

## **POLICY AND PROCEDURE FOR WITHDRAWING OR DEFERRING ENROLMENT**

### **PURPOSE**

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 staff employed with the College and to students enrolled within a training program offered by the College.

### **DEFINITIONS**

**Withdrawal** means to cease participation in a course of study; for the purpose of this policy withdrawal also includes cancellation of enrolment initiated by the student.

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

**Deferral** means to postpone participation in training to another course offering 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 are times whereby 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student who does not actively participate in their studies but has not formally requested deferral or withdrawal may be withdrawn by the College.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 shall include reference to the College websites, student portal, student handbook and this policy and procedure.

### **PROCEDURES**

#### **1. 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. Students can request to withdraw from a unit of study or course at any time.

All withdrawals must be emailed to [info@cccc.nsw.edu.au](mailto:info@cccc.nsw.edu.au).

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.

- A staff member must demonstrate at least three (3) attempts to contact the student before submitting a withdrawal from training form on their behalf.
- All withdrawals will only be affected as at the date of receipt.

#### **Withdrawal Prior to Commencement of Course**

Before a student decides to withdraw from their course or unit of study, the College strongly recommends the student contact the College to discuss their situation.

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

- Advise the College in writing within ten (10) working days prior to course commencement using the Withdrawal from Training Form from the Student Portal or by requesting a copy from a College representative.
- Submit the form to Student Services via email: [info@cccc.nsw.edu.au](mailto:info@cccc.nsw.edu.au).

The College will assess any withdrawal requests received less than ten (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 the course has already commenced, the student must contact the College to advise their intent to withdraw from the course or unit of study.

Before a student decides to defer or withdraw from their study the College strongly recommends the student contact the College to discuss their situation to ensure they are informed about any alternative options available. Trainers or Student Services 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.

If a student decides to withdraw from training, they must;

- Advise the College in writing using the Withdrawal from Training Form from the Student Portal or by requesting a copy from a College representative.
- Submit the form to Student Services via email: [info@cccc.nsw.edu.au](mailto:info@cccc.nsw.edu.au).

If a student withdraws after 10 days from 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 Policy and Procedure for Fees and Refunds and under Withdrawal Due to Illness or Hardship in this policy.

## **2. 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 provided with a final copy
- 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. The student will be provided with 28 days to respond.

## **3. Withdrawal Due to Illness or Hardship**

In extenuating circumstances of illness and/or extreme hardship, a student may be entitled to a pro-rata refund. Before a student decides to defer or withdraw from their study the College strongly recommends the student contact the College to discuss their situation to ensure they are informed about any alternative options available. Trainers or Student Services 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.

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 a College representative.
- Include relevant supporting documentation and/or evidence in relation to the illness or hardship
- Submit the form to Student Services via email: [info@cccc.nsw.edu.au](mailto: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.
- If the withdrawal request has been rejected, the College will provide the student with further information. The student will be provided with 28 days to respond.
- 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 provided with a final copy
- Issue a refund (where applicable and in line with the Fee and Refund Policy) within 15 days of receiving the withdrawal request

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) must be provided
- A non-refundable administration fee will be deducted from any eligible refund
- Any refund will be at the discretion of the College

#### **4. 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 requirements for satisfactory attendance – 80% attendance required.
- 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 the 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. At which time the student will be provided with 28 days to respond before the cancellation takes effect.

The student will be notified in writing from the College when the enrolment has been cancelled and access removed from College systems and materials.

## **5. Deferrals**

Before a student decides to defer from their study the College strongly recommends the student contact the College to discuss their situation to ensure they are informed about any alternative options available. Trainers or Student Services 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.

or to the Consumer Protection Officer if you have a complaint or grievance. In all instances we will endeavour to implement processes that will support you to continue with your training.

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:

- Contact the College in writing to the Student Services team via [info@cccc.nsw.edu.au](mailto: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 Systems. 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.

## **6. Transfers to other courses**

Students may request a transfer from one course into another at the same 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 to the Student Services team via [info@cccc.nsw.edu.au](mailto: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.

### **7. Student Commitment**

In the event that a course is cancelled by the College for any reason, students enrolled at the time of the cancellation announcement will have their fees refunded (less the \$450 non-refundable administration fee). This cost is associated to the establishment of student records and provision of materials. Students who may have already been assessed as competent for some units in the course will be issued a Statement of Attainment for these units and the cost of issuing the statement(s) will be deducted from the refund total.

### **8. 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 denied the College's Policy and Procedure for Complaints Handling can 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.

## **VARIATIONS**

The College reserves the right to vary, replace or terminate this policy from time to time.

## **RELATED DOCUMENTS:**

Policy and Procedure for Student Enrolment

Policy and Procedure for Delivery of Training

Policy and Procedure for Fees and Refunds