

STUDENT WITHDRAWAL, DEFERRAL, SUSPENSION AND CANCELLATION POLICY & PROCEDURE

Purpose

This policy applies to prospective and current domestic fee paying and VSL students who are considering withdrawing or deferring from their studies; to Ella Bache College administrative and academic staff and to third parties providing information to prospective students on behalf of the college.

Scope

This policy applies to the provision of procedural information to current domestic fee paying and VSL students.

Policy

Ella Baché College of Skin and Beauty Therapy will conduct the withdrawal and deferral procedure in compliance with VET Student Loans Act 2016, the VET Student Loans Rules 2016, Standards for Registered Training Organisations 2025, and the VET Provider Guidelines 20124.

The College will:

- Set a Census date for each VET unit of study that is no earlier than 20% of the way through the VET unit of study
- Ensure that all students are informed of the Census dates for each VET unit of study
- Publish the Census dates on the College website – [Click Here](#)
- Advise students that it is their responsibility to inform themselves of the Census dates for their course

Census Dates

- The Census Date is the last day a student can withdraw their enrolment without incurring tuition fees.
- Each of the three (4) Fee Periods will contain one (1) Census Day at least 20% progression through each Fee Period.
- It is the responsibility of all students to inform themselves of the Census dates for their course.
- The Census Dates for each Fee Period are displayed on the College Website here:
<https://www.ellabache.com.au/pages/college-resources>

Student Request for Special Leave, Deferral or Withdrawal

Students may apply for special leave, deferment or withdrawal in the Course or part of the Course, it is important they follow the deferral or withdrawal procedure below.

Deferral

Applications for deferment are accepted at the discretion of the College. The maximum period of deferment is a total of one year over the duration of the course. All applications for deferment will be considered and the decision provided in writing to the student within 10 working days from the date of application. Ella Bache College may choose to grant or decline any student's request for deferment of studies. All documentation including reasons is to be kept on the student file.

Deferral prior to commencement

Students may request a deferral prior to course commencement. Requests must be in writing via email to Student Services (sent to studentservices@ellabachecollege.edu.au). If the deferral is approved the student will receive a revised Student Written Agreement of Enrollment.

Pre census deferral

Students deferring their studies prior to the census date and who lodge an '**Application for Deferment Form**' before the census date for a unit of study will not be liable for fees incurred in that fee period and will be transferred to the agreed recommencement date (within 12 months) and the new census dates will apply. Any fees paid for the unit will be refunded

or carried forward until they return to study. Students who are enrolled under VET Student Loans will not incur a VSL debt for the relevant unit of study.

Post census deferral

- All Students deferring their studies post census date of each fee period and lodge an '*Application for Deferment Form*' post census date of each unit of study period will remain liable for fees incurred and will be transferred to the agreed recommencement date (within 12 months) and the new census dates will apply for subsequent fee periods.
- If a Student who has deferred has not recommenced their studies within 12 months of deferral and the College has been unable to contact the Student, they will be deemed to have withdrawn from the course and fees paid are not transferable. Students wishing to recommence studies after the 12-month limit will be considered as a new enrolment with relevant course fees payable.

Withdrawals – Fee Paying Students

- Applications for Withdrawal are at the discretion of the student. Ella Bache' College appreciates that there may be a range of circumstances which cause a student to withdraw from their course of study. These often include personal or family difficulties. When considering withdrawing from their course of study, Students should seek information/advice on the possible options available to them.
- Where a student has withdrawn from Ella Bache' College they can re-instate their enrolment for up to 12 months by contacting the college and requesting, in writing via email (sent to studentservices@ellabachecollege.edu.au), to re- activate their enrolment. After 12 months, a student is required to complete the enrolment process. The college will not re-instate or re-enrol a student without their written permission being received.

Pre-Census Withdrawal

Students wishing to withdraw and who lodge an Application to Withdrawal Form before the census date for a unit of study will be withdrawn without financial penalty from any unit of study in which they were enrolled. Any fees paid for the unit will be refunded.

Post-Census Withdrawal

Students who lodge an '*Application to Withdraw Form*' for a course or units of study after the census date for the unit of study will incur a debt and remain liable for tuition fees.

Special Circumstances

If a student withdraws from a Unit of Study after the census date for that Unit of Study and believes that special circumstances apply to their withdrawal post census, they may request a remission of fees for that Unit of Study only.

Special Circumstances apply where:

- The circumstances were beyond the student's control; and
- Did not make their full impact until on or after the census date; and
- Were such that it was impracticable for the student to complete the requirements of the Unit of Study. For further information refer to the 'Application for Remission of Fees Under Special Circumstances' located here www.ellabache.com.au/pages/resources

Fee Paying Students must also refer to:

- *Terms and Conditions of Enrolment* – [Click Here](#)
- *Refunds – Fee Paying Students Policy and Procedure* – [Click Here](#)

Special Circumstances apply where:

- The circumstances were beyond the student's control; and
- Did not make their full impact until on or after the census date; and

Were such that it was impracticable for the student to complete the requirements of the Unit of Study. For further information refer to the 'Application for Remission of Fees Under Special Circumstances' located here www.ellabache.com.au/pages/resources

Fee Paying Students must also refer to:

- *Terms and Conditions of Enrolment* – [Click Here](#)
- *Refunds – Fee Paying Students Policy and Procedure* – [Click Here](#)

Withdrawals – VSL Students

Any Student may cancel their enrolment in the Course or part of the Course, if they follow the College's procedure for withdrawal:

- Where a Student indicates they wish to withdraw from the Course they will be contacted by the Education Manager to discuss their options including further support from the College.
- Where a Student proceeds to withdraw from the Course they must notify the College in writing. Written notification must be made by following the process outlined in this Student Withdrawal, Deferral, Suspension and Cancellation from study Policy and Procedure (Domestic).
- The date of withdrawal will be the date of receipt of written notice, and the enrolment will be terminated on that date.
- If no written withdrawal request is received from a student, the student will remain enrolled in the course for that Fee Period and be liable for fees after the Census Date has passed.
- If a student withdraws before the Census Date for the Course or part of the Course, the student will not incur a VSL debt for the Course or part of the Course and will receive a refund for any tuition fees already paid for the Course or part of the Course.
- Where a student has withdrawn from Ella Bache' College they can re-instate their enrolment for up to 12 months by contacting the college and requesting, in writing via email (sent to studentservices@ellabachecollege.edu.au), to re- activate their enrolment. After 12 months, a student is required to complete the enrolment process. The college will not re-instate or re-enrol a student without their written permission being received.
- For students who paid for their course via a VET Student Loan (VSL), the student may only re-enrol using VSL in the part of the approved course for which they had not previously used a VSL loan.

Pre-Census Withdrawal

Students wishing to withdraw and who lodge an Application to Withdraw Form before the census date for a unit of study will be withdrawn without financial penalty from any unit of study in which they were enrolled. Any fees paid for the unit will be refunded. **VSL Students:** Students who are enrolled under VET Student Loans will not incur a VSL debt for the unit of study.

Post-Census Withdrawal

Students who lodge an Application to Withdraw Form for a course or units of study after the census date for the unit of study will incur a debt and remain liable for tuition fees.

Special Circumstances

If a student withdraws from a Unit of Study after the census date for that Unit of Study and believes that special circumstances apply to their withdrawal post census, they may request a remission of fees to of their VET Student Loans debt for that Unit of Study only.

Special Circumstances apply where:

- The circumstances were beyond the student's control; and
- Did not make their full impact until on or after the census date; and
- Were such that it was impracticable for the student to complete the requirements of the Unit of Study For further information refer to the 'Application for Remission of Fees Under Special Circumstances' located here – [Click Here](#)

VSL Students must also refer to:

- VET Student Loans Enrolment Information – [Click Here](#)
- Terms and Conditions of Enrolment – [Click Here](#)
- Refunds - VSL Students Policy and Procedure – [Click Here](#)

Withdrawal and Deferral Procedure – Fee Paying and VSL Students

Where a student proceeds to Defer or Withdraw from their course they must notify the college in writing. Written notification may be by completion and return of the 'Application for Deferment or the Application to Withdrawal Form', both forms available from the resources page of the College website, the 'My Course Information' subject in the learning portal, by requesting a copy from Student Services; or by email clearly stating name, address, and course title, date of Deferral or Withdrawal and reason for Deferral or Withdrawal.

- All communication must be sent to Student Services at studentservices@ellabachecollege.edu.au.
- The date of Deferral/Withdrawal will be the date of receipt of written notice.
- All Deferral or Withdrawal applications must include a completed 'Application for Deferment Form' or 'Application to Withdraw Form' and any other relevant and supporting documents.
- Applications will only be reviewed and processed once all paperwork is received
- All applications for deferment or withdraw will be considered and the decision provided in writing to the student within 10 working days of the application.
- The College Operations Manager will review all applications and may interview the student before approving or considering the application. If the Student's deferral or withdrawal application is approved, the College will update the student's status in accordance with this policy and the circumstances involved.
- All outcomes of an application for deferment or withdrawal will be advised to students in writing and documentation and notes kept on the student's file.
- If the Student deferral request is not approved then the student will have the option of lodging a formal appeal against the decision in accordance with the Policy and Procedure – Complaints, Grievances and Appeals within 28 days after receiving the notification of non-approval of deferral.

Notification

If no written request is received from a student by Student Services at studentservices@ellabachecollege.edu.au requesting withdrawal or deferral the student will remain enrolled in the course for that Unit of Study and be liable for fees post census date. Census dates are published on the College website. Students may also contact Student Services if they are unsure of their census date.

Compassionate or Compelling Circumstances

Students may apply to the College for leave of absence, deferment, or withdrawal of their studies for compassionate or compelling circumstances. 'Compassionate or compelling' circumstances are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to:

- serious illness or injury, where a medical certificate states that the student was unable to attend classes.
- bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided).
- a traumatic experience, which could include:
 - involvement in, or witnessing of a serious accident or
 - witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists' reports).

Ella Bache College will use our professional judgement to assess each case on its individual merits. Documentary evidence will be required to support any compassionate/compelling application. All evidence/notes/comments must be kept on the student file.

Ella Bache College Initiated Suspensions or Cancellations of Enrolment

Ella Bache College may temporarily suspend or cancel a student's enrolment if it deems the student's behaviour to be unacceptable for the educational setting. Student Behaviour Policy and Procedure is available on the College website; [Click Here](#)

Suspension

- Ella Bache College may initiate a suspension of studies on the grounds of misbehaviour of a student, in accordance with Ella Bache College's Student Code of Conduct.
- Attendance will not be recorded during a period of suspension.
- Ella Bache College may recommend a student who will be absent for an extended period of time for genuine reasons to 'suspend' their enrolment until they are able to return to class. Medical evidence etc. would be required prior to any consideration by Ella Bache College.

Cancellation

- Ella Bache College may initiate the cancellation of a student's course.
- On the grounds of misbehaviour, in accordance with Ella Bache College's Student Code of Conduct
- due to the student's failure to pay course fees
- Student not being a *genuine/bona fide* student, being, they do not attend class or progress in their course as further defined below.

A non-genuine/non bona fide student is defined by Ella Bache College as a student with erratic (irregular/inconsistent) course progress or does not progress in their course and does not attend/does not participate in regular classes. Ella Bache College will ensure that prior to enrolment; students are made aware of the grounds on which cancellation of enrolment may occur, as provided to them via the Student Handbook.

Ella Bache College can suspend or cancel a student's enrolment against the student's wishes, provided that the suspension or cancellation is consistent with Ella Bache College policies and/or Australian Law. Before suspending or cancelling a student's enrolment, Ella Bache College must notify the student of its intention to take such action and allow the student 28 working days to access the complaints and appeals process. (See: *Complaints, Grievances and Appeals Policy*).

Students who have their enrolment suspended/cancelled are subject to the rules of the refund policy regarding any refund of fees. Where Ella Bache College has reason for concern for the welfare of the student or those with whom the student may come into contact, Ella Bache College will cancel the student's enrolment prior to completion of any appeals process. Students have 28 working days in which to initiate the Ella Bache College Complaints and Appeals process.

Suspension and Cancellation of Enrolment Procedure

- The Education Manager will arrange an interview with the student and discuss the identified concerns.
- All outcomes of suspension and cancellation of enrolment must be advised to students in writing and documentation and notes kept on the student file.
- Ella Bache College can suspend or cancel a student's enrolment provided that the suspension or cancellation is consistent with Ella Bache College policies and/or Australian Law. Before suspending or cancelling a student's enrolment Ella Bache College must notify the student of its intention to take such action and allow the student 28 working days to access the complaints and appeals process. (see: *Complaints, Grievances and Appeals Policy*) unless there are extenuating circumstances relating to the student.
- 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 the provider 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 or

- is at risk of committing a criminal offence.
- Ella Bache College is not obligated to continue providing learning opportunities throughout the 28 working days or any subsequent period of appeal, however Ella Bache College will provide students with work to complete outside of the classroom until the appeal process is complete via electronic means. In this instance, students must continue to meet the academic requirements of the course.
- Students must be advised of their right to access the complaints and appeals process (regardless of the reason for cancellation).
- Students who have their enrolment suspended are subject to the rules of the refund policy regarding any refund of fees.
- Where Ella Bache College has reason for concern for the welfare of the student or those with whom the student may come into contact, Ella Bache College will cancel the student's enrolment prior to completion of any appeals process.

Forms/Letters /Templates for Policy/Procedure

- *Student Application for Special Leave or Deferment Form*
- *Student Application to Withdraw Form*
- *Notice of intention to suspend enrolment*
- *Notice of intention to cancel enrolment*
- *Student Code Conduct*
- *Complaints, Grievances and Appeals Policy and Procedure*
- *Students Course Progress and Attendance Policy and Procedure (Domestic Students)*
- *Refunds – Domestic Students Policy and Procedure*

All forms are published on the Ella Bache College website or students may also request a copy from the reception www.ellabache.com.au/pages/college-resources

Document Control

Document Title	Complaints, Grievances and Appeals Policy and Procedures
Approved By	CEO
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Version Control

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4.0	Upgrade to Standards for RTOs 2025	CEO	06/06/2025

