



WITHDRAWAL OR CANCELLATION OF ENROLMENT POLICY AND PROCEDURE (DOMESTIC)

Related Standards
/ Legislation

- Standards for Registered Training Organisations (RTOs) 2015 – Standard 5.2
- 2018 VET Funding Contract – Skills first Program

Purpose

The purpose of this policy is to describe requirements regarding Withdrawal or Cancellation of Enrolment for all domestic students associated with government subsidised training. This policy has been developed in line with the requirements 2018 VET Funding Contract and Standards for Registered Training Organisations (RTOs) 2015.

This policy is to be read in conjunction with the following:

- Enrolment Policy and Procedure - Domestic
- Fees and Charges Policy and Procedure - Domestic
- Refund Policy and Procedure - Domestic

Scope

This policy applies to all potential Domestic learners (also referred as students or applicant) enrolled at ACE.

Definitions

Leave of Absence:	A request by the student to temporarily postpone study after the commencement of the study (Student initiated).
Withdrawal:	A request by the student to permanently terminate their studies after the commencement of the study (Student initiated).
Cancellation:	Student enrolment is cancelled due to non-attendance or not meeting course progress or misbehaviour after the notification by the provider's intention to do so (ACE initiated).

1. Policy

- 1.1 Prior to enrolment ACE will provide student/learner current and accurate information that enables the learner to make informed decisions about undertaking training with ACE and include the information on the implications for the learner of government training entitlements and subsidy arrangements in relation to the delivery of the services if a student withdraws or cancels after enrolment.
- 1.2 If a learner is accessing any government funding entitlement ACE will inform the learner that withdrawing or cancelling their current enrolment may reduce their ability to access such funding in the future (may limit funding to one qualification for that year as learner can access only the '2 in a year' limitation; the '2 at a time' limitation; the '2 at level' limitation).
- 1.3 ACE allows changes to a student's enrolment to take place by way of assessing, approving and recording a leave of absence or temporarily postpone study after the commencement of the study or withdrawal (permanently terminate) study, including keeping documentary evidence on the student's file of the assessment of the application.

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- 1.4 ACE will temporarily suspend or grant leave of absence for a student’s enrolment on the grounds of compassionate or compelling circumstances (for example, illness where a medical certificate states that the student is unable to attend classes)
- 1.5 ACE may cancel a student’s enrolment due to non-attendance or not meeting course progress or misbehavior after the notification by ACE’s intention to do so in writing.
- 1.6 **ACE will:**
- a. inform the student in writing of its intention to cancel the student’s enrolment due to non-attendance or not meeting course progress or misbehaviour; and
 - b. notify the student that he or she has 20 working days to access ACE’s internal complaints and appeals process.
 - c. not cancel the student’s enrolment, if the student accesses ACE’s internal complaints and appeals process, until the internal process is completed, unless extenuating circumstances relating to the welfare of the student apply.

2. Procedure

The following procedures outline the application, assessment and approval of the leave of absence or withdrawal or cancellation of enrolment whether instigated by the student or ACE and further deals with the subsequent reporting requirements to the Department of Education and Training through SVTS and responsibility of ACE to keep and maintain records of all relevant documents in the student’s file.

2.1 Student Leave of Absence

- a. Domestic students may request for Leave of Absence or temporarily postpone study after commencement of a course only in the following limited circumstances:
 - I. On the grounds of *Compassionate or Compelling circumstances**; or
 - II. Unavailability of a course/units;

****Compassionate or Compelling Circumstances***

ACE considers these circumstances seriously and professional judgement is used to assess each case on its individual merits.

Definition: Compassionate or Compelling Circumstances are generally those beyond the control of the student and which affects the student’s course progress or well-being. These could include (but not limited to):

- Serious illness or injury – where a medicate certificate states the student was unable to attend classes; or
- Bereavement of close family member such as parents or grandparents (where possible a death certificate should be provided); or
- Major political upheaval or natural disaster and this has impacted on the students studies; or
- A traumatic experience which could include:
 - Involvement in, or witnessing of a serious accident; or
 - Witnessing or being victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists’ reports)
- Where ACE was unable to offer a pre-requisite unit.

NB: Other reasons may be considered but documentary evidence must be provided to support the claim.

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- b. Students may request this by completing the Leave of Absence Form and submitting it with the appropriate supporting evidence to the Course Coordinator.
- c. Students must submit the application form as soon as practicable.
- d. The Course Coordinator will review the application and use professional discretion, in line with this policy, to determine whether the application for leave of absence will be granted or denied. The Course Coordinator will review the student's application and provide a response within 5 working days.
- e. Once this request is processed the student will receive a written letter from the Course Coordinator granting leave of absence. The revised timetable for the student created, recorded and placed in the individual student's file and updated on the Student management system.

NB: A student's leave of absence can be for a maximum period of two weeks or considered for more period but documentary evidence must be provided to support the claim.

2.2 Student Initiated Withdrawal:

- a. Student requesting withdrawal or permanently terminating their enrolment must complete the Cancellation of Enrolment Form and submit it with relevant supporting evidence to the Course Coordinator at least 14 days prior to their anticipated cancellation date.
- b. The Course Coordinator will review the application and inform the student that withdrawing or cancelling their current enrolment may reduce their ability to access such funding in the future (may limit funding to one qualification for that year as learner can access only the '2 in a year' limitation; the '2 at a time' limitation; the '2 at level' limitation). The Course Coordinator will review the student's application and proceed if the student still wishes to withdraw.
- c. Once this request is processed the student will receive a written letter from the Course Coordinator approving their request within 5 working days. The student enrolment will be changed from Active to Withdrawn with the reasons and updated on the Student management system and communicated to SVTS through the monthly upload.
- d. The copy of this request and all supporting documentation will be placed in the individual student's file.
- e. Student will be issued with Statement of Attainment for the units achieved competency within 30 days of a student completing their training and/or assessment, and a copy retained with ACE as evidence that this has occurred and that learners receive all documents they are entitled to provided no outstanding fees are due.
- f. ACE will retain records of qualifications and statements of attainment issued to all students for 30 years.

2.3 ACE Initiated Cancellation

- a. ACE may **cancel** enrolment in the following circumstances:
 - a. Student demonstrates serious misconduct or misbehaviour as outlined in the Code of Conduct
 - b. Non-attendance or Unsatisfactory attendance and course progress. See ACE's Monitoring Course Progress Policies and Procedures for further information.
 - c. Non payment of outstanding fees.

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- d. The Department has given direction to ACE, as per Clause 17 and 18 of the VTG Contract, which may include suspension or cancellation of the Funding Contract. ACE must immediately comply with such direction from the Department, which may include a direction to assist Eligible Individuals to transfer to another RTO in order to continue the training commenced by the Eligible Individual, under this VET Funding Contract.
- b. In cases where **cancellation** of the student's enrolment is initiated by ACE, student will be notified in writing and given 20 working days to access ACE's internal complaints and appeals process. The student will be directed to ACE's website or contact the Student Support Services Officer to complete the Complaints and Appeals application form. If the students chooses to:
- i. access ACE's appeals process then ACE must maintain the student's enrolment (until the internal appeals process is completed, unless extenuating circumstances* relating to the welfare of the student or the safety of others apply. Please refer to Complaints and Appeals Policy and Procedure for further information.
- *'Extenuating circumstances' relating to the welfare of the student may include, but are not limited to the following. The student:
- is missing;
 - has medical Concerns, severe depression or psychological issues which lead ACE to fear for the student's wellbeing;
 - has engaged or threatens to engage in behaviour that is reasonably believed to endanger the student or others;
 - is at risk of committing a criminal offence.
- NB: Any claim of extenuating circumstances will need to be supported by appropriate evidence (see Guidelines of Evidence below)
- ii. access an external appeals process, ACE does not have to wait for the outcome of an external appeal before notifying the Department of Education and Training of the change to the student's enrolment status.
- c. The student will be informed on the impact of the cancellation may reduce their ability to access such funding in the future (may limit funding to one qualification for that year as learner can access only the '2 in a year' limitation; the '2 at a time' limitation; the '2 at level' limitation)
- d. During the 20 working day appeals process, students will be provided the opportunity to continue to attend class so as not to deny them learning opportunities and disadvantage their subsequent studies should the appeals process is in their favour. The only exclusion to this is in the case of a student who is in breach of the code of conduct and is a risk to his/herself or to the safety of others.

3.0 Guidelines for Evidence

Evidence supplied will be assessed and deemed valid by ACE according to the following guidelines:

Medical Certificates must:

- Be issued by a Certifying Health Practitioner (i.e. General Practitioner, Psychiatrist or Specialist)
- State that the student was medically unfit to attend classes
- State the duration of absence
- State the Certifying Health Practitioner's contact details

Death Certificate must:

- Be certified
- Translated into English

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Police Reports must:

- State the police officer's contact details

Psychological Reports must:

- Be issued by a registered psychologist
- Indicate the student's psychological incapacity to attend class
- State the psychologist's contact details

NB: Failure to supply documented evidence will result in compassionate or compelling circumstances being deemed as non-existent.

Additional Guidelines & Notes

- a. Please refer to ACE's *Refund Policy and Procedure* for further information relating to refunds in the event of a withdrawal or cancellation.
- b. If a student does not return to studies after a break, ACE will inform the student in writing of its intention to cancel the student's enrolment due to non-attendance or not meeting course progress.
- c. ACE will give 20 working days to access ACE's internal complaints and appeals before cancelling student's enrolment due to non-attendance.

4. Responsibility

- CEO
- Course Coordinator
- Student Support Services Officers

5. Forms / Policies

Primary Forms

Leave of Absence Form
Cancellation of Enrolment Form

Secondary Forms

Refund Request Form

Secondary Forms

Refund Policy and Procedure - Domestic

6. Implementation

This Procedure will be implemented using the following strategies:

- All staff are informed and provided complete information of the above during their induction.
- The above policy and procedure is maintained on the ACE's Public Drive and Website

7. Forms / Record Keeping

Title	Location	Responsible Officer	Retention Period
Leave of Absence Form and Cancellation of Enrolment Form (and all relevant documentary evidence attached for both forms)	Student File	Course Coordinator	7 years

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