



**Withdraw, Defer and Cancel Enrolment Policy
and Procedure**

Date	Version	What changes	Approval
March 2022	1.0	Created	CEO

Overview

They describe how staff will enact the steps taken for students to withdraw, defer or fail a supplementary assessment from an enrolled course of study at the Institution.

2. Scope

These procedures apply to all students seeking to withdraw entirely from their studies and discontinue their enrolment at the Institution.

Students who wish to defer from enrolled subject(s) after they have commenced their study (on or after the course commencement date).

Students who have failed a supplementary and the processes required to be implemented on that event are also addressed.

3. Procedures

3.1. These procedures set out the processes involved when a student officially notifies the Institution they are withdrawing from their course at the Institution.

1. *Submit request*

Once a student has signed the offer of acceptance or has commenced their study (on or after the course commencement date), they must officially notify the Institution in writing if they wish to withdraw.

Students are advised to speak the Year Coordinator prior to making this decision as they may wish to consider applying for a leave of absence (deferral) and returning to studies at a later date. Students need to be aware of the academic and financial implications of withdrawing from their course and the related *Refund of Fees Policy*

2. *Withdrawal processing and notification*

The withdrawal from studies is processed as per the guidelines explained in these procedures.

3. *Appealing the financial or academic outcome*

Students have the right to lodge a complaint regarding a decision about the financial or academic outcome, in accordance with the *Complaints and Appeals Policy* and *Complaints and Appeals Procedures*.

4. Recording/reporting

Withdrawal requests are recorded accordingly and reported on VETtrak and in the student file located on the N: drive.

1 Submit request

1.4 A student is required to:

- a. complete the withdrawal form;
- b. complete a refund request form if necessary i.e fee payment or VSL is in credit.

2 Withdrawal processing and notification

2. The Year 1 Coordinator assesses a request and approves or rejects request indicating the outcome on the form.

2.2 If a request to withdraw from a course of study is approved, the student is contacted s to arrange to meet for an exit interview.

2.3 For approved requests that included a completed refund request form it is then submitted to the Finance Admin person.

2.4 After the exit interview, if a request is approved, a student is notified via email confirming their withdrawal from the course. They will be advised on the refund application separately.

2.5 Finance process and notification: Any pre-census approved withdrawals, and associated fee recalculations, are processed within Admin.

Appealing the financial or academic outcome

3.1 A student has the right to submit a complaint regarding the decision about the financial or academic outcome, as a result of their withdrawal, as per the *Complaints and Appeals Policy* and *Complaints and Appeals Procedures*.

3.3 If the refusal decision is upheld, no further action is required from the departments.

3.4 If the outcome is to amend the financial or academic outcome, Admin will proceed with the necessary steps.

4 Recording/reporting

4.1 The withdrawal from course of study or enrolled subject(s) is recorded on the student management system VETtrak and in the Student File on the N: drive

4.2 Grades will be recorded in accordance with the *Training and Assessment Policy* assigned with the appropriate grade notation and posting on CANVAS.

4.3 The Institution is obliged to report to ASAR any termination of student's studies.

4. Roles and responsibilities

The Year Coordinator is responsible for overseeing the withdrawal procedures and the requirements for reporting.

5. Defer Enrolment:

Students may defer their enrolment for up to 12 months. Any deferment beyond twelve months will require reapplication to the course. In that event they may apply for advanced standing that will be assessed on a case by case basis consistent with the RPL policy for the organisation.

Processes regarding tuition fees and document control will be consistent with those for withdrawal described above.

6, Cancel Enrolment

Failure of a Supplementary Assessment will result in cancelation of enrolment. Students may reapply for enrolment to the course in the ensuing intake. In that event they may apply for advanced standing that will be assessed on a case by case basis consistent with the RPL policy for the organisation.

Processes regarding tuition fees and document control will be consistent with those for withdrawal described above.

7. Compliance and monitoring

These procedures are written in accordance with the *ASQA and ASAR Standards*.

Withdraw / Defer Form

First name:	Last name:
Student number:	Date:

Withdraw:	
Date of withdrawal:	
Status: Y1 Term 1 ,2, 3, 4?	Status: Y2 Term 5, 6, 7, 8?
Defer (NB: 12 months maximum)	
Date of deferral:	
Date of return:	
Status: Y1 Term 1, 2, 3, 4?	Status: Y2 Term 5, 6, 7, 8?

Reason:

Tuition Fee Status:

Current situation:

Fees paid to date: Y/N

Fees due: Y/N

Refund due: Y/N

If fees due or refund due please quantify:

Please note that the policy outlines the appropriate process for refunds.

The above information is, to the best of my knowledge, an accurate representation of my situation:

Signed:

Print name:

Date: