

Purpose:

The purpose of this policy and procedure is to outline the process in cancelling a student's enrolment after the census day.

Policy Outline:

Skills Training Australia has processes in place should the need arise to cancel a student's enrolment in an approved course, or part of an approved course after the census day.

Procedure:

- Skills Training Australia initiates cancellation of the student's enrolment when:
 - the student misbehaved
 - the student breached a Skills Training Australia policy and procedure and/or the terms of condition of their enrolment
 - unsatisfactory course progress in expected course duration/s
 - in the event that a student enrolls on the basis that some or all of the VET tuition fees will be covered by a VET Student Loan, but the student does not submit an eCAF on or before the census day (or is not approved for a VET Student Loan) and does not voluntarily pay for the part of the course upfront
- Program Manager or Administration Officer obtains approval from CEO to cancel student's enrolment, after being satisfied that due process has been given to the student.
- Upon approval from the CEO, Program Manager or Administration Officer informs the student in writing of the proposed cancellation and the reasons for the cancellation.

Notification includes:

- cancellation may have an impact on student visa;
 - 28 days in which to access the internal appeals process before the cancellation takes final effect;
 - external appeals process.
- Student may appeal against the decision. The cancellation cannot take effect until the internal and external appeals processes are completed unless extenuating circumstances relating to student welfare apply. (Refer to Academic and Non-Academic Grievance Policy and Procedure for more details).
- After activating the appeal process:
 - the investigation is found to be in favour of the student, then Skills Training Australia will not cancel the enrolment of the student.
 - the investigation is found to be in favour of Skills Training Australia, then Skills Training Australia will:
 - Cancel the enrolment of the student

VET Student Loans – Cancellation of Enrolment

Policy and Procedure

- No refund of upfront fees paid nor re-crediting of a fee-help balance is applicable for any census day/s that have already passed at the time of cancellation
- The outcome from the grievance procedure will be documented by the Compliance Coordinator and the student is advised accordingly.

Approval Authority:

This Policy and Procedure is approved by Skills Training Australia Management as indicated and the control copy is one that is maintained within the Quality Management System and as such all hard copies need to be verified.

Documents Referenced:

- VET Student Rules 2016
- PP013 Academic and Non-Academic Grievance