



Student Withdrawal and Refund of Course Fees Procedure

1 Purpose

The purpose of this procedure is to ensure that student withdrawals and refunds are processed accurately, consistently and in a timely manner in accordance the Refund of Course Fees Policy. This procedure relates to domestic students only.

2 Scope

This procedure applies to:

- a) all domestic students
- b) all Institute courses; and
- c) Education Delivery, Engagement and Retention and Student Administration staff.

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4 Definitions

ACRONYM / Term	Definition
Apparent Withdrawal	A student has stopped their training without fully completing their course but has not officially notified SuniTAFE of their withdrawal.
Attended Hours	Reportable student contact hours using an Institute derived withdrawal method. This derived amount is reported to HESG when withdrawal is applied.
Census Date	A date by which enrolment can be cancelled without incurring tuition fees (or VET Student Loan debt) for the course or part of the course.
Deferral	A student has stopped their training without fully completing the course and has negotiated an agreement of their intention to return to training at a later date with SuniTAFE.
Domestic Student	An individual that is an Australian citizen, a New Zealand citizen or a holder of a permanent visa.
Enrolment Activity End Date (EAED)	The date on which training activity and assessment ends for a module or unit of competency enrolment. The Enrolment Activity End Date must be on or after the Enrolment Activity Start Date, include the assessment period, and cover all training delivery and all assessment activities. For Apprentices, this includes employer confirmation of competency.

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Formal Withdrawal	<p>A student has stopped their training without fully completing their enrolment and has given notification to SuniTAFE of their withdrawal.</p> <p>The student may request to:</p> <ul style="list-style-type: none"> • Withdraw from the course and discontinue study; • Withdraw from some enrolled units and continue participating in the course; or • Defer from study and withdraw from all enrolled units with the intention of returning to study: <ol style="list-style-type: none"> i. Deferral of study is not available to trainees, apprentices, short course or VDSS/Auspice students. ii. A period of up to 6 months may be approved for deferral of studies where the student is re-engaging within the next calendar year. iii. Deferrals will only be considered where the student has commenced the course and participation has been recorded for the current year in a least one unit of competency.
Materials Fee	A fee charged to recover the cost of providing goods or materials which are retained or consumed by the student as his/her personal property.
Paid Fees	<p>Paid fees are defined as one of the following:</p> <ol style="list-style-type: none"> a. paid their fees in full at enrolment b. entered into a formal agreement to pay fees by instalments c. entered into a formal agreement for an employer/third party to pay fees on behalf of the student.
Participation/Attendance	Student Management System process to record either participation or block attendance of commencement and progression of the unit of competency.
Tuition Fee	A compulsory academic fee payable for accredited programs.
VDSS	Vocational Education and Training (VET) Delivered to School Students
VET Student Loans	An income contingent loan scheme for the VET sector that is part of the Higher Education Loan Program.

5 Actions

5.1 Formal Withdrawal

5.1.1 A formal withdrawal is initiated where either:

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- 5.1.2 a student requests a withdrawal by completing the *Student Withdrawal Request*. The request can be directed to the teacher, Education Delivery Manager, Engagement and Retention Officer or Student Administration or the student may obtain a copy of the *Student Withdrawal Request* from the website for completion.
- i. If a student verbally advises of their intent to withdraw, a delegated staff member may complete the *Student Withdrawal Request* verifying the verbal request of the student, except in the instance of a Diploma course where the student has taken up a VET Student Loan and the student is required to advise in writing they wish to withdraw.
- 5.1.3 there is a determination by the teacher or Education Delivery Manager the student is to be withdrawn and they complete the *Student Withdrawal Request* following their conversation with the student noting the reasons, which could include for example where a student has:
- i. has not progressed through the course as required;
- ii. has not completed units/course prior to the end of the reporting year and an Assessment Pending result is not approved or they have not met assessment due dates or resubmission due dates; or
- iii. has not re-engaged to complete enrolled units where their traineeship or apprenticeship contract is cancelled or their training contract end date has past and an extension is not being requested.
- 5.1.4 If the student withdrawing or deferring from a government subsidised course, they will be advised that future training options and eligibility for government training under the Skills First program will be impacted as indicated on the *Student Withdrawal Request*. Where a staff member is completing the form on behalf of the student, this information must be conveyed verbally.
- 5.1.5 If applicable to the situation for the withdrawal, the teacher, Education Delivery Manager or Engagement and Retention Officer will discuss the request with the student and attempt to resolve issues.
- 5.1.6 *The Student Withdrawal Request* must be forwarded within 5 business days of being completed to the Education Support team via adminhelp@sunitafe.edu.au to initiate the withdrawal of the student's enrolment.
- 5.1.7 The Education Support team will forward to the teacher the *SMS Withdrawal Verification* via DocuSign who are required to sign to confirm that:
- i. all participation/attendance and results are recorded accurately with the Student Management System and are not dated after the date of the request for withdrawal by the student as indicated on the *Student Withdrawal Request*;

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- ii. evidence is uploaded to the student evidence drive to support hours to be claimed for funding under the Skills First Contract; and
- iii. hours that are claimed and method used to claim hours match hours recorded within the Student Management System.

5.1.8 The Education Delivery Manager will then be forwarded the *SMS Withdrawal Verification* by DocuSign to review and approve hours claimed for commenced units and confirm the refund of materials where applicable under the *Refund of Course Fees Policy*.

5.1.9 The Education Support team will process the withdrawal of the student's enrolment within the Student Management System within five business days of the approval date of the Education Delivery Manager.

5.1.10 The Withdrawal Effective Date of the Course and Enrolment Activity End Date of withdrawn units will be recorded as the date the student requested to be withdrawal as indicated on the *Student Withdrawal Request* in the Student Management System by the Education Support team.

5.1.11 The Engagement and Retention Officer will be notified by the Education Support team where an Early School Leaver is withdrawn from their enrolled course in accordance with the *Early School Leaver Procedure*.

5.2 Apparent Withdrawal

5.2.1 An apparent withdrawal occurs when a student stops attending or submitting assessments without notification and is not able to be contacted and there is evidence that all attempted contacts to re-engage with the student are not successful by the teacher, Education Delivery Manager or Engagement and Retention Officers.

5.2.2 Where a student has not re-engaged and attempts to contact the student have been unsuccessful, a withdrawal is to be initiated and evidence of the attempted contacts are to be forwarded to the Education Support team via adminhelp@sunitafe.edu.au

5.2.3 The Education Support team will forward to the teacher the *SMS Withdrawal Verification* via DocuSign who are required to sign to confirm that:

- i. all participation/attendance and results are recorded accurately with the Student Management System and are not dated after the date of the request for withdrawal by the student as indicated on the *Student Withdrawal Request*;

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- ii. evidence is uploaded to the student evidence drive to support hours to be claimed for funding under the Skills First Contract; and
 - iii. hours that are claimed and method used to claim hours match hours recorded within the Student Management System.
- 5.2.4 The Education Delivery Manager will then be forwarded the *SMS Withdrawal Verification* by DocuSign to review and approve hours claimed for commenced units and confirm the refund of materials where applicable under the *Refund of Course Fees Policy*.
- 5.2.5 The Education Support team will process the withdrawal of the student's enrolment within the Student Management System within five business days of the approval date of the Education Delivery Manager.
- 5.2.6 The Withdrawal Effective Date of the Course and Enrolment Activity End Date of withdrawn units will be recorded as the last date of engagement of the student recorded within the Student Management System by the Education Support team.
- 5.2.7 The Engagement and Retention Officer will be notified by the Education Support team where an Early School Leaver is withdrawn from their enrolled course in accordance with the *Early School Leaver Procedure*.

5.3 VDSS Withdrawals

- 5.3.1 The Skills and Job Centre Manager or Schools Coordinator will initiate the withdrawal of a student under a school contract arrangement on receipt of a contract variation notice from the school by emailing a copy of the contract variation to adminhelp@sunitafe.edu.au
- 5.3.2 The Education Support team will forward to the teacher the *SMS Withdrawal Verification* via DocuSign who are required to sign to confirm that:
- i. all participation/attendance and results are recorded accurately with the Student Management System; and
 - ii. evidence is uploaded to the student evidence drive.
- 5.3.3 The Education Delivery Manager will then be forwarded the *SMS Withdrawal Verification* by DocuSign to review and approve.
- 5.3.4 The Education Support team will process the withdrawal of the student's enrolment within the Student Management System within five business days of the approval date of the Education Delivery Manager.

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5.3.5 The Withdrawal Effective Date of the Course and Enrolment Activity End Date of withdrawn units will be recorded as the either date the school requested the contract variation or the last participation date recorded in the Student Management System by the Education Support team, whichever is later.

5.4 Deemed Non-Continuing Student Withdrawals

5.4.1 The Senior Administration Manager can authorise a withdrawal where the student is not currently enrolled in any units and the withdrawal is at course level where it has been deemed the student is no longer a continuing student. This may occur where the student has not enrolled in further units in a period across years and up to 6 months.

5.5 Processing the Withdrawal

5.5.1 Processing within the Student Management System of formal withdrawals must occur no later than 10 days of the date requested by the student on the *Student Withdrawal Request* and apparent withdrawals no later than two months from the date of the last engagement by the student.

5.5.2 Where the two-month period of an apparent withdrawal occurs across years, a dated file note should be added to the last point of Evidence of Participation and the unit Activity End Date should be changed to 1 January of the current year.

5.5.3 All withdrawals will be processed in the Student Management System by the Education Support team.

5.5.4 Education Support team are responsible for:

- i. validating that all supporting evidence is provided and that all documents are completed correctly prior to processing in the Student Management System;
- ii. processing the withdrawal within 5 business days of approval by the Education Delivery Manager within the Student Management System;
- iii. issuing students with correspondence confirming the withdrawal;
- iv. processing Statement of Attainment and results as outlined in the *Certificate Issuance Procedure*; and
- v. retaining all student records as per the *Records Management Procedure*.

5.6 Cancellations

5.6.1 A cancellation of a student's enrolment, rather than a withdrawal, will be initiated where:

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- i. The course is cancelled by the Institute prior to course commencement;
- ii. There is an administrative error in the units enrolled at the time of enrolment;
or
- iii. The teacher has incorrectly indicated the units of study for the student at time of enrolment.

5.6.2 Cancellations can only be processed where there has been no participation recorded for the units cancelled.

5.6.3 Cancellations are processed within the Student Management System by Enrolment Advisors or Education Support Officers.

5.7 Refunds

5.7.1 Education Support Officers are responsible for calculating refunds as per the *Refund of Course Fee Policy* to students.

5.7.2 Where a student has fees outstanding and payable to the Institute at the time of withdrawal, all or part of the refund will be used to reduce the outstanding debt. Should any outstanding debt remain after all credits have been applied, the debt must be paid in full in line with the Institute's financial terms and conditions.

5.7.3 Payment plans will be adjusted where required and students notified by the Team Leader Customer Service/Administration.

5.7.4 Education Support Officers will contact students and will send the Refund Application to the student to obtain details for the refund payment.

5.8 Processing a Refund

5.8.1 Team Leader Education Support will process refunds in the Student Management System and refunds allocated to the student will be calculated as per the *Refund of Course Fees Policy*.

5.9 VET Student Loan Refunds

5.9.1 Where students have accessed a VET Student Loan for tuition, the census date for the student's original enrolment into the unit of study withdrawing will determine the refund provided.

5.9.2 Where the census date has passed, the student will still be liable for the tuition fees.

5.9.3 As per the *VET Student Loan Procedure*, a student may apply to have their VET Student Loan debt revoked.

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5.10 Student Withdrawal Correspondence

- 5.10.1 The Education Support team will provide correspondence to students following withdrawal, including the date of withdrawal from studies, unit/s of study or course withdrawn and refund details.
- 5.10.2 The Education Support team will provide correspondence to students that have an approved deferral including details of their expected return to study.
- 5.10.3 The correspondence will advise students that their enrolment in a Victorian government subsidised program (or part thereof, and regardless of completion) will affect their future training options and eligibility for further Victorian government subsidised training.
- 5.10.4 Where the student has accessed VET Student Loans for tuition, correspondence will also include relevant census dates and will advise if a debt has been incurred.

6 Associated Documents

- Certificate Issuance Policy
- Enrolment Policy
- Enrolment Procedure
- Participation and Attendance Procedure
- Refund of Course Fee Policy
- Skills First Contract
- Student Retention Procedure

7 References

- Higher Education Support Act 2003
- National Vocational Education and Training Regulator Act 2011
- VET Student Loans Act 2016

8 Forms / Record Keeping

All records generated by this procedure should be listed and must state title, location, responsible officer and minimum retention period.			
Title	Location	Responsible Officer	Minimum Retention Period
Student Withdrawal Request Form/SMS Withdrawal Form and supporting evidence	Student Administration	Senior Manager, Administration	7 years
Refund Application	Student Administration	Senior Manager, Administration	7 years

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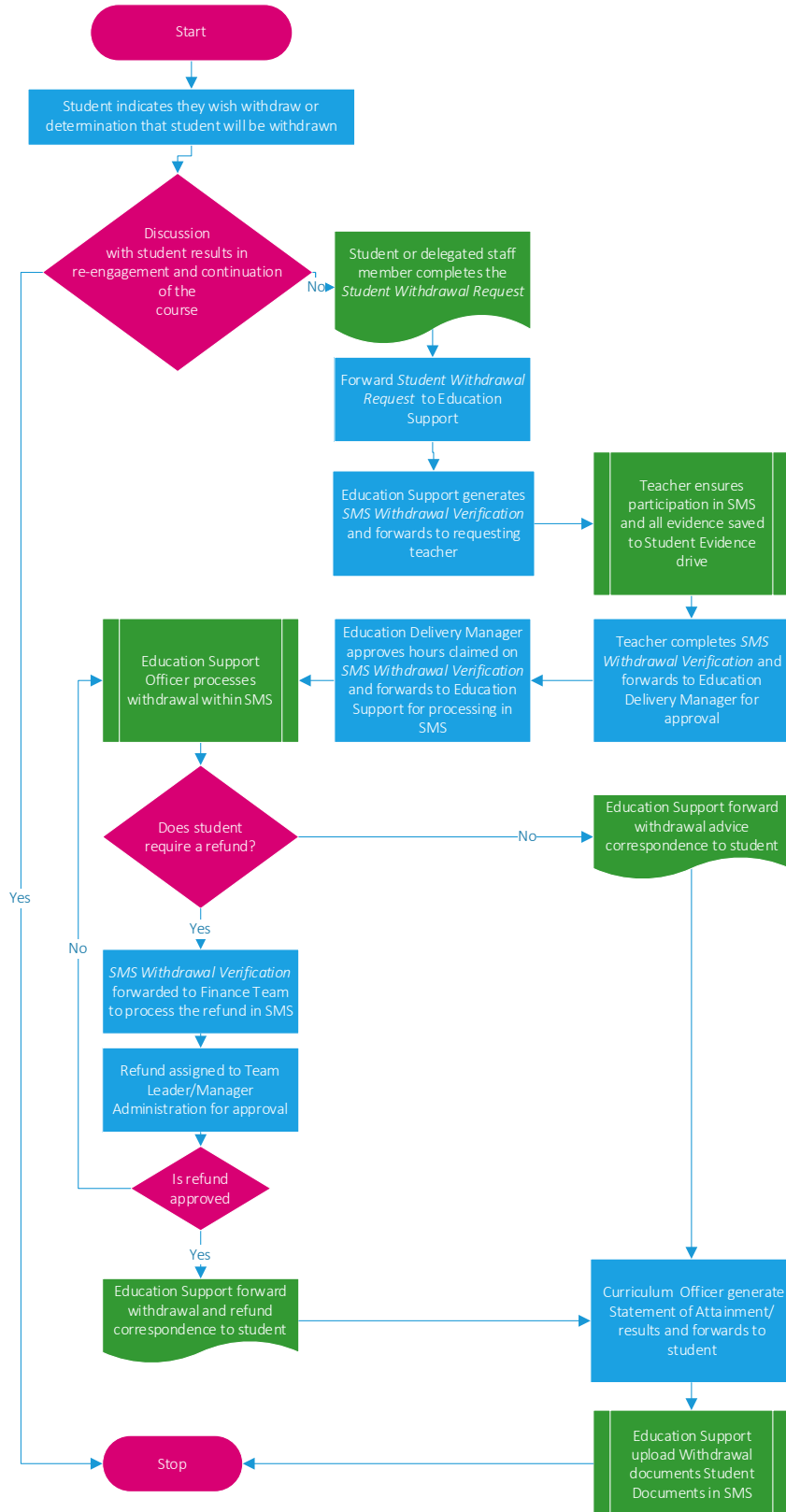
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9 Appendix 1: Formal Withdrawal Flowchart

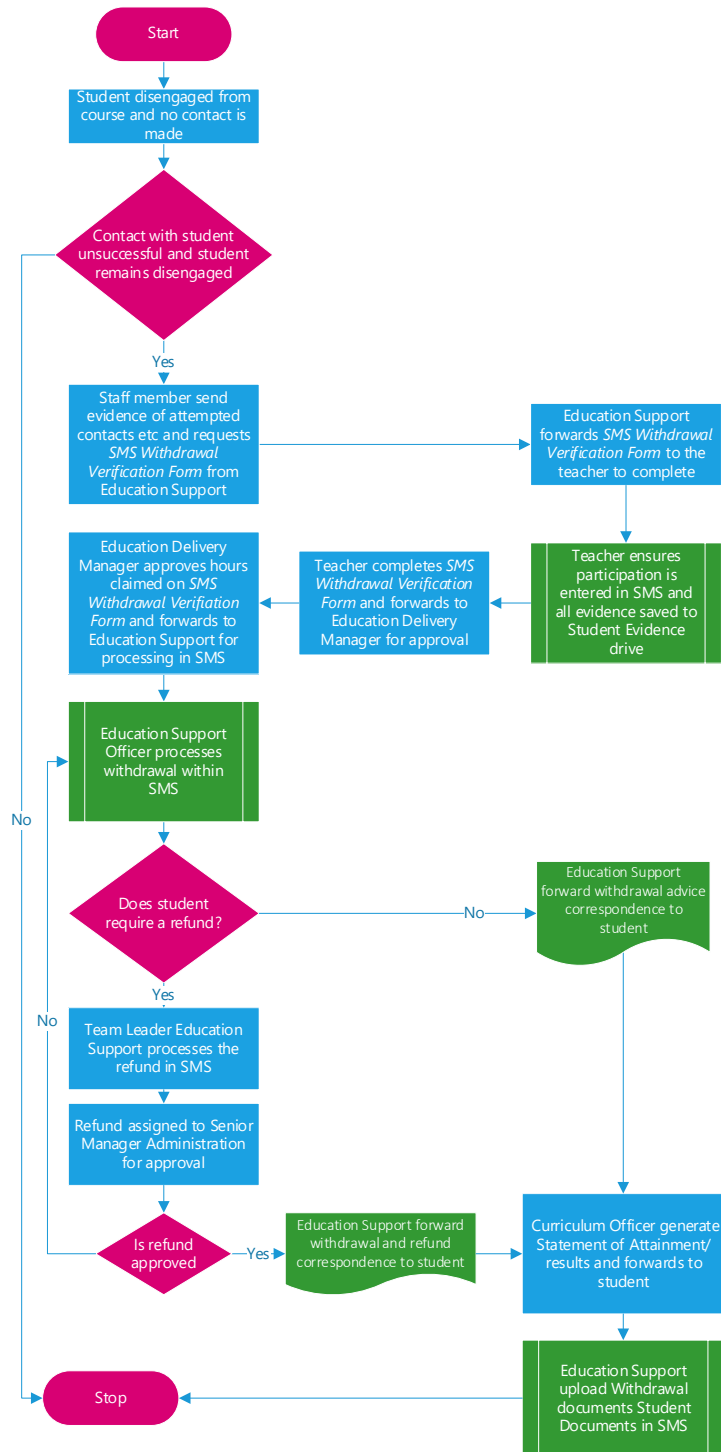


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10 Appendix 2: Apparent Withdrawal Flowchart



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