

# Student Withdrawals and Deferment Policy & Procedure



## Purpose

This policy and procedure define the circumstances and process for a Student to defer, cancel or withdraw from a course they are enrolled in. The document should be read in conjunction with the Student Fees, Charges and Refunds Policy, as there are circumstances where the Student may be able to claim for a full or part refund of fees or charges paid in relation to their training.

## Policy

### Deferment, cancellation and withdrawal request.

- Deferment is defined as:
  - Postponement of the commencement of a course for no more than six (6) months, or
  - A temporary interruption to the course for no more than 12 months.
- Cancellation is defined as cessation of enrolment in a course.
- Withdrawal is leaving a course after enrolment but prior to the course end date.

Students who wish to defer, suspend or cancel their enrolment can apply to do so only if the course in which they are enrolled is unavailable or there are compassionate or compelling circumstances. Such circumstances are generally beyond the control of the student and have an impact on the student's course progress or the student's wellbeing. Supporting documents must be provided with the application for deferment, suspension or cancellation, such as a medical certificate, police report, psychologists report or any relevant documents. Each request is treated on a case-by-case basis with no guarantees of the outcome.

### Withdrawal

To maintain an enrolment, each Student must participate and engage in assessments and studies on a regular basis. Where they do not, the Student will be contacted to determine if the Student is continuing or withdrawing from their studies.

Students who withdraw from a course prior to completing the qualification will be given recognition for any Unit of Competency where they have achieved a 'competent' result prior to their withdrawal, provided all fees due up to that date have been paid in full.

Students are advised about their rights to defer, cancel or withdraw through the Student Handbook, on the website, and through publication of this and related policies and procedures. All refund arrangements are subject to requirements outlined in the Student Fees, Charges and Refunds Policy, found on the Aurora Training and Professional Services' website.

### Course no longer offered

Where Aurora Training and Professional Services ceases to offer a course, it will ensure Students impacted will receive credit transfer in a replacement course by issuing Statements of Attainment for part of the course successfully completed.

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## Procedure

### Deferment or Cancellation

1. Applications for deferment or cancellation must be made in writing to Aurora Training and Professional Services' Chief Executive Officer [ceo@stridelearning.com.au](mailto:ceo@stridelearning.com.au).
2. The request to defer or cancel an enrolment must be received within fourteen (14) days of ceasing to participate in a training course

### Withdrawal

1. The Student must make their application to withdraw using the Request to Withdraw form, downloaded from the Aurora Training and Professional Services' website
2. The Request to Withdraw form and accompanying documents, must be lodged within fourteen (14) days of ceasing to attend class or ceasing online study
3. Aurora Training and Professional Services will review the request, make notation in its Student Management System (VETtraK)
4. Aurora Training and Professional Services will notify the student within seven (7) days if they are entitled to a refund of any course fees paid by the Student

### Student Participation

- Participation in the learning program (online, blended, or face to face) is a requirement of maintaining an enrolment
- Aurora Training and Professional Services regularly reviews the progress of enrolled Students through the course of their training
- Students who have not demonstrated participation and/or attendance in their study on a regular basis will be contacted to discuss their options including deferring or withdrawing from their studies
- If no response is received within three (3) times of attempted contact, action will be taken to withdraw the Student from the course

### Related Documents

POLICY AND PROCEDURE Grievances, Complaints and Appeals

POLICY AND PROCEDURE Fees, Charges and Refunds

POLICY AND PROCEDURE Recognition of AQF Qualifications

FORM Compliant Lodgement Form

FORM Request to Withdraw