

## Procedure for Cancellation of enrolment

This policy relates to:	
Registration Manager	Australian Skills Quality Authority (ASQA)
Conditions of Registration	VET Quality Framework (VQF)
Codes and Standards	VET Student Loans Rules 2016 (VSL Rules)
Legislation or other requirements	National Vocational Education and Training Regulator Act 2011 VET Student Loans Act 2016 (VSL Act)

### Purpose

This set of procedures for cancellation of student enrolment in an Approved Course complies with the requirement of the VET Student Loans Act and Rules 2016.

### Scope

This policy applies to all VSL students.

### Glossary

<b>census day</b>	A date by which enrolment may be cancelled without incurring tuition fees for the course or the part of the course. See also section on census days in this manual.
<b>course</b>	A course listed in the VET Student Loans (Courses and Loan Caps) Determination 2016
<b>RTO</b>	registered training organisation as listed on the National Register of VET at <a href="http://training.gov.au">training.gov.au</a>
<b>VSL</b>	VET Student Loans
<b>Approved Course</b>	Approved Course means a qualification or course of study that has been approved by the Department of Education as eligible for VET Student Loans.
<b>VET Course of Study</b>	VET Course of Study means an eligible course of study in which the VET units of study forming the course meets course requirements for VSL Act.
<b>VET Unit of Study</b>	VET Unit of Study means a published unit of study that forms part of an Approved course.

## General Processes

Process	Responsible person
<p>Where Yorke Institute cancels a student’s enrolment in an Approved course, or a part of an Approved course, after the census date for the course, Yorke Institute will:</p> <ul style="list-style-type: none"> <li>• Inform the student concerned of the proposed cancellation in writing at the earliest available opportunity; and</li> <li>• Allow the student with at least 28 days to initiate grievance procedures before the cancellation takes final effect: and</li> <li>• Withhold the cancellation until after any grievance procedures initiated by the student have been completed; and</li> <li>• Confirm in writing, which fees, if any, will or will not be refunded as a result of the cancellation.</li> <li>• Students will be referred to the grievance procedure when the proposed cancellation is forwarded.</li> </ul>	<p><b>Compliance manager</b></p> <p><b>CEO</b></p>

## Continuous Improvement

A summary of all VSL cancellation related matters and concerns will be presented as a part of the Continuous Improvement Policy and Procedure at the Management Meeting for review. The purpose of this is to ensure management are up-to-date and aware of:

- Any general adverse trend that needs correcting
- Common threads relating to compliance and quality assurance.
- Repeat issues

## Confidentiality and Privacy Statement

For more information, please refer to our Privacy and Confidentiality Policy.

## Publication

This policy and procedure once approved, will be available to all students and staff by accessing RTO Intranet or on request. This policy and procedure will also be available through RTO’s website as well.

This policy and procedure will form part of the information distributed and communicated during staff orientation.

## Review processes

This policy and procedure will be reviewed annually by the Compliance Manager.

## Other related policies and procedures

Related policies	<p>Refund policy and procedure</p> <p>Pre-enrolment, enrolment &amp; LLN policy and procedure</p>
------------------	---

	Complaints and Appeals policy
Forms or other organisational documents	Withdrawal Form
Documents related to this policy	Student Handbook

### Review processes

<b>Policy review frequency: Annually</b>	<b>Responsibility for review: Compliance Manager (RM)</b>
Documentation and communication: Describe how the policy decisions will be documented and communicated	
Version 1.0 <ul style="list-style-type: none"> <li>• Major updates are made after an Internal audit</li> <li>• The Policy is reviewed for grammatical errors</li> <li>• The Policy is forwarded to all staff members via an email</li> <li>• The Policy is uploaded to the website</li> </ul>	