

Policy name:	EN3 Withdrawal and Cancellation Policy	Version:	7.2
Policy owner:	Head of Training		
Approved by:	Quality and Compliance Manager		
Approved date:	February 2015	Review date:	November 2023

SECTION 1 - INTRODUCTION

PURPOSE

This policy outlines the RTOs consistent approach to the handling of deferrals, cancellations and withdrawals for learners to meet the SRTOs and relevant state and federal funding contracts. The RTO ensures that each enrolled learner is aware of this policy and able to access it via the website.

SCOPE

This policy applies to all employees and learners of the RTO in relation to learner deferrals, withdrawals and cancellations. This policy includes all regulatory, contractual and legislative requirements that fall under the RTOs obligations.

DEFINITIONS

Cancellation / cancelled / cancel – Withdrawal of course enrolment by RTO.

Compassionate or compelling circumstances – learner’s lack of capacity and/or ability to progress through a course. These could include:

- Serious illness or injury, where a medical certificate states that the learner was unable to attend training sessions.
- Bereavement of close family members such as spouse, children, parents or grandparents (where possible a death certificate should be provided).
- A traumatic experience which could include but is not limited to:
 - Involvement in or witnessing of an accident; or
 - A crime committed against the learner.

Deferral / Deferred / Deferment – Temporary postponement of commencement of course.

Extenuating circumstances – Extenuating circumstances relating to the welfare of the learner may include, but are not limited to the following:

- Learner refuses to maintain approved care arrangements (only for learners under 18 years of age); or
- Learner has medical issues or concerns, whether physical, mental or psychological, which lead the provider to fear for the learner’s wellbeing; or
- Learner has engaged or threatened to engage in behaviour that is reasonably believed to endanger the learner or others; or
- Learner is at risk of committing a criminal offence.

Impracticable – means not practicable, that which cannot be put into practice with the available means.

Re-engagement – refers to process for supporting to re-engage with their studies and continue progressing.

RTO – means Registered Training Organisation, in this case Selmar Institute of Education (#121531).

Scheduled hours – means the actual hours taken to provide training in line with the program schedule.

SRTOs – stands for Standards for Registered Training Organisations (RTOs) 2015.

Statement of Attainment – confirms that one or more nationally recognised units or modules has been achieved by an individual but is only used where there has been partial completion of a qualification or VET accredited course.

Tuition fee – The total fees for the course.

Withdrawal – Withdrawal of course enrolment by learner.

SECTION 2 - POLICY

A learner enrolment can be deferred, cancelled or withdrawn in certain circumstances by the RTO or the learner. The learner has the right to appeal the RTOs decision to cancel an enrolment, refer to the *SP3 Complaints and Appeals Policy*.

The RTO is committed to the fair and transparent application of fees and charges, including the processing of refunds. Learners are provided with details of all fees and charges and copies of the relevant refund policy prior to enrolment refer *EN1 Fees and Refunds Policy*.

WITHDRAWAL

- Learners may withdraw from their course at any time. Learners are required to contact their trainer via email or phone to advise of their intent to withdraw from training.
- The trainer must complete the *Enrolment Variation Form* detailing the reason for withdrawal and sign the form before sending to their Regional Manager for approval. Once approved, the *Enrolment Variation Form* is sent to the Administration Team.
- Learners that withdraw from a course may be eligible for a refund, refer to the *EN1 Fees and Refunds Policy*.
- Where a learner has withdrawn from a course after commencement and has been deemed competent in one or more units of competency, the learner is entitled to a Statement of Attainment.
- The RTO will ensure that the course withdrawal is effective from the last day of training and end date for each unit of competency matches date on last evidence of participation.
- All funding claims for withdrawn learners are signed off by the Funding Contracts Manager.
- For learners funded under the **Victorian Skills First Program**:
 - the RTO will only claim government funding for training and assessment that has occurred up to 80% of the scheduled hours of withdrawn units.
- The learner can apply to re-enrol in the course from which they have earlier withdrawn, by contacting Practical Outcomes at 1300 799 610 or via email to myfuture@practicaloutcomes.edu.au.

DEFERRAL

- Once the learner has commenced training, they may request to have their enrolment deferred on the grounds of compassionate or compelling circumstances.
- The granting of a deferral of enrolment and the length of time of a deferral is at the discretion of the Regional Managers and will be dependent on the individual learner circumstances.
- All deferral requests must be provided to the RTO in writing by completing the *Enrolment Variation Form* with documentation attached to support the claim of compassionate or compelling circumstances.
- The Regional Managers are responsible for approving all learner deferrals. In assessing the request, the Regional Manager will consider:
 - The evidence provided by the learner to demonstrate compelling or compassionate circumstances; and
 - The impact these circumstances may have on the ability of the learner to continue with their studies and to complete the course within the expected duration of study; and
 - The duration of the deferral requested; and
 - Support options available to the learner (e.g. counselling, temporary reduction in course load, specialised trainer to attend the workplace).
- Deferral of more than 3 months will not be granted without a re-assessment of the circumstances at the 3 month mark.
- Learners will be advised by email of the outcome of their request for a deferral. If a learner is dissatisfied with the outcome of a request, they can access the complaints and appeals process.
- All documentation relating to the assessment and outcome of learner deferral applications will be kept on the SMS. All discussions undertaken with the learner during the processing of the application will be recorded on the SMS.
- Learners are advised to retain their original documents (e.g. medical certificates, police statements) for their own records and submit copies with their applications for deferment.
- A deferral does not entitle a learner to a refund.
- Learners who fail to return to study at the end of an approved deferral period and/or are unable to be contacted will be referred to Learner Success Team to commence Re-engagement process (See Re-engagement Process section for details).
- Where the learner is deferred, the RTO will suspend all funding claims until such time the learner returns to study.

RE-ENGAGEMENT

The RTO closely monitors learner engagement. Where the learner does not submit work by the due date or is not maintaining contact with their trainer or other RTO representative, the RTO will commence the Re-engagement process.

- The learner will be referred to the Learner Success team and assigned a dedicated Learner Success Advisor.
- The LSA will contact the learner and provide an initial phone call to discuss support options. The learner will be advised of an additional extension (either via phone or email) to submit all outstanding overdue work by.
- Should this date be missed, the learner will receive Re-engagement Letter 1, which will contain a new due date.

- Should this date be missed, the learner will receive Re-engagement Letter 2, which will contain a final due date.
- Should this date be missed, the Learner Success Advisor will inform the trainer who will submit the variation form to withdraw the learner from the course due to non-progression.
- A learner can only go through the Re-engagement three times per qualification, or they may risk their enrolment being terminated due to repeated non-progression.

CANCELLATION

- The RTO may cancel learners' enrolment in the following circumstances:
 - Learner demonstrates serious misconduct as outlined in the *Code of Conduct* section of the *Learner Handbook*; or
 - The learner fails to return to study after the approved deferral; or
 - The learner fails to contact or respond to contact attempts by the end of re-engagement process.
- Where the learners' enrolment is cancelled, the RTO will issue a Statement of Attainment for any units that the learner has successfully completed, refer to the *CO1 Completions and AQF Certification Policy*.

APPEALING A CANCELLATION DECISION

- In cases where a learner's enrolment is cancelled, they will be notified in writing of the reason for the cancellation and given 20 working days to access the RTO's internal complaints and appeals process unless extenuating circumstances relating to the welfare of the learner exist. If these exist, the cancellation can be implemented prior to the 20 days appeal period passing.
- Appeals will be dealt with quickly to minimise any disadvantage to the learner in the event that their appeal is upheld. Learners are not permitted to return to training until the process has been finalised. However, at the discretion of the Head of Training, learners may be provided with course material and contact with a trainer to enable them to continue their studies during the appeal process. (see *SP3 Complaints and Appeals Policy*)

TRANSFER

Once a course has commenced, a learner may request a transfer to a different study mode or funding type i.e., from distance to workplace or vice versa, from government funded to FFS, etc. Trainer must complete an *Enrolment Variation Form* and submit to their Regional Manager for approval. The granting of a transfer is at the discretion of the Regional Manager but if approved, it is then sent to Administration with attached supporting documentation for processing.

RTO RESPONSIBILITIES

Head of Training will ensure that the Regional Managers and Learner Success team are operating in accordance with this policy.

Quality and Compliance Manager must review and approve changes in this policy.

SECTION 3 - LEGISLATIVE CONTEXT

Name	Section/Document
Standards for RTOs 2015	Standard 5.3
Victorian Skills First Program	Standard VET Funding Contract Skills First Program Guidelines about Fees Section 5

SECTION 4 - RELATED DOCUMENTS

Name	Document Type
Student Handbook	Manual
EN3.1 Withdrawal and Cancellation Procedure	Procedure
EN1 Fees and Refunds Policy	Policy
EN4.1 Fees and Refunds Procedure	Procedure
SP3 Complaints and Appeals Policy	Policy
Enrolment Variation Form	Form
Statement of Attainment	Online

SECTION 5 - VERSION CONTROL

Version	Approval Date	Approved by	Details
1	4 February 2015	Marcus Sellen	Document creation
2	28 July 2016	Julie Elvidge	Reviewed and updated in line with state funding contract
3	24 February 2017	Julie Elvidge	Annual review and updated in line with state funding contract
4	27 April 2018	Tash Hartig	Annual review, reformatted document, combined Deferral, Suspension, Transfer & Cancellation of Enrolment Policy and Refund Policy
5	5 November 2018	Tash Hartig	Updated withdrawal information and removed Refund part
6	February 2019	Marcus Sellen	Updated Policy Owner
7	October 2019	Marcus Sellen	Updated address
7.1	November 2022	Aruna Joshi	Updated definition of cancellation and withdrawal Removed reference to class based Updated job title Removed suspension process Added Falling Behind and Re-engagement process
7.2	October 2023	QCM	Removed Falling Behind process Updated Re-engagement process to reflect current practices Updated policy owner and approver Removed claim calculation table as it exists in procedure and reworded max 80% claim percentage wording to align with practice. Included RTO responsibilities section Included SP3 Continuous Improvement Policy as relevant policy in Appeals section.