

# 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:
  - Postpone the course commencement 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 the course enrolment.
- Withdrawal is leaving a course after enrolment but prior to the course end date.

Students can only apply to defer, suspend or cancel their enrolments if the course enrolled in is no longer available 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, engage in assessments and studies on a regular basis. Where they do not, the student will be contacted to determine if 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 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 Work Savvy' website.

### Course no longer offered

Where Work Savvy ceases to offer a course, students being impacted will be issued a Statement of Attainment with all the units deemed competent.

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## Procedure

### Deferment or Cancellation

1. Applications for deferment or cancellation must be made in writing to Work Savvy' 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 participation in a course.

### Withdrawal

1. The student must make their application to withdraw using the Request to Withdraw Form, downloaded from the Work Savvy' website
2. The Request to Withdraw Form and accompanying documents, must be lodged within fourteen (14) days of ceasing attending class or online study.
3. Work Savvy will review the request, make notation in its Student Management System (aXcelerate).
4. Work Savvy will notify the student within seven (7) days if they are entitled to a refund.

### Student Participation

- Participation in the learning program (online, blended, or face to face) is a requirement of maintaining an enrolment
- Work Savvy regularly reviews the progress of enrolled Students.
- 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 contact attempted, action will be taken to withdraw the student from the course

### Related Documents

#### POLICY AND PROCEDURE:

- Grievances, Complaints and Appeals
- Fees, Charges and Refunds
- Recognition of AQF Qualifications

#### FORM:

- Compliant Lodgement Form
- Request to Withdraw