

## **VSL4: Student withdrawal and deferral from study policy and procedure**

### **Purpose**

This policy and procedure applies to prospective and current students who are considering withdrawing from their studies; to College administrative and academic staff providing information to prospective students on behalf of the college.

### **Policy**

Casey College of Beauty Therapy will conduct the withdrawal procedure in compliance with the VRQA Guidelines for Providers 2016, AQTF Essential Conditions and Standards for Continuous Registration, VET Student Loans Act 2016, the VET Student Loans Rules 2016, VET Student Loans (VSL Tuition Protection Levy) Act 2020, VET Student Loans (Charges) Act 2016, VET Student Loans Manual for Providers 2021

The College will:

- Set a Census date for each VET unit of study that is no earlier than 20% of the way through the VET unit of study
- Ensure that all students are informed of the Census dates for each VET unit of study
- Publish the Census dates on the College website
- Advise Students that it is their responsibility to inform themselves of the Census dates for their course

### **Withdrawals**

Applications for Withdrawal are at the discretion of the Student. Casey College of Beauty Therapy appreciates that there may be a range of circumstances which cause a student to withdraw from their course of study. These often include personal or family difficulties. When considering withdrawing from their course of study, Students should seek information/advice on the possible options available to them.

### **Pre-Census Withdrawal Procedure**

Students wishing to withdraw and who lodge an Application to Withdraw Form before the census date at any point before 11:59 AEST on the census day for a unit of study will be withdrawn without financial penalty from any unit of study in which they were enrolled. Any fees paid for the unit will be refunded or carried forward until their return to study. Students that are enrolled under VET Student Loans will not incur a VETSL debt for the unit of study.

Below is the procedure that must be followed to withdraw from an approved course or part of an approved course:

- A. The student, where possible must submit a VSL Withdrawal form accessible via our website ([caseycollegeofbeauty.vic.edu.au](http://caseycollegeofbeauty.vic.edu.au)) and submit prior to 11:59pm on the Census Day of the applicable Unit of Study.
- B. Casey College may contact the student to discuss the request and may provide counselling pursuant to section (Optional counselling) below if the student is open to it, but the College will not block or hinder a student's withdrawal if that is what they want to do.

If after contacting the student, the student confirms that the withdrawal is to proceed, Casey College will process the withdrawal request and provide within 5 business days a written confirmation to the student including:

- The date and time of the student's withdrawal;

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- The unit of study, part of the course or whole course from which the student has withdrawn;
- The relevant census day;
- Confirmation as to whether the student has incurred a debt for the course or part of the course from which they are withdrawing (noting that no debt may be incurred if the withdrawal is prior to the census day);
- Advice to the student regarding special circumstances requirements if applicable to the student's circumstances; and
- Information about the refund of any upfront payments.

### **Optional counselling**

The following applies:

- A. Casey College may offer optional counselling to students seeking to withdraw.
- B. Students may opt to receive such support, or not, at their discretion.
- C. Casey College, in offering such support, shall not pressure a student to remain enrolled or to enrol in a different course.
- D. Counselling must occur in a timeframe that allows withdrawal before the census day if that is what the student chooses.

### **No fees**

There shall be no charge of any of the following for a withdrawal before the census day:

- A. A withdrawal fee
- B. An administration fee
- C. A fine or penalty
- D. A fee determined to be a disincentive to withdrawing from a unit, part of a course or whole course
- E. Any portion of the tuition fees for the unit, part of the course or entire course from which the student is withdrawing.

### **Re-enrolling**

If a student withdraws from an approved course or part thereof Casey College of Beauty Therapy must not, after the withdrawal, re-enrol the student without the written permission of the student (which must be given after the withdrawal).

A student is able to enrol in a part of an approved course with Casey College of Beauty Therapy in circumstances where the student had earlier withdrawn from a part of the course undertaken with Casey College of Beauty Therapy. To enrol in a part of an approved course students are required to contact [support@caseycollege.vic.edu.au](mailto:support@caseycollege.vic.edu.au) or [compliance@caseycollege.vic.edu.au](mailto:compliance@caseycollege.vic.edu.au).

### **Refund of tuition fees for withdrawal before census day**

If a student withdraws from all or part of their course prior to the census day, they will not incur any tuition fees for the course or part thereof to which the census day applies including, without limitation:

- A. Any VET Student Loan covered fees;
- B. Any gap fees;
- C. Any upfront payment of tuition fees;
- D. Any gap fees or tuition fees paid through a loan from the provider (which is not the case in relation to Casey College, which does not provide loans).

Where the VSL student has paid partial tuition fees to Casey College, and the student withdraws before the census day, Casey College must refund this amount to the student.

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### **Requirements of Casey College**

If a student applies in writing for a withdrawal prior to the census day, Casey College:

- A. Must process the withdrawal request and withdraw the enrolment before the end of the census day;
- B. Must not charge a fee (however described) for withdrawing the enrolment;
- C. Must not prevent the student from withdrawing the enrolment; and
- D. Must not unnecessarily inconvenience the student in relation to withdrawing the enrolment.

### **Application for Re-Credit After Census Day**

Any application for a re-credit of a FEE-HELP balance made after the census day is subject to the Re-Crediting FEE-HELP Balances Policy and Procedure.

### **Post-Census Withdrawal**

Students who lodge an Application to Withdraw Form for a course or units of study after the census date for the unit of study will incur a debt and remain liable for tuition fees.

### **Special Circumstances (VET Student Loans students)**

If a student withdraws from a Unit of Study after the census date for that Unit of Study and believes that special circumstances apply to their withdrawal post census, they may request a remission of fees to of their VETSL debt for that Unit of Study only.

\* Special Circumstances apply where:

- The circumstances were beyond the student's control; and
- Did not make their full impact until on or after the census date; and
- Were such that it was impracticable for the student to complete the requirements of the Unit of Study

### **Course Cancellation by Casey College**

#### **Procedure relating to course cancellation by Casey College**

If Casey College proposes to cancel a course or student's enrolment, Casey College must:

- A. Inform the student concerned of the proposed cancellation;
- B. Provide the student with at least 28 days to initiate grievance procedures under the Grievance Procedure before the cancellation takes final effect;
- C. Provide for the cancellation to take final effect only after any grievance procedures initiated by the student have been completed; and
- D. Set out the circumstances in which fees for the course, or the part of the course, concerned, will or will not be refunded.

### **Deferral**

For students wishing to defer their VET course of study, Casey College ensures the deferment is effective from the date of notification to the indicated date of resumption.

1. If a student wishes to defer a VET course of study or unit/s of study, he/she sends an email or letter of intention to defer and submit it to the Student Services Manager.

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2. The Student Services Manager arranges a meeting with the student to ascertain the deferral period and proposed return date.
3. Please note that approval of this application will only allow the student to defer for one semester.
4. The Student completes a Student Deferral Form and forwards it to the Student Services Manager.
5. The Student Services Manager records the student's status in VetTrak to deferred and issues a VSL.
6. The student completes the Progression Form, indicating they have deferred their studies.
7. Upon resumption of studies, the student meets with the Student Services Manager to discuss training plan and timetable.
8. The student is issued a Progression Form to indicate resumption of studies and loan access.

### Grievance procedures

Grievance procedures are set out in the Academic Student Grievance Policy and Procedure and the Non Academic Grievance Policy and Procedure, downloadable from our website at

[www.caseycollegeofbeauty.vic.edu.au](http://www.caseycollegeofbeauty.vic.edu.au)

### Notification

If no written request is received from a student by Student Services at [support@caseycollege.vic.edu.au](mailto:support@caseycollege.vic.edu.au) requesting withdrawal or deferral, the student will remain enrolled in the course for that Unit of Study and be liable for fees post census date. Census dates are published on the College website under the Students Year and month of Commencement of course under Fees and Census Dates section . Students may also contact [compliance@caseycollege.vic.edu.au](mailto:compliance@caseycollege.vic.edu.au) if they are unsure of their census date.

## **VSL4: Student withdrawal and deferral from study policy and procedure**

### **Publication**

This *Student Withdrawal and deferral from Study Policy and Procedure* will be made available to Students and Potential Students through publication on the website ([www.caseycollegeofbeauty.vic.edu.au](http://www.caseycollegeofbeauty.vic.edu.au)) and through the student handbook.

### **Publishing details**

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