

# Deferment, Cancellation or Withdrawal Policy and Procedure

## POLICY

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### Purpose and Scope

This policy outlines the circumstances and process for a student to defer, cancel or withdraw from their enrolled course. The policy should be read in conjunction with the *Student Fees, Charges and Refunds Policy*, as under certain conditions, a student may be eligible for a full or partial refund of fees or charges.

The policy aligns to the following:

- *ASQA Revised Standards 2.1 (2c iv)* to provide information to VET students regarding “any obligations or liabilities which may be imposed on VET students undertaking the training product, including any obligations requiring VET students to acquire any materials, equipment or IT, any costs and processes associated with withdrawing from training, any costs and processes associated with obtaining a Student Identifier and any requirements for VET students to undertake work placements”
- *Australian Consumer Law (ACL)* for training providers and marketers (NSW Fair Trading)
- Relevant state funding contract agreement.

This policy and procedure applies to enrolments in <RTO's> VET courses, short courses or industry specific courses. The policy applies to students and to staff who manage withdrawals, deferments or course cancellations in relation to training.

### Definitions

<b>ASQA</b>	Australian Skills Quality Authority (ASQA), the national regulator of Australia’s vocational education and training sector
<b>Cancellation</b>	Permanent cessation of a student's enrolment, which can be initiated by the student (withdrawal) prior to the start of the course or by Aurora Training and Professional Services. Cancellation can occur due to student misconduct, unsatisfactory progress or non-compliance with policies, or due to the course no longer being offered.
<b>Concerned Other</b>	A family member, friend, community member, a contractor or a third party
<b>Deferment</b>	Is defined as postponement of the commencement of a course for no more than six (6) months, or a temporary interruption to the course for no more than 12 months.
<b>GMO</b>	General Manager, Operations
<b>RTO</b>	Registered Training Organised authorised to deliver VET programs

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<b>Standards</b>	The Standards for Registered Training Organisations (RTOs) 2015 from the VET Quality Framework
<b>Training Product</b>	AQF qualification, skill set, unit of competency, accredited short course or module.
<b>TC</b>	Training Coordinator
<b>TS NSW</b>	Training Services NSW is a government body that provides vocational education and training funding, regulation, strategic policy, and planning and advice services
<b>VET</b>	Vocational Education and Training
<b>Withdrawal</b>	Leaving a course after enrolment but prior to the course end date.

## Policy

Aurora Training and Professional Services will provide all relevant information on withdrawals, deferments and cancellations in the Student Handbook and on its website. Aurora Training and Professional Services is committed to respecting and upholding student rights. Upon receiving a formal request, Aurora Training and Professional Services will diligently follow the appropriate procedures to ensure a fair and transparent process.

Students are informed of their rights to defer, cancel or withdraw through the Student Handbook, the Aurora Training and Professional Services website, and in related policies and procedures. All refund arrangements are governed by the *Student Fees, Charges and Refunds Policy*, as outlined on the website.

Students may apply to defer, suspend or cancel their enrolment only if their course is unavailable or they experience compassionate or compelling circumstances. These circumstances must be beyond the student's control and significantly impact their course progress or wellbeing. Applications must be supported by relevant documentation, such as a medical certificate, police report, psychologist's report or other appropriate evidence. Each request is assessed on a case-by-case basis, with no guarantee of approval.

## Withdrawal

To maintain their enrolment, a student must regularly participate in and engage with their assessments and studies. If a student fails to do so, they will be contacted to confirm whether they intend to continue or withdraw from their studies.

Students who withdraw before completing their qualification will receive recognition for any Units of Competency where they have achieved a 'competent' result, provided all fees due up to the withdrawal date have been paid in full.

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Course no longer offered

If Aurora Training and Professional Services ceases to offer a course, impacted students will receive credit transfer into a replacement course and issued a Statements of Attainment for successfully completed units.

## PROCEDURE

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### Extension or Suspension of Studies

<b>1. Procedure – Fee paying or subsidised Student</b>		<b>Responsibility</b>
1.1	Students are informed they can apply for an extension or a temporary suspension of their studies: <ul style="list-style-type: none"> <li>• at the enrolment session</li> <li>• on the website</li> <li>• in the Student Handbook</li> <li>• when they advise Aurora Training and Professional Services of their intention to extend/suspend their study.</li> </ul>	TC/ Student Support
1.2	Advise students extension/suspension of studies is not permitted except for compassionate grounds or compelling circumstances backed up by evidence. The extension/suspension of studies must not exceed six months from the date of lodgement.	Student Support
1.3	Where the student wishes to apply for an extension or suspension of their studies, a written application must be submitted to Student Support within 14 days of the student suspending participation in the training course OR within 14 days of the course's ending date for extensions.	Student
1.4	Application is received, reviewed and admin comments added and forwarded to GMO for review and advice on fees.	Student Support
1.5	Acknowledgement is sent to student within 7 days of receipt of application.	Student Support
1.6	Reviews the application and decides if fees can be waived.	GMO

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	<ul style="list-style-type: none"> <li>If fees are to be waived, GMO advises the Data Team to update the Training Plan and extend the date in VETtrak. Student Support sends updated Training Plan and Study Plan, if required, to student for signing.</li> <li>If fees cannot be waived, the application is forwarded to Accounts for issuing an invoice.</li> </ul> <p>Notation is made in VETtrak</p>	
1.7	Issues an invoice. Notifies GMO when invoice is paid and processes payment.	Accounts
1.8	GMO notifies the Data Team to create a new Training Plan and extend the date in VT. Training Plan is sent to Student Support.	Data
1.9	A new training plan and a Study Plan is sent to student for signing and is to be returned to Student Support within seven (7) days.	Student Support
1.10	Where a student disagrees with the outcome of their request, the student is invited to lodge a complaint in accordance with <RTO's> complaint handling procedure: <u>Grievances, Complaints &amp; Appeals</u> .	Student Support

2. Procedure – Trainee		Responsibility
2.1	Where the student is a trainee, in special cases and with their employer's consent, they may seek a suspension or extension of their training.	Student Support
2.2	Trainee requests extension to their studies. An updated Training Plan and variation or suspension form is prepared by the Data Team and is sent to Student Support for signing.	Data
2.3	Student Support sends the Variation or Suspension form and updated Training Plan to the employer and trainee for signing.	Student Support
2.4	Signs Variation form and Training Plan and returns both to Student Support.	Employer
2.5	Documents are submitted to TS NSW for approval.	Data

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2.6	If advice is not received from TS NSW, the Data Team checks the TS NSW portal for approval of extension.	Data
2.7	Once approved, VETtrak is updated with the new date.	Data

## Request to withdraw from Study

<b>3. Procedure – Fee paying or subsidised Student</b>		<b>Responsibility</b>
3.1	Students are informed of the withdrawal process: <ul style="list-style-type: none"> <li>at the enrolment session</li> <li>on the website</li> <li>in the Student Handbook</li> <li>when they advise Aurora Training and Professional Services of their intention to withdraw (cancel) from their course.</li> </ul>	TC/Student Support
3.2	The Request to Withdraw form is downloaded from the <RTO's> website or requested from Student Support.	Student
3.3	The Request to Withdraw form is completed and lodged with Student Support along with accompanying documentation, within fourteen (14) days of ceasing to attend class or online study.	Student
3.4	The request is reviewed, the form is filed in student folder and details are added to withdrawal spreadsheet with a date in seven (7) days' time as the student has seven (7) days to change their mind, as stated in the email.	Student Support
3.5	Reviews the request and updates the withdrawal spreadsheet with the approval or advises Student Support of the decision as to why the request is not approved, and what further action needs to be taken for the request to withdraw from study to be approved.	GMO
3.6	If the request is approved, the enrolment is withdrawn on the date specified with an appropriate notation in the Student Management System (VETtraK).	Data
3.7	The student is notified within seven (7) days of the outcome of the application (they are given 7 days to change their mind) and if the student is entitled to a refund of any course fees paid by the student.	Student Support

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3.8	Where a student disagrees with the outcome of the review, the student is invited to lodge a complaint in accordance with <RTO's> complaint handling procedure: <u>Grievances, Complaints &amp; Appeals</u> .	Student Support
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## Withdrawal from Study due to no contact

4. Procedure – Fee paying or subsidised Student		Responsibility
4.1	Students are informed of the withdrawal process: <ul style="list-style-type: none"> <li>• at the enrolment session</li> <li>• on the website</li> <li>• in the Student Handbook</li> <li>• when they advise Aurora Training and Professional Services of their intention to withdraw (cancel) from their course.</li> </ul>	TC/Student Support
4.2	Students are contacted on several occasions for progress via Phone, Email and Text. Should the student not respond, the student is sent a 1 <sup>st</sup> warning email advising them to get in contact. 7 days later if no response and another call and text, they are sent a 2 <sup>nd</sup> warning email. 7 days later if still no response and another call and text, they are sent a final warning email advising they will be withdrawn within 7 days if they do not contact us.	Student Support
4.3	The student is added to withdrawal spreadsheet with a date in seven (7) days' time as the student has seven (7) days to make contact or progress the withdrawal.	Student Support
4.4	Reviews the request and updates withdrawal spreadsheet with approval or advises Student Support of the decision to why it's not approved and the further action that needs to be taken for the request to withdraw from study to be approved.	GMO
4.5	If the request is approved, the enrolment is withdrawn on the date specified with an appropriate notation in the Student Management System (VETtraK).	Data
4.6	Where a student disagrees with the outcome of the review, the student is invited to lodge a complaint in accordance with <RTO's> complaint handling procedure: <u>Grievances, Complaints &amp; Appeals</u> .	Student Support

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## Trainee Request to withdraw from Study

5. Procedure - Trainee		Responsibility
5.1	<p>Trainees are informed of the withdrawal process:</p> <ul style="list-style-type: none"> <li>at the enrolment session</li> <li>on the website</li> <li>in the Student Handbook</li> <li>when they advise Aurora Training and Professional Services of their intention to withdraw (cancel) from their course.</li> </ul>	TC/Student Support
5.2	The Request to Withdraw form is downloaded from the <RTO's> website or requested from Student Support.	Student
5.3	The Request to Withdraw form is completed and lodged with Student Support along with accompanying documentation, within fourteen (14) days of ceasing to attend class or online study.	Student
5.4	The request is reviewed, filed in student folder and added to withdrawal spreadsheet. An email is sent to Data advising of this withdrawal.	Student Support
5.5	Creates a Traineeship Cancellation form and emails this form to the Employer and Trainee to sign.	Student Support
5.6	Emailed Cancellation Form to Student and Employer to sign.	Student Support
5.7	Signs Cancellation form and returns to Student Support or directly to ANP or TS NSW with a copy to Aurora Training and Professional Services.	Employer
5.8	Documents submitted to TS NSW for processing.	Data
5.9	Reviews the request and updates withdrawal spreadsheet with approval or advises Student Support of the decision to why it's not approved and the further action that needs to be taken for the request to withdraw from study to be approved.	GMO
5.10	If the request is approved, the enrolment is withdrawn on the date specified with an appropriate notation in the Student Management System (VETtraK).	Data

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5.11	The student is notified within seven (7) days of the outcome of the application and if the student is entitled to a refund of any course fees paid by the student.	Student Support
5.12	Where a student disagrees with the outcome of the review, the student is invited to lodge a complaint in accordance with <RTO's> complaint handling procedure: <u>Grievances, Complaints &amp; Appeals</u> .	Student Support

## Cancellation of Enrolment due to No-Start

6. Procedure		Responsibility
6.1	Students are advised in the Student Handbook and at enrolment that participation in the learning program (online, blended, or face to face) is a requirement of maintaining an enrolment.	Student Support
6.2	Reviews student's commencement in their course. <ul style="list-style-type: none"> <li>If student fails to commence their study and no response is received within three (3) times of attempted contact by phone, email and text including any employer or ESP, Support Support email Data to cancel the enrolment.</li> <li>If the student requests to cancel as they no longer interested, this is forwarded to Data to process cancellation.</li> </ul>	Student Support
6.3	Enrolment will be cancelled in VETtrak .	Data
6.4	The student is advised of their enrolment cancellation in writing and if the student is entitled to a refund of any course fees paid by the student.	Student Support
6.5	Where a student disagrees with the decision to withdraw them from their course, the student is invited to lodge a complaint in accordance with <RTO's> complaint handling procedure: <u>Grievances, Complaints &amp; Appeals</u> .	Student Support

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## Cancellation of Enrolment due to Insufficient Student Participation

7. Procedure		Responsibility
7.1	Students are advised in the Student Handbook and at enrolment that participation in the learning program (online, blended, or face to face) is a requirement of maintaining an enrolment.	Student Support
7.2	At least once a month, reviews the progress of the enrolled Student. <ul style="list-style-type: none"> <li>Depending on the type of funding and the circumstances, this review may be more regular, such as daily, weekly, for example, if the student is falling behind in their study and commitment to their study plan.</li> </ul>	Student Support
7.3	Students who fail to demonstrate participation and/or attendance in their study are contacted to discuss their options including deferring or withdrawing from their studies.	Student Support
7.4	If no response is received within three (3) times of attempted contact including phone, text and email, action is taken to withdraw the student from the course, noting the withdrawal in VETtrak and updating the withdrawal spreadsheet with a date of 7 days from the action.	Student Support
7.5	Reviews the request and updates withdrawal spreadsheet with approval or advises Student Support of the decision to why it's not approved and the further action that needs to be taken for the request to withdraw from study.	GMO
7.6	If the request is approved, the enrolment is withdrawn on the appropriate date with a notation in the Student Management System (VETtraK).	Data
7.7	The student is advised of their withdrawal in writing and if the student is entitled to a refund of any course fees paid by the student.	Student Support
7.8	Where a student disagrees with the decision to withdraw them from their course, the student is invited to lodge a complaint in accordance with <RTO's> complaint handling procedure: <u>Grievances, Complaints &amp; Appeals</u> .	Student Support

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## Cancellation of Enrolment due to Breach of Behaviour

8. Procedure		Responsibility
8.1	Students are advised of the Code of Conduct and their responsibility to safety to self and to others: <ul style="list-style-type: none"> <li>at the enrolment session</li> <li>on the website</li> <li>in the Student Handbook.</li> </ul>	TC/Student Support
8.2	Staff member, trainer or concerned other, advises Student Support of a breach of the Code of Conduct or of a serious incident involving an enrolled student. A notation is made in VETtrak.	Student Support
8.3	Immediately advises GMO for direct action if safety or a risk to property is involved.	Student Support
8.4	Where there is a risk to safety, the student can be suspended from study until the investigation is completed and a decision is made. Student is advised in writing if they are suspended from class pending the investigation.	GMO
8.5	Advise Compliance as soon as possible for further investigation.	Student Support
8.6	The allegation is investigated and a report prepared for the CEO. Any discussions with the student are recorded in writing with a copy saved to the Complaints Register and the Student file.	Compliance
8.7	The investigation is undertaken and report sent to the CEO for decision.	Compliance
8.8	Decides on the continuation or cancellation of the student's enrolment and advises Compliance who advise Student Support, with a notation in VETtrak.	CEO
8.9	The student is notified within seven (7) days of the outcome of the investigation and if the student is entitled to a refund of any course fees paid by the student.	Student Support
8.10	If outcome is to be cancelled, advice is given to the Data Team to withdraw the student from the course and makes notation in VETtrak.	Compliance
8.11	Where a student disagrees with the outcome of the review, the student is invited to lodge a complaint in accordance with <RTO's> complaint handling procedure: <i>Grievances, Complaints &amp; Appeals</i> .	Student Support

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## Cancellation of a Course due to Extenuating Circumstances

9. Procedure		Responsibility
9.1	Students are informed in writing if a need arises to cancel a course. Students are advised if there is a replacement class, or if online study is suitable for them, or if they are transitioned to another qualification.	TC/Student Support
9.2	A notation is made in VETtrak.	Student Support
9.3	Any changes to the student's enrolment, the Data Team is advised to make the appropriate changes.	Student Support
9.4	Students are advised if they are entitled to a refund of any course fees paid by the student.	Student Support
9.5	A student may lodge a complaint in accordance with <RTO's> complaint handling procedure: <u>Grievances, Complaints &amp; Appeals</u> , except where the qualification has been cancelled by ASQA.	Student

### Related Documents

POLICY AND PROCEDURE Grievances, Complaints and Appeals

POLICY AND PROCEDURE Fees, Charges and Refunds

POLICY AND PROCEDURE Recognition of AQF Qualifications

FORM Complaint Lodgement Form

FORM Request to Withdraw

### Responsible Officer

The responsible officer for the implementation of this Policy and Procedure is the GMO.

### Publishing details

<b>Document Name</b>	Deferment, Cancellation or Withdrawal Policy and Procedure
<b>Proposed by</b>	Compliance
<b>Approved by</b>	CFO

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## Version History

<b>Version</b>	<b>Date</b>	<b>Summary of content (new) or amendments (revised)</b>
5	17/02/2025	Wording changed, template changed, updated ASQA Standards