

WITHDRAWING OR DEFERRING ENROLMENT POLICY AND PROCEDURE

PURPOSE

The Central Coast Community College (the College) is committed to ensuring the highest quality support for students. This policy and procedure is to ensure accurate and timely processing of student withdrawals, deferrals and associated refunds.

APPLICATION OF THE POLICY

This policy and procedure applies to all College staff and to students enrolled within a training program offered by the College.

DEFINITIONS

Withdrawal means to cease participation in a course of study and cancellation of enrolment initiated by the student or College

Cancellation means a cancellation of the course enrolment that is initiated by the College

Deferral means to postpone participation in training to another course within 12 months of initial enrolment

POLICY STATEMENT

The College expects students to actively engage in all activities associated with their enrolled course or unit of study. The College does however acknowledge that there will be times where students cannot engage in their studies or do not wish to continue their studies.

For those students who cannot actively engage in their studies in a particular course or unit of study or wish not to continue their studies, the College provides the options of deferrals and withdrawals.

A student who does not actively participate in their studies but has not formally requested deferral or withdrawal may be withdrawn by the College.

College staff will inform students on how to access the withdrawal process. This information will include reference to the College websites, student portal, student handbook and this policy and procedure.

PROCEDURES

Before a student decides to withdraw or defer from their study, the College strongly advises the student to contact the College to discuss their situation to ensure they are informed about any alternative options available. Trainers or staff may also be able to recommend external assistance such as counselling or financial advice to the student for which they may be eligible. This may enable the student to continue their studies.

Withdrawing from a Course

A student who wishes to withdraw from a course or unit of study must do so in writing using the Withdrawal from Training Form or via email where students are unable to complete the Withdrawal from Training Form. Students can request to withdraw from a unit of study or course at any time and all withdrawals must be emailed to info@cccc.nsw.edu.au. Withdrawals will be effective as at the date of receipt.

Verbal withdrawals will only be accepted where the requirement for a formal written application cannot be met i.e. where the student has become uncontactable or has no access to electronically withdraw. The College must be able to demonstrate at least 3 attempts to contact the student before submitting a withdrawal on their behalf.

Withdrawal Prior to Commencement of Course

If a student decides to withdraw from training prior to course commencement, they must:

- advise the College in writing within 10 working days prior to course commencement using the Withdrawal from Training Form from the Student Portal or by requesting a copy from College staff; and
- submit the form via email by sending it to info@cccc.nsw.edu.au.

The College will assess any withdrawal requests received less than 10 working days' notice but still prior to the course commencement and advise an outcome as per the guidelines below.

If a student withdraws from a course prior to commencing any learning and/or assessment tasks associated with the course, a refund of the full course fees will be made less the \$450 non-refundable administration fee. This cost is associated to the establishment of student records and provision of materials.

Withdrawal After Commencement of Course

If a student decides to withdraw from training in a course that has already commenced, they must:

- contact the College to advise their intent to withdraw from the course or unit of study in writing, using the Withdrawal from Training Form from the Student Portal or by requesting a copy from College staff
- submit the form via email by sending it to info@cccc.nsw.edu.au.

If a student withdraws after the commencement of a course, no refund will be granted, and the student may be required to pay any outstanding balance, unless special circumstances apply as

outlined in the Fees and Refunds Policy and Procedure and under Withdrawal due to Illness or Hardship in this policy.

Granted Withdrawal Requests

If the withdrawal request is granted, the College will:

- initiate investigations as to why the student withdrew
- notify the student within 15 working days that the withdrawal request has been granted
- record the relevant withdrawn status for any incomplete subjects on the student's record in the student management system
- issue any Statement of Attainment for units assessed as competent within 30 days of notice of discontinuation
- issue any outstanding assessment results
- issue the updated Training Plan and provide a final copy, if students request
- issue a refund where applicable and in line with the Fee and Refund Policy within 15 days of receiving the withdrawal request

If the withdrawal request has been rejected, the College will provide the student with further information and the student will be allowed 28 days to respond.

Withdrawal Due to Illness or Hardship

If a student decides to withdraw from training for circumstances relating to illness and/or extreme hardship, they must:

- advise the College in writing using the Withdrawal from Training Form from the Student Portal or by requesting a copy from College staff
- include relevant supporting documentation and/or evidence in relation to the illness or hardship. Medical evidence must be from a medical practitioner and/or government agency where hardship is the reason for withdrawal
- submit the form via email by sending it to info@cccc.nsw.edu.au.

Upon receiving the withdrawal request, the College will:

- review all information provided and may request additional information to be supplied
- contact the student to arrange a time to speak with the College management
- notify the student within 15 working days that the withdrawal request and any refund that may have been granted

In extenuating circumstances of illness and/or extreme hardship, a student may be entitled to a pro-rata refund however any refund will be at the discretion of the CEO. If a refund is granted, it will be calculated for the units of study, resources and administrative hours completed and subject to:

- satisfactory evidence for withdrawal e.g. medical certificate, being provided
- a non-refundable administration fee will be deducted from any eligible refund

If a refund is granted, the College will:

- record the relevant withdrawn status for any incomplete subjects on the student's record in the student management system
- issue any Statement of Attainment for units assessed as competent within 30 days of notice of discontinuation
- issue any outstanding assessment results
- issue the updated Training Plan and provide a final copy, if students request
- issue a refund where applicable and in line with the Fee and Refund Policy within 15 days of receiving the withdrawal request

If the withdrawal request has been rejected, the College will provide the student with further information and the student will be allowed 28 days to respond.

Cancelling a Student enrolment

The College may cancel an enrolment under specific circumstances including where the student has:

- made unsatisfactory progress and all avenues of engagement have been exhausted
- the student has not been actively engaged in the course or unit of study and has not responded to any attempts made by the College to contact the student
- not met the 80% attendance requirement for satisfactory attendance
- had disciplinary action arising from misbehaviour in violations of the Code of Conduct outlined in the Student Handbook
- not paid the required amount of course fees and/or has defaulted in payments due

In the above instances, no refund will be applicable, and penalties may apply including but not limited to:

- suspension from attending or participating in the course
- exclusion from assessment activities
- withholding of qualification and academic record
- termination of enrolment
- exclusion from any future enrolments at the College
- referral to a Debt Collection service for retrieval of fees

The College will inform any student of the intent to cancel an enrolment as soon as practicable. The student will be notified in writing from the College when the enrolment has been cancelled and access removed from College systems and materials.

Deferrals

Students can request a deferral at any time. If a student decides to defer, the deferral can only be applicable for a maximum of 12 months. After this time, the student will not be entitled to continue with the course and no financial credits will be applicable.

Students who wish to request deferral must advise the College in writing by sending an email to info@cccc.nsw.edu.au

Students will not incur additional fees and remain responsible for all debts and other charges related with the course.

If the deferral request is granted by the College, it will hold the student's enrolment for the granted period. A notation for deferral will be made in the student's record in the Student Management System. The student remains responsible for all debts and other charges related to the course at the time of deferral.

At the end of the deferral time if a student returns, they will re-enter the course at the same point at which they deferred and into the same unit of study or its equivalent being offered by the College at the returning time. It is important to note that the course entered into following deferral will be the most current course version available i.e. if course transition occurred while the student was deferred, they may be required to undertake additional study to ensure course progression in the new course structure.

If a student does not return by the end of the granted deferral period or does not return at all, they will be administratively withdrawn 12 months after being classified as inactive.

Transfers to other courses

Students may request a transfer from one course into another at the College. A transfer can only be requested by a student and is for the entire course.

If the transfer request is granted by the College, the student remains responsible for all debts and other charges related to the original course at the time of transfer. Students can request a course transfer at any time.

Students who wish to request course transfer must contact the College in writing by sending an email to info@cccc.nsw.edu.au

Only one transfer per an enrolment is permitted, unless the transfer relates to a course(s) that the College cancels for any reason. In this case, the administration fee will not apply.

Student Commitment and Course Cancellation

The College reserves the right to cancel or change a class at any time depending on several factors including but not limited to, minimum numbers not being reached, lack of participation, classroom, equipment or trainer unavailability.

If a course is cancelled by the College for any reason prior to it starting, students enrolled at the time of cancellation will have their fees fully refunded.

If a course is cancelled by the College for any reason during course delivery, the RTO Manager in consultation with the CEO will assess on a case by case basis if student fees will be refunded. Students who have already been assessed as competent for some units in the

course, and whose fees are paid up to date, will be issued a Statement of Attainment for these units and the cost of issuing the statement(s) will be deducted from any refund total.

Student's right to appeal decisions

If a student is not satisfied with the conditions under which a withdrawal, deferral, refund or partial refund is paid or refused, the College's Complaints Handling Policy and Procedure will then be applied. This policy, and the availability of complaints and appeals processes, does not remove the student's right to take action under Australia's consumer protection law.

In all instances the College will endeavour to implement processes to support students to continue with their training.

RELATED DOCUMENTS

Student Enrolment Policy and Procedure

Delivery of Training Policy and Procedure

Fees and Refunds Policy and Procedure

Confirming or Cancelling Courses Policy and Procedure

Withdrawal from Training Form