

## Student Withdrawal Process & Procedure

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 policy and procedure ensure the withdrawal of a student from a VET course of study, or an approved course is in line with requirements of the VET Student Loan Act 2016, VET Student Loan 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>To avoid any financial debt, student should withdraw from approved VET course or course of study on or before census date by submitting completed withdrawal form.</p> <p>You can get the withdrawal form from website or visit office.</p>	<p><b>Student</b></p>
<p>Students are required to discuss withdrawing from the course or units with trainer prior to submitting the Withdrawal form.</p>	<p><b>Trainer and student</b></p>
<p>Compliance manager will review and approve the form.</p>	<p><b>Compliance manager</b></p>
<p>A student who withdraws from VET units of study or course on or before the published census date will not incur a VET Student Loan debt or financial (fines, penalties, or fees) or administrative penalties. There are no other barriers to a student withdrawing and there will be no withdrawal fees.</p>	<p><b>Student</b></p>
<p>Compliance manager will send confirmation email regarding withdrawal including:</p> <ul style="list-style-type: none"> <li>• Date and time of the withdrawal</li> <li>• Any outstanding debt</li> <li>• Returning of any institute property</li> </ul>	<p><b>Compliance manager</b></p>
<p>Yorke institute, for withdrawals on or before the census day from a unit of study, part of a course or whole course, provider must not charge:</p> <ul style="list-style-type: none"> <li>• a withdrawal fee</li> <li>• an administration fee</li> <li>• a fine or penalty</li> <li>• a fee determined to be a disincentive to withdrawing from a unit, part of a course or whole course</li> <li>• any portion of the tuition fees for the unit, part of the course or entire course from which the student is withdrawing</li> </ul>	<p><b>Compliance manager</b></p>
<p>If student want to withdraw after the census date and want to apply Fee-help recredited if they are able to demonstrate or provide evidence, there were extenuating or unforeseen circumstances that prevented them from completing the unit(s).</p> <p>Note: CEO/Compliance manager will review each application and make judgement based on the provided evidence.</p>	<p><b>Student</b></p> <p><b>Compliance manager/CEO</b></p>
<p>Student is eligible for refund If he/she has paid their tuition fees in advance, and they withdraw from the course or unit of study on or before census date.</p> <p>Student is not eligible for refund if they withdraw after the census date.</p>	<p><b>Student</b></p>
<p>Re-enrolment process:</p> <p>If student wants to re-enrol after withdrawal, then following steps are required:</p> <ol style="list-style-type: none"> <li>1. Complete pre-enrolment and enrolment documents and follow the process</li> <li>2. Complete pre-training review and LLN as required</li> <li>3. Pay the fees as required</li> </ol>	<p><b>Administration</b></p> <p><b>Student</b></p>

## Continuous Improvement

A summary of all VSL Withdrawal 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	Refund policy and procedure Pre-enrolment and enrolment policy and procedure Complaint and appeal policy
Forms or other organisational documents	Withdrawal from
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	
<p>Version 10.0</p> <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>	