

Withdrawal, Cancellation and Extension Policy and Procedure

Distribution:	All staff and students
Related Documents:	<p>Related Policy, Procedures and Guidelines</p> <ul style="list-style-type: none"> • PnP - Attendance Policy and Procedure • PnP - Satisfactory Progress Policy • PnP - Student Disciplinary Policy and Procedure • PnP - Code of Practice • PnP - Code of Conduct Policy • PnP - Complaints & Appeals Policy • PnP - Accuracy and Integrity of Marketing Procedure • PnP - Fees, Charges and Refunds Policy and Procedure • Victorian Registration and Qualification Authority (VRQA) – Skills VIC Apprenticeship & Traineeship Guidelines • Victorian Registration and Qualification Authority (VRQA) – Cancelling an apprenticeship or Traineeship • Department of Youth Justice, Employment, Small Business and Training (DESBT) – User Choice QLD Policy <p>Related Forms</p> <ul style="list-style-type: none"> • Application for Suspension of Studies • Cancellation and Withdrawal Form • Fees and refund Form • Complaint and Appeals request form <p>Related Documents & Registers</p> <ul style="list-style-type: none"> • Student Handbook • How to - VETtrak - Manage Cancellations & Withdrawals
Legislative Context:	<ol style="list-style-type: none"> 1. Consumer affair ombudsmen 2. ASQA Withdrawal 3. State Training Authority Contractual Requirements 4. ASQA Standard, chapter 3 Support and Progression – Clause 6.1 to 6.6 – Managing Complaints and appeals
Alignment	
Standards for Registered Training Organisations (RTOs) 2015	
<p>Clauses 5.1 to 5.3—Informing and protecting students, Clauses 1.7, 5.4 and 6.1 to 6.6—Supporting and informing learners; managing complaints and appeals</p>	

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Introduction

The Training College upholds the principle that all students seeking to withdraw from a program of study are clearly informed of the steps required. The Training College has open, fair, and transparent procedures that are based on clearly defined criteria for making decisions.

1. Purpose

The purpose of this policy is to outline the circumstances in which a student can defer, suspend, or cancel their enrolment. Where The Training College can initiate the suspension or cancellation of the student's enrolment. This ensures compliance with Standard 9 of the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018.

2. Scope

The scope of this policy and procedure is organisation wide, including all enrolments in national and recognised units of competence, accredited courses, skill sets or qualifications.

3. Responsibilities

This procedure is the responsibility of all The Training College staff, clients, and students.

Definitions

Cancellation is the Training college decision to cancel an enrolled student from a course, to which will be reported to all respective Government Training Bodies.

Extension is when the student applies for short extensions of their course enrolment for up to 28 days for a 12 months or over Accredited Course. Students must request for a short extension at least 28 days before the course end date. Course Extensions may be granted for unavoidable work commitments; family, cultural, religious, or elite sporting commitments known in advance; and other unexpected circumstances outside a student's control.

Withdrawal is a student driven decision to discontinue their course and withdraw from their enrolment, to which will be reported to all respective Government Training Bodies.

Sanction refers to the temporary removal of a student from his or her regular educational setting for a violation of college policies or rules. During sanction, a student is not allowed to attend the Training College or attend college activities for a set length of time.

Suspension is a process where you choose to temporarily cease your course attendance, once the course has commenced, until a later date.

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Policy administration

1. Provider initiated cancellation

- a. The Training College may cancel a student's enrolment including, but not limited to, on the basis of:
 - Misbehaviour
 - plagiarism, collusion and/or cheating
 - failure to pay an amount owing to the Training College to undertake or continue the course as stated in their Written Agreement
 - a breach of course progress or attendance requirements by the overseas student, as specified in The Training College's Course Progress and Attendance Policy and Procedures.
- b. Standards of behaviour required are outlined in the International Student Handbook
- c. Where The Training College cancels a student's enrolment, before imposing cancellation The Training College will inform the student in writing of that intention and the reasons for doing so and advise the students of their right to appeal, as per PnP – Complaints, Grievances and Appeals, within 20 business day.

2. Student initiated withdrawal

Withdrawal is a student driven decision to discontinue their course that can be initiated any time during the course. If, for any reason, students need to withdraw from a course, they must contact The Training College, preferably in writing and complete the Withdrawal, Deferral and Suspension form.

A withdrawal will be considered effective from the date of first written contact (letter or email). However, withdrawal is not considered granted until all paperwork has been completed by the student and processed by The Training College. Once received, withdrawals may take up to 21 days to process. Any refunds will be actioned as per the Fees, Charges and Refunds Policy and Procedure.

3. Withdrawing from Apprenticeship and Traineeship programs

3.1 Skills VIC Funding

Student can withdraw from Skills VIC funding for traineeship and apprenticeship if they meet one of the following conditions:

- They have completed the training and assessment requirements of your qualification.
- They have transferred to another training provider or employer.
- They have cancelled your training contract with your employer.
- They have been deemed ineligible for funding by the Department of Education and Training Victoria.

Student should notify the Training College and the Victorian Registration and Qualifications Authority (VRQA) of your withdrawal at their earliest convenience. Student can also contact an Apprenticeship

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Support Officer (ASO) for independent advice on [withdrawing from their Apprenticeship programs](#). Further information can be found from [this link](#).

3.2 User Choice QLD Funding

Eligible Queensland apprentices and trainees can receive a public funding contribution towards the cost of training and assessment services. Student who wishes to withdraw from the Apprenticeship / Traineeship programs must ensure to follow the Training College's **cancellation and withdrawal policy**, which states that:

- You must notify your training provider in writing of your intention to withdraw or cancel your enrolment.
- You may be eligible for a refund of any fees paid depending on the timing and circumstances of your withdrawal or cancellation.
- You must return any training materials or equipment provided by your training provider.
- Your training provider must report your withdrawal or cancellation to the department within 14 days.

Student should notify the Training College and Department of Youth Justice, Employment, Small Business and Training (DESBT) of their withdrawal as their earliest convenience. Student can also contact an Apprenticeship Support Officer (ASO) for independent advice [on withdrawing from their Apprenticeship programs](#). Further information can be found from [this link](#).

4. Students requesting suspensions

Course suspension means to temporarily delay the student participation once the course has commenced. This is usually done after the student has enrolled in the course and has started attending classes. For example, a student may request a suspension if they have compassionate or compelling circumstances that prevent them from continuing their studies, such as illness, injury, bereavement, or trauma.

Requests from students for suspension of studies will only be granted in compassionate or compelling circumstances which are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing.

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 well-being. 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)
- Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; or
- A traumatic experience which could include:
 - Involvement in, or witnessing of, a serious accident; or

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- Witnessing or being the victim of a serious crime that has impacted on the student (these cases should be supported by police or psychologists' reports).

When determining whether compassionate or compelling circumstances (Extenuating circumstances) exist, The Training College considers documentary evidence provided to support the claim, and stores copies of these documents in the student's file.

Students can only suspend course attendance for compassionate or compelling circumstances as listed above and only for a maximum of four (4) weeks. Approved suspension might be taken on one occasion or in multiple occasions; however, cannot exceed four (4) weeks.

In the case of exceptional circumstances (supported by documented evidence), longer suspensions of additional four (4) weeks may be granted at the discretion of The Training College's management. These are typically managed by cancelling the current enrolment and documenting the reasons in VETtrak. Upon return of the student a new enrolment can be commenced at a date that is agreed by the student and the Training College's Academic Committee.

5. Student requesting Course Extension

A one-month (4 weeks) extension may be granted to students who have completed 60% of their course work or higher on all required components of their course. This extension is for the purpose of completing the final assessment requirements only, where student must request for an extension at least 28 days before the course end date.

The Training College is not obliged to extend the period of a student enrolment if the student has not completed the course in the allocated time. A course extension will not be approved if the student has not made reasonable and consistent progress in submitting and completing course assessments.

Approval of Course extension requests will not be given to students in a superseded course if the extension would extend their expiry date to less than one month prior to the transition date.

Students wish to apply for a Course Extension will be required to provide all supporting documentation as well as the completed a Course Extension request form.

6. Informing Students

The Training College will, in accordance with the *Accuracy and Integrity of Marketing Procedure*, ensure that all students are informed of their rights and responsibilities in relation to the suspension, cancellation or withdrawal of their enrolment.

Students will be informed using the communication pathways described in the *Accuracy and Integrity of Marketing Procedure* and will be aware of the Withdrawal, Deferral and Suspension Policy and Procedure prior to enrolling in any course of training.

7. Document Handling and Record Keeping

All documentation relating to the assessment of student deferral, suspension and withdrawal applications will be kept in the student's file as detailed in the *Records Management Procedure*.

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All discussions undertaken with the student during the processing of the application must be recorded as they occur.

8. Complaints and Appeals

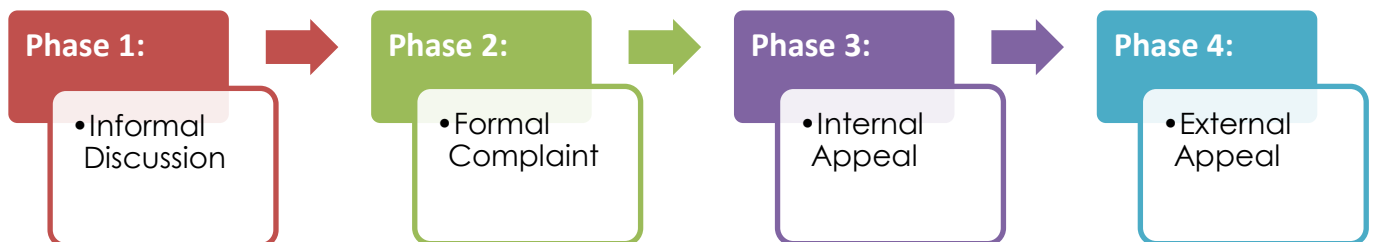
Students who are not satisfied with the outcome of their application are entitled to appeal by completing the on-line Student Appeal Form – the procedure for appeals is also outlined in PnP – Cancellation, suspension, Deferral, Withdrawal and Extension.

Process

The Training College's Student Complaints and Appeals Policy and Procedure applies to all grievances and complaints managed by the Training College, either informally or formally.

Procedure:

There are four (4) phases in the Training College Student Complaints and Appeals Policy & Procedure:



All students or potential students can access each of the four phases of PnP – Complaints, Grievances and Appeals Policy at any time. However, it is strongly recommended that each Phase of the policy is completed before escalating to the next Phase.

A copy of The Training College's Student Complaints and Appeals Policy and Procedure can be found on <https://www.The Training College.edu.au/about-us/policies-forms>

Student Withdrawal Procedure

1. Student who wishes to withdraw from their course must contact the training college at their earliest convenience. When emailing the withdrawal request, the student should include the following details in the email:
 - a. a detailed explanation of why you are requesting to withdraw from, suspend or extend your course and/or request a refund
 - b. any documentary evidence to support this request e.g., medical certificate, travel documents etc.
2. Students who call the Training College to make a withdrawal, admin team will:
 - a. Discuss reason and seek solution.
 - b. Discussion to recorded as note against enrolment
 - c. If withdrawal continued admin team will email the Merge Template "Withdrawn from Enrolment - All Courses".
 - d. Student will be set as withdrawn on VETtrak with reason of withdrawal
 - e. Student will be removed from all future classes

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3. The Administration Manager will arrange for the issuance of any Statements of Attainment for course units already completed
4. Where a refund of course fees is to be paid to you, this will be processed under the Training College's Refund Policy and Refund Procedure
5. Where outstanding fees are payable by you, the Administration Manager will arrange for a final invoice to be issued to you. No Statements of Attainment will be issued for course units already completed until the outstanding payment is made
6. The Administration staff will update the student record within the SMS with all relevant information and attach any final summary reports of the outcome, which can be accessed by the student through VETtrak Student Portal.

Student initiated suspension of studies

#	Procedure	Responsibility
1	<p>Process student request for suspension of studies</p> <ul style="list-style-type: none"> ▪ Students wishing to suspend their enrolment must inform The Training College a minimum 10 business days prior to the requested suspension date. Note, however, that suspension may be granted retrospectively where the student was unable to contact the organisation to inform them of the suspension in their studies e.g., they were involved in a car accident. ▪ Provide student the Form "Application for Suspension of Studies" 	Administration Officer
2	<ul style="list-style-type: none"> ▪ Administration will record the student's suspension on VETtrak as soon as practicable ▪ Administration will inform delivery team of suspension 	Administration

Provider initiated suspension

#	Procedure	Responsibility
1	<p>Suspend the student</p> <ul style="list-style-type: none"> ▪ Inform student in writing that they are temporarily suspended and that they will need to continue to attend classes except where behaviour is considered to be such that the student needs to complete work outside of the class ▪ In VIC, notify VRQA within 14 days of the suspension via a course variation in SVTS and VETtrak of the suspension as per the instruction's user guide ▪ In QLD, notify DESBT within 14 days of the suspension via a course variation in QTIS and VETtrak of the suspension as per the instruction's user guide ▪ Investigate student behaviour that led to suspension decision ▪ Refer to Fees and Refunds Policy and Procedures if the suspension is in relation to failure to pay an amount owing. 	Administration Manager
2	<p>Decide on action and implement decision</p> <ul style="list-style-type: none"> ▪ Arrive at an appropriate decision e.g., issue a warning, charge for any damage caused, request a formal apology, or suspend or cancel studies ▪ Refer to Fees and Refunds Policy and Procedures if the suspension is in relation to failure to pay an amount owing ▪ Where the decision is to cancel the student's enrolment, provide the student with a Notice of Intention to Cancel Enrolment Letter informing them of their right to access the Complaints, Grievances and Appeals Policy and Procedure ▪ Where the student accesses the Complaints and Appeals process and the decision following the internal appeals process is to cancel the student's enrolment, VRQA will be informed via SVTS. 	Administration Manager

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Major Version History

Date	Reason for change	Modified / Approved By (Role & initials)
6/1/2019	Policy review & update to new format	CEO / AW
10/8/2021	Policy review & update format	QAM / AJ
23/02/2022	Policy review & update format	Q&D / AJ
02/03/2022	Policy review & update format	Q&D – AJ CEO - AW
03/03/2022	Policy review & update - ACCEPTED	CEO - AW
07/03/2022	Terms update: Cancellation to Withdrawal	Q&D - AJ
1/9/2022	Definitions updated to include Withdrawn – Official, Apparent & Deferred for reporting in AVETMIS files	CEO /AW
14/04/2023	Updated the following sections: Introduction, definitions, policy content and procedures.	Quality and Development Manager
22/08/2023	Update performed for the following: P4, section 3 (3.1, 3.2) P5, section 4 P6, section 5 P6, section 6 P8, PROCEDURE, Procedure Tables	Quality and Development Manager

Flow Chart

VETtrak Status

Status is the current state of a student's enrolment into an occurrence (course).

Status types are used for contract and enrolment status. The "Name" for a status can be set by OTC however for national reporting purposes the "Type" must correspond to a status of Active, Completed or Cancelled.

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Status Types

Status Type Report

Name	Code	Default	Type	Archived	Description
Active	Active	Yes	Active	No	Current Student
Cancelled	Canc	No	Cancelled	No	<p>Cancellation is an RTO driven decision to cancel a course or a student from a course</p> <p>Deferment/defer is a process where you choose to delay starting your study/enrolment until a later semester/year.</p> <p>For the treatment of deferment OTC will make detailed notes on its student management system VETtrak and list the current enrolment as Withdrawn as per the How to - VETtrak - Manage Cancellations & Withdrawals procedure.</p>
Completed	Comp	No	Completed	No	Course Completed
Did not	DNP	No	Cancelled	Yes	
Expired	Exp	No	Cancelled	Yes	
Awarded in Ghost Qual (Completed)	Ghost	No	Completed	Yes	Student has more than one enrolment - this is a classroom attendance only enrolment Archived 26/9/2023 AW
Waiting for payment	NO PAYMENT	No	Active	No	Enrolment is active and waiting for student/employer payment
Do not transfer	NoMoodle	No	Active	Yes	Archived 26/9/2023 AW
OGA invoiced (Active)	OGA invoic	No	Active	No	Enrolment is Active and OGA have been invoiced for their staff's participation
Online Completed (Active)	OnlineComp	No	Active	No	Enrolment is active and students pre-course online activity is completed
Online sent (Active)	OnlineSent	No	Active	No	Enrolment is Active & students online has been set up and email sent for completion prior to workshop
Paid in full (Active)	Paid	No	Active	Yes	Enrolment is Active and payment has been made in full Archived 26/9/2023 AW
Pending	Pend	No	Active	Yes	Archived on 23/2/22 as not in use. GB
Practical Transfer (Active)	PracTrans	No	Active	No	Student has commenced unit but requested a transfer date for the practical component Is live in Moodle & State reporting from this enrolment only

PNP - Student Withdrawal, Cancellation and Extension Procedure.docx

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Pre-Training	PTR	No	Active	No	
Suspended	Susp	No	Active	No	
Withdrawn	Wd	No	Cancelled	No	Withdrawal is a student driven decision to discontinue their course and withdraw from their enrolment
Transferred (Cancelled)	Wd Trans	No	Cancelled	No	Enrolment is cancelled and Short course transfer to another date

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Cancellation

Cancellation is an **RTO driven** decision to cancel a course or a client from a course

Cancellation Reasons:

Cancellation is an **RTO driven** decision to cancel a course or a client from a course

Cancellation Reason Report

Name	Code	Active	Description
01. RTO Cancelled - Did Not Attend - Nil Notification	CAN-	Yes	Short courses only
02. RTO Cancelled - Attendance unsatisfactory	CAN-	Yes	Longer duration
03. RTO Cancelled - Did not submit course work	CAN-	Yes	
04. RTO Cancelled - Did not meet satisfactory standards to	CAN-	Yes	
05. RTO Cancelled - Failed to complete placement or shift	CAN-	Yes	
06. RTO Cancelled - Failed to pay enrolment or course fees	CAN-	Yes	
07. RTO Cancelled - Not the right course for student	CAN-	Yes	
08. RTO Cancelled - Course Cancelled due to low student	CAN-	Yes	
09. RTO Cancelled - Did not meet OGA Recruitment	CAN-	Yes	
10. RTO Cancelled - due to enrolled in 2 courses (duplicate	CAN-	Yes	

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Withdrawal

Withdrawal is a **client driven** decision to discontinue their course

We then add the reason behind this action for statistical reasons:

Then send the student the withdrawal email as per Trigger

The screenshot shows a software interface with the following fields:

- Enrolment status:** Withdrawn
- Date of status change:** 26/09/2023
- Cancellation reason:** A dropdown menu is open, showing a list of reasons. The selected reason is "57. Student Withdrew - Left employment with current employer". Other visible reasons include:
 - 50. Student withdrew - no placement or shifts
 - 51. Student withdrew - for compassionate and compelling (extenuating circumstances)
 - 52. Student withdrew - changed to another RTO
 - 53. Student withdrew - moved interstate / overseas
 - 54. Student withdrew - could not keep up with payment plan
 - 55. Student withdrew - Other / not specified
 - 56. Student Withdrew - Due to time constraints

Description:

-This was an Online Enrolment-
 Web Enrolment ID: 22
 Online Credit Card Receipt No: 810932
 Online Credit Card Order No: 150532

Withdrawal Reasons:

Withdrawal is a **client driven** decision to discontinue their course

Withdrawal Reason Report

Name	Code	Active	Description
50. Student withdrew - no placement or shifts	WD-50	Yes	
51. Student withdrew - for compassionate and compelling (extenuating circumstances)	WD-51	Yes	
52. Student withdrew - changed to another RTO	WD-52	Yes	
53. Student withdrew - moved interstate / overseas	WD-53	Yes	
54. Student withdrew - could not keep up with payment plan	WD-54	Yes	
55. Student withdrew - Other / not specified	WD-55	Yes	
56. Student Withdrew - Due to time constraints		Yes	Please add more detail in notes when selecting this
57. Student Withdrew - Left employment with current employer	WD-57	Yes	

Transfer Reasons:

Name	Code	Active	Description
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80. Transfer - Student notified 24Hrs before commencement - no penalty	Tran80	Yes	
81. Transfer - did not attend - requested after commencement Fee applied	Tran81	Yes	
82. Transfer - incorrect date selected on VETenrol	Tran82	Yes	
83. Transfer - Request form ONCALL	Tran83	Yes	
84. Transfer - Extenuating circumstances		Yes	
85. Transfer - Trainer/OTC request	Tran85	Yes	
90. Employer requested cancellation of Traineeship		Yes	