

P13a – Deferral, Suspension or Withdrawal/Cancellation of Enrolment (Skills First Program)

1.0 Purpose

- 1.1 This policy and procedure is in place to ensure consistent processing of students' requests for deferring, suspending or withdrawing/cancelling of their enrolments under the Skills First Program.
- 1.2 The policy and procedure also provide specific rules for Baxter to follow when suspending or cancelling students' enrolments.

2.0 Scope

- 2.1 The policy and procedure complies with the requirements of the Skills First Program – VET Funding Contract 2018 and other relevant legislation (including the National Vocational Education and Training Regulator Act 2011 and Standards for Registered Training Organisations 2015).
- 2.2 The policy and procedure applies only to domestic students under the Skills First Program.

3.0 Responsibility

- 3.1 The Director of Studies is responsible for the implementation of this policy and procedure.
- 3.2 The decision to defer commencement of studies, suspend studies or cancel enrolment will be approved by the Student Support Department. In confirming this decision, the Student Support Department may consult with other relevant departments within Baxter.
- 3.3 The Student Support Department is responsible for reporting deferment, suspension or withdrawal/cancellation of enrolments of students under the Skills First Program to SVTS.

4.0 Definitions

- 4.1 Deferral is when a prospective student delays the commencement date of his/her study at Baxter. Deferral cannot be applied for or approved once studies have commenced.
- 4.2 Suspension is when a student, who has already started yet has not completed his /her study, requires a leave of absence. If approved, their training plan is suspended with the clear intention that the student will recommence at an agreed date in the future (i.e. temporary suspension).
- 4.3 For domestic students, suspension is also known as "leave of absence".
- 4.4 Cancellation/Withdrawal is when a student is removed from the current course enrolment at Baxter before he/she has formally completed the planned training. A cancellation can be initiated by the student or Baxter.

5.0 Policy and Procedure for Deferral of Course Commencement

- 5.1 Students wishing to defer their course for reasons such as not being to attend the scheduled orientation must notify Baxter to reschedule orientation to a later date.
- 5.2 The actual course start date will be recorded and reported to SVTS when there is valid evidence of the student commencement.

6.0 Policy and Procedure for Leave/Suspension – Requested by Students

Submission of Request

- 6.1 Students wishing to suspend their studies (taking leave) must apply to do so in writing to Baxter by:
 - Completing SS117 Student Leave Application Form and submit with supporting documents, in person to Reception at Head Office Level 10, 399 Lonsdale Street, Melbourne VIC 3000 or by email to info@baxter.edu.au; or
 - Informing their trainers (which trainers will record in trainer notes).
- 6.2 Baxter must be informed prior to the requested suspension date. Taking leave without approval from Baxter will be considered absence.

Processing Suspension/Leave Requests

- 6.3 Upon receiving SS117 Student Leave Application Form, Baxter will:
 - extend the course end date (if required);
 - send confirmation email to the students attaching the Deferral Approval Letter and the proposed revised training plan;
 - adjust the outcome code of relevant units of competency to 40 (Withdrawn) to avoid overclaim;
 - adjust the enrolment status to Suspended; and

- report the adjustments to SVTS.

6.4 If students applied for leave by informing trainers, Baxter will verify the trainer notes and follow the procedures as outlined in **Section 7.2**.

6.5 Students must recommence their study on the agreed date. The outcome code and enrolment status will be adjusted back to 70 (Continuing) and Active (Recommencement) when students come back to class.

6.6 Students who fail to recommence on the agreed date will be sent a notice of Non-commencement after the Leave. Students will then have 20 working days (plus 2 days for postage handling) to access the appeal process. If the appeal process is not accessed by the students or the students fail the appeal, Baxter will proceed to cancel the student's enrolments following the steps outlined in **Section 7.2**.

7.0 Policy and Procedure for Withdrawal/Cancellation – Requested by Students

Submission of Request

7.1 Students wishing to cancel their enrolment must apply to do so to Baxter. Students may do so by:

- completing SS115.a Cancellation Application Form and submitting with supporting documents (if applicable), in person to Reception at Head Office Level 10, 399 Lonsdale Street, Melbourne VIC 3000 or by email to info@baxter.edu.au; or
- informing trainers (which trainers will record in trainer notes).

Processing Withdrawal/Cancellation Requests

7.2 If students apply for cancellation by submitting the SS115.a Cancellation Application Form:

(1) the Finance Department will check for any outstanding fees and request students for payments.

(2) The Student Support Department will follow the steps outlined in the **SSDOM1_Student**

Withdrawal Procedures. The procedures include:

- Checking the student's file to see if there is any Evidence of Participation and make a copy of the evidence to keep in the student's file;
- Calculating and recording number of actual hours that the student attended to claim;
- Adjusting outcome code and enrolment status in SMS;
- Issuing the cancellation letter to the students;
- Completing student's admin and academic files; and
- Archiving records.

7.3 If the students inform trainers of the intention to cancel/withdraw from the courses, Baxter will:

- obtain the trainer's notes;
- send the confirmation email to students; and
- follow the procedures in **section 7.2**.

8.0 Policy and Procedure for Suspension or Withdrawal/Cancellation - initiated by Baxter

8.1 If students are absent for 14 consecutive days, Baxter will send a warning letter to the students. In the warning letter, Baxter will remind them their responsibility to attend classes, its intent to cancel the student enrolment, and their rights to access the appeal process within 20 working days plus 2 days for postage handling.

8.2 Baxter will immediately initiate to adjust the outcome code of relevant units of competency to 40 to avoid overclaim after the warning letter has been issued.

8.3 If the student's appeal is successful, Baxter will:

- implement the intervention strategies if necessary;
- revise the student's training plan and update scheduled end dates in SMS;
- adjust the outcome code of the units to 70 from the date the students return to class.

8.4 If the student does not return by agreed date and does not access the appeal or intervention process, Baxter will proceed to cancel the student's enrolments in accordance with the procedures outlined in section 7.2.

9.0 Un-confirming Unsure Claims

9.1 In the event that Baxter has been unable to correct training delivery data before the automatic claims confirmation has run, Baxter may manually un-confirm claims so these claims are not processed for payment.

10.0 Refund Requests

- 10.1 Students who cancel their enrolment and wish to claim refunds are advised to apply for refunds in accordance with Baxter's Refund Policy (See website for current refund terms and conditions).
- 10.2 Refund applications must be made in writing on form FN108 Refund Application, which is available on Baxter's website. Written applications for refunds will be accepted by mail or email to reception@baxter.vic.edu.au
- 10.3 Refunds will be processed within 20 working days of receipt of a written application and will include a statement explaining how the refund was calculated.

11.0 **After Withdrawal/Cancellation**

- 11.1 When a student's enrolment is cancelled then the current agreement is terminated. Any application to re-join Baxter is deemed to be a new application and the Domestic Application policy and procedure at the time of application will be applied.
- 11.2 Cancellation of enrolment could affect the student's future training options and eligibility for further government subsidised training under the Skills First Program – VET Funding Contract 2018, therefore students are advised of this in the SS115.a Cancellation Application Form.

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