

Withdrawal from Study Policy

Policy number: POL-D.032

Responsible officer: Johan Pienaar (Director/CEO)

Date of approval: 9 December 2015

Scheduled review: Biennially

Review expiry date: 31 July 2026

Cross references: *Standards for Registered Training Organisations 2015; VET Student Loans Act (2016); Educational Services for Overseas Students Act 2000.*

Policy statement

Flight Training Adelaide (FTA) is committed to ensure quality and accountability in the management of student enrolment and that no financial, administrative or other barriers would prevent entitled students enrolled in a VET course of study from withdrawing before or on a census date. A student may cancel their enrolment from a VET unit of study by withdrawing on or before the census date, in which case the student:

- Will not incur a VETSL debt for that unit of study.
- Will receive a refund for any up-front tuition fee payment on or before the census date for the specified unit of study from which they are withdrawing.
- Will not be charged an additional penalty or fee to allow them to withdraw from a VET unit of study.

Notice of withdrawal: eligible VSL students

Students wishing to withdraw from a VET unit of study or cancelling their request for Commonwealth assistance must inform their training manager or another appropriate staff member of their decision to withdraw in writing by either:

- Email, or
- Form ADM-F.167, available on FTA website.

The person receiving the notification will inform relevant staff members by email and Centrik form AM-002-W (Wellcamp)/AM-002-P (Parafield) of the withdrawal.

The Manager Quality and Compliance (MQC) or delegate will ensure students who have given written notice of withdraw are not enrolled in that VET unit of study or subsequent units of study from the time of notification.

Re-enrolment in a VET unit of study

FTA will not enrol students who have withdrawn from a VET unit of study, in subsequent units of study without written instruction from the student. Students who wish to re-enrol in a VET unit of study have to notify their training manager or other staff member in writing (email) of a specified return date to training and the unit of study for which VSL is requested.

The person receiving the notification will inform relevant staff members by email of the request to re-enrol. The MQC/delegate will ensure VSL processes and procedures are followed for re-enrolment.

Notice of withdrawal: self-funded local and international students

Students wishing to withdraw from a VET unit of study must inform their training manager or another staff member in writing of their decision to withdraw by either:

- Email, or
- Form ADM-F.167, available FTA website.

The person receiving the notification will inform relevant staff members by email and Centrik form AM-002-W (Wellcamp)/AM-002-P (Parafield) of the withdrawal.

If a student visa holder wishes to cancel their enrolment to go to another education provider, they have to follow the transfer procedures in the Student Handbook.

Refund

Refer to POL-D.021 Tuition Refund and Re-Crediting Policy.

Document Control

Version no.	Issue date	Amendment description
1.0	01-Dec-15	Initial issue
1.1	02-Apr-17	Amendment
1.2	02-Apr-19	Amendment
1.3	03-Sep-19	Inclusion of FTA Queensland operations and the new organisational structure
1.4	23-Jul-20	Adding document control history
1.5	30-Jul-21	Minor changes to wording
1.6	31-Jul-22	Reference to Centrik forms added.
1.7	31-Jul-23	Minor update to location of ADM-F.167
1.8	31-Jul-24	Review date extended to 2 years.

Review

The policy will be reviewed at least every 2 years, or more often due to legislation or circumstantial change.



Johan Pienaar
(Chief Executive Officer/Director)