

## 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 all domestic students who withdraw from any Institute course and all staff.

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## 4 Definitions

ACRONYM / Term	Definition
<b>Accredited Programs</b>	Programs with state and/or national recognition, funded through the Higher Education and Skills Group.
<b>Attended Hours</b>	Reportable student contact hours using an Institute derived withdrawal method. This derived amount is reported to HESG when withdrawal is applied.
<b>Census Date</b>	A date by which enrolment can be cancelled without incurring tuition fees (or a HELP or VET Student Loan debt) for the course of part of the course.
<b>Domestic Student</b>	An individual that is an Australian citizen, a holder of a permanent visa; or a New Zealand citizen.
<b>Materials Fee</b>	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 as defined by the relevant department.
<b>Paid Fees</b>	Paid fees are defined as one of the following: 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

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# Student Withdrawal and Refund of Course Fees Procedure

<b>Participation/Attendance</b>	Student Management System process to record either participation or block attendance of commencement and progression of the unit of competency.
<b>Self-Funded Fee</b>	A fee charged on a full cost recovery basis for students who are assessed as not eligible for Skills First subsidy.
<b>Tuition Fee</b>	A compulsory academic fee payable for accredited programs.
<b>VET Student Loans</b>	An income contingent loan scheme for the VET sector that is part of the Higher Education Loan Program.

## 5 Actions

### 5.1 Initiating a Withdrawal/Cancellation

5.1.1 A cancellation may be initiated and will be processed by the Enrolling Officer where an enrolment variation form has been completed and in the instance:

5.1.1.1 a course is cancelled by the Institute;

5.1.1.2 there is an administrative error in processing the study plan at time of enrolment;

5.1.1.3 the teacher has incorrectly indicated the study plan for the student at time of enrolment and there is no participation for the unit.

5.1.2 A withdrawal may be initiated by a student, teacher, Business Manager, Administration Manager, Learning Pathways Coordinator or Engagement and Retention Officer.

5.1.2.1 Students may request a withdrawal from a unit or course at any time during their enrolment.

5.1.2.2 Teachers/Education Business Managers must initiate the withdrawal process where it is determined a student:

5.1.2.3 is not progressing through a unit or course as required.

5.1.2.4 has not completed units/course prior to the end of the reporting year and an AP (Assessment Pending) result is not approved by the General Manager, Education.

5.1.2.5 traineeship or apprenticeship contract is cancelled.

5.1.2.6 The Administration Manager will initiate a withdrawal at course level where an admitted student with no enrolled units has not presented to re-enrol in further units after 6 months. The student will be advised prior to being withdrawn.

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- 5.1.2.7 The Learning Pathways Coordinator may initiate the withdrawal of a student under a school contract arrangement on receipt of a contract variation notice from the school.
- 5.1.2.8 The Engagement and Retention Officer may initiate the withdrawal of a student with 60 days of no activity if intervention strategies to re-engage are not successful.
- 5.1.3 A discussion with the student and completion of the *Student Interview Report* must take place prior to initiating a withdrawal.
  - 5.1.3.1 Where an apprentice or trainee contract is cancelled, a *Student Interview Report* is not required.
  - 5.1.3.2 Where the student is under a school contract arrangement, a *Student Interview Report* is not required.
- 5.1.4 Staff must endeavour to re-engage students where possible.
  - 5.1.4.1 The Engagement and Retention Officer, Koori Liaison Officer and Student Support Services must be included in the interview process in the circumstances outlined in the Student Retention Procedure.
- 5.1.5 Where the staff member has determined the withdrawal will occur, they are responsible for advising the student of the withdrawal and refund process as indicated with the Refund of Course Fees Policy, Appendix A Withdrawal Refund Matrix.

## 5.2 Processing the Withdrawal

- 5.2.1 Prior to initiating a withdrawal form, teachers are responsible for ensuring:
  - 5.2.1.1 participation/attendance and results are accurate with the Student Management System; and
  - 5.2.1.2 all evidence is uploaded to the student evidence drive to support hours to be claimed for funding under the Skills First Contract.
- 5.2.2 Where the Administration Manager determines a withdrawal at course level is to be initiated due to the student not continuing, the Business Manager will be notified.
- 5.2.3 Where the Engagement and Retention Officer determines a withdrawal is to be initiated, the Business Manager will be notified and provided with the *Student Interview Report* to initiate the withdrawal.
- 5.2.4 Education Support Officers are responsible for generating withdrawal forms from the Student Management System when requested by teachers or Education Business Managers.

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5.2.4.1 Withdrawal forms will only be generated where a *Student Interview Report*, DELTA cancellation notification or contract variation notice have been provided to support the withdrawal.

5.2.5 Once generated, teachers/Business Managers will be required to complete and return the withdrawal form to the Education Support office for processing within five business days.

5.2.5.1 Teachers are responsible for ensuring the calculation of claimed hours are the maximum possible to be claimed. Supporting evidence detailing each calculation method (A, B and C) must accompany the withdrawal form.

5.2.5.2 All withdrawal forms must be authorised by Business Managers prior to processing. Business Managers are responsible for verifying, where applicable, that maximum hours are claimed.

(a) The Administration Manager can authorise a withdrawal where the student is not currently enrolled in any units and the withdrawal is at course level. In this instance, it would be determined that a student is no longer a continuing student.

5.2.5.3 Where a withdrawal from a unit/course indicates the last date of participation in the previous year, the General Manager, Education must be notified and will authorise processing.

5.2.6 Education Support Officers are responsible for:

5.2.6.1 validating that all supporting evidence is provided and that all documents are completed correctly prior to processing the withdrawal;

5.2.6.2 processing the student withdrawal within five business days within the Student Management System;

5.2.6.3 issuing students with correspondence confirming the withdrawal;

5.2.6.4 processing Statement of Attainment and results as outlined in the Certificate Issuance procedure; and

5.2.6.5 retaining all student records as per the Records Management Procedure.

## 5.3 Refunds

5.3.1 Education Support Officers are responsible for processing refunds as per the Institute's Refund of Course Fee Policy to students following a withdrawal where a student's account is in credit.

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# Student Withdrawal and Refund of Course Fees Procedure

- 5.3.1.1 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.

## 5.4 Refunds on Full Qualification Courses

- 5.4.1 Where a student has enrolled in a course that is cancelled by the Institute prior to course commencement, a full refund of tuition and material fees will be granted. No administration fee will be charged.
- 5.4.2 Where a student is enrolled in a program that is cancelled by the Institute after commencement, the Institute will refund tuition and material fees on units not commenced or partially completed. No administration fee will be charged.
- 5.4.2.1 Students will be provided with at least 28 days to initiate grievances procedures before the cancellation takes effect.
- 5.4.2.2 Final cancellation will not take effect until any grievances initiated by the student have been completed.
- 5.4.3 Where a student withdraws, prior to a unit commencing less than or equal to thirty days from unit commencement, the Institute will provide a refund on unused tuition and material on units commenced and full refund on tuition and materials on units not commenced. The Institute will retain a \$30 administration fee per unit from the refund amount due, up to a maximum total of \$90 for each withdrawal processed.
- 5.4.4 Where a student withdraws from a unit after thirty (30) days from the unit commencement the Institute will provide no refund on tuition and refund of unused materials on units commenced and a full refund on tuition and materials on units not commenced. The Institute will retain a \$30 administration fee per unit from the refund amount due, up to a maximum total of \$90 for each withdrawal processed.

## 5.5 Refunds on Short Courses, Skills Sets and Non-accredited training

- 5.5.1 Where a student is enrolled in a course that has been cancelled by the Institute prior to commencement a full refund of fees paid will be granted. No administration fee will be charged.
- 5.5.2 Where a student is enrolled in a program is cancelled by the Institute after commencement, the Institute will refund full tuition and material fees on units not commenced or partially completed. No administration fee will be charged.
- 5.5.3 Where a student withdraws greater than or equal to five days prior to the course commencing, the Institute will refund paid fees. The Institute will retain a \$30 administration fee from the refund amount due.

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5.5.4 Where a student withdraws less than five days prior to course commencement the Institute will provide no refund of tuition paid and a refund of unused materials. The Institute will retain a \$30 administration fee from the refund amount due.

## 5.6 Industry, Subcontracted and School Agreements

5.6.1 Refund conditions are detailed in contracts or agreement between the Institute and organisation.

## 5.7 Processing a Refund

5.7.1 Education Support Officers will process refunds in the Student Management System and refunds allocated to the student will be calculated as per the Institute's Refund of Course Fees Policy.

5.7.1.1 Payment plans must be reviewed prior to processing the refunds.

5.7.2 Refunds allocated to the student will be calculated as per the Institute's Refund of Course Fees Policy.

## 5.8 VET Student Loan Refunds

5.8.1 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.

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

5.8.1.2 In all instances, the student will be eligible for pro-rate refund on unused material fees.

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

## 5.9 Student Withdrawal Correspondence

5.9.1 The Institute will provide correspondence to students following withdrawal, including the date of withdrawal from studies, unit/s of study or course withdrawn and refund details.

5.9.2 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.

## 5.10 Student Retention Lifecycle

5.10.1 Student Retention Lifecycle – refer to Appendix A

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## 6 Associated Documents

- Refund of Course Fee Policy
- Certificate Issuance Policy
- Evidence of Participation Procedure
- Enrolment Procedure
- Student Retention Procedure

## 7 References

- National Vocational Education and Training Regulator Act 2011
- Higher Education Support Act 2003

## 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
Withdrawal Form and supporting evidence	Student Enrolment – Student Administration	Manager, Administration	7 years

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