. Policy Statement/s

#### 4.1 Course Withdrawal

- 4.1.1 Students can withdraw from a unit of study at any time prior to the census date for that unit of study if they are in a VET FEE-HELP eligible qualification whether they are accessing VET FEE-HELP 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 qualification they are enrolled in, in order to avoid incurring a debt or incurring charges for the relevant units tuition fees.
- 4.1.3 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not contacted the Institute as to their intention of taking up or continuing their enrolment they will be automatically withdrawn from the unit of study and will not incur a debt for the relevant units.
- 4.1.4 All students must be made aware of census dates for the course they have enrolled in and their option to withdraw.
- 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 Student Review Procedures for Re-crediting a FEE balance Policy published on the Institute website.

### 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 chose 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.

## **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 Job Ready changed to inactive so that they aren't reported on as receiving VET FEE-HELP 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.

## **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 administering 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

**Student Review Procedures for Re-Crediting a FEE Balance**

**Student Handbook**

## 8. 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