



Aurora
TRAINING INSTITUTE

WITHDRAWAL, CANCELLATION AND RE-ENROLMENT PROCEDURE - VSL

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Purpose

The purpose of this procedure is to outline the process for students who wish to withdraw or are cancelled from a VET course or VET unit of study.

Scope

This procedure applies to all students enrolled into approved VET Student Loan courses at Aurora Training Institute.

Withdrawal Procedure

- a. Students seeking to withdraw from a VET course or VET unit of study without incurring a VET Student Loan debt, must complete the formal Withdrawal Application Form for every unit of study the student wants to withdraw from by the census date, including any units for future study periods.
 - i. Withdrawal must be made in writing and submitted to Student Services in time for it to be delivered and processed by the census date.
 - ii. Students should keep a copy of the withdrawal documentation as confirmation that the correct procedure was completed.
 - iii. Contact Aurora Training Institute to ensure you withdraw your enrolment by the census date and in accordance with the required procedures to avoid incurring the cost or debt of the unit.
- b. Students that lodge their Withdrawal Application Form on or before the census date for that unit of study will be granted a withdrawal without penalty. 100% tuition fees paid for that unit will be refunded and no VET Student Loan debt is incurred.
- c. Students that lodge their Withdrawal Application Form after the census date for that unit of study are still liable to pay the tuition fees of that unit of study and will incur a VET Student Loan debt, regardless of whether the student attended any classes or handed in any assessment items.
- d. Students who withdrew from the unit of study after the census date because of serious illness or other special circumstances, can apply to Aurora Training Institute to have their FEE-HELP balance re-credited and VET Student Loan debt removed. Contact Aurora Training Institute directly for information on the application process. (See Special Circumstances below).
- e. A student still has to pay the debt if they fail a unit of study, regardless of whether they attended any classes. They are also required to pay for that unit a second time if they choose to enrol in it again. If special circumstances apply (see below), the student may apply to Aurora Training Institute for their FEE-HELP balance to be re-credited, or their VET Student Loan to be debt removed.
- f. If a student elects to enrol in a part of an approved course or where the student had earlier withdrawn from a part of the course after the census date, the student must request to re-enrol in writing to Student Services.

Special Circumstances

Special Circumstances, covering a range of unexpected, extenuating and compassionate circumstances, are those which were outside the control of the student and/or for which there was no opportunity to prepare in advance.

For Aurora Training Institute to be satisfied that special circumstances apply to you, you must be able to prove that the circumstances:

- Were beyond your control
- Did not make their full impact on you until on or after the census date, and
- Made it impracticable for you to complete your unit(s) of study.

Documentary evidence will be required to support your claim for Special Circumstances, and decisions will be made on an individual basis.

If Aurora Training Institute makes the decision not to re-credit a student's FEE-HELP balance, the student then has the right to apply for a review of the decision.

Students need to submit their application for special circumstances to Aurora Training Institute within 12 months of the withdrawal day.

Administration Withdrawal Procedure

The administrative procedure when a student withdraws is as follows:

- a. If a student:
 - i. Does not meet expectations of LLN to continue with the course and does not complete the enrolment process, then

There is no formal withdrawal process and no documentation to be signed. Notes must be entered into aXcelerate to reflect this and Training Management must send a confirmation email to Student Services and Admin.
- b. If a student has completed enrolment and withdraws before the first census date, they are required to complete the formal **Withdrawal Application Form** which is then approved by Student Services.
- c. If a student has completed enrolment and changes course before the first census date, they are required to complete the formal **Withdrawal Application Form** as well as a new **Enrolment Schedule** and **VET Student Loan Application Form**.
- d. If a student has completed enrolment and withdraws after the first census date, they are required to complete the formal **Withdrawal Application Form** which is then approved by Student Services.

Cancellation Procedure

Aurora Training Institute may cancel a student enrolment on the following instances:

- a. When a student demonstrates serious breach of the Student Code of Conduct
- b. When a student is not progressing in line with their study blocks, i.e. completing a unit every 2 to 4 weeks depending on their course of study or have not completed the required progression points
- c. When a student is continually absent from scheduled course hours
- d. When a student is continually not responding to any correspondence from Aurora Training Institute

- e. Non-payment of outstanding fees
- f. 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, if the student does not submit an eCAF on or before the census date (or is not approved for a VET student loan) and does not voluntarily pay for the part of the course (i.e. unit) upfront Aurora Training Institute can cancel the student's enrolment for the course in whole or in part on the census day.

Where Aurora Training Institute cancels a student's enrolment in an Approved course, or a part of an Approved course, after the census date for the course, Aurora Training Institute will:

- a. Inform the student concerned of the proposed cancellation in writing at the earliest available opportunity; and
- b. Allow the student with at least 28 days to initiate grievance procedures before the cancellation takes final effect; and
- c. Withhold the cancellation until after any grievance procedures initiated by the student have been completed; and
- d. Confirm in writing, which fees, if any, will or will not be refunded as a result of the cancellation (Refer to our Refund Policy).

Administration Cancellation Procedure

The administrative procedure when a student is cancelled is as follows:

- a. Student Services to e-mail the student concerned regarding their proposed cancellation as soon as possible; and
- b. Refer the concerned student to our Complaints, Appeals and Grievance Policy and Procedure when the proposed cancellation is forwarded.
- c. If after 28 days has passed and no grievance procedures had been initiated by the concerned student, then Student Services will proceed to formally cancel the concerned student via written e-mail.
- d. If the concerned student has initiated any grievance procedures, then Student Services will forward this information to Management and wait for their further instructions.

Administration Re-enrolment Procedure

The administrative procedure when a student re-enrolls in part of a course in where the student had earlier withdrawn:

- a. If a student is wanting to re-enrol in part of a course they had earlier withdrawn from before the first census date, they are required complete new enrolment paperwork and Vet Student Loan Application Form.
- b. If a student is wanting to re-enrol in part of a course they had earlier withdrawn from after the first census date, they are required to email a written request to Student Services who will need to seek final approval from Management.