

Withdrawal Procedure



Purpose

The purpose of this procedure is to outline the process for students who wish to withdraw from a course or unit of study.

Definitions

Census date is set by in accordance with Higher Education Support Act 2003 and published on a VET FEE-HELP provider website. The census date is the date on which the following:

- students become financially liable for any VET unit of study in which they are enrolled,
- students can withdraw from a VET unit of study without incurring financial liability (VET FEE-HELP debt)

Special Circumstances, covering a range of unexpected, extenuating and compassionate circumstances, are those which were outside the control of the student and/or for which there was no opportunity to prepare in advance. Special circumstances may include, but are not limited to:


- medical circumstances: an unexpected illness, a recurrence of a chronic illness or an accident
- a disability or illness for which a variation has already been made will not be accepted unless the disability has been compounded by an unexpected change, or an additional condition
- hardship or trauma such as the death or serious illness of a close family member, severe disruption to domestic arrangements, being a victim of crime or an accident
- religious observance or obligations
- formal legal commitments
- military service
- service with a recognised emergency management service
- representing MCI or MCI Institute
- unforeseen and significant employment related circumstances such as an overseas or interstate move at short notice.

Scope

This policy is relevant to all MCI and MCI Institute enrolled students

References

Standards for NVR Registered Training Organisations 2015, Standard 5
Higher Education Support (VET) Guideline 2015, Clause 32
Smart and Skilled Contract, Smart and Skilled Operating Guidelines, paragraph 9.



Standard ISO 9001:2008 sections 5.2, 5.3, 7.2
MCI's Smart and Skilled Fee Policy
MCI's Refund Policy (VFH up-front payment)
MCI's Refund Policy

Responsibilities

The responsibility for implementing the requirements of this procedure rests with the Administration Manager.


Procedure

1. General principles

- a. A student seeking to withdraw from a course or unit of study must complete the Withdrawal Application Form.
- b. Once permission is granted for withdrawal, the student will no longer be allowed to attend any part of the course, including access the eCampus.
- c. Students who didn't complete all enrolment requirements before the census date will have their enrolment cancelled by MCI.
- d. Students who cannot be contacted by MCI, or a nominated representative, either prior to census date or at the end of a study period, will be withdrawn from their course / unit of study automatically (administrative withdrawal).
- e. Supporting documentation, if applicable, may include but is not limited to:
 - an original certificate or letter on letterhead from a registered treating medical practitioner, registered health practitioner or approved specialist, depending on the nature of the condition,
 - a letter from a registered counsellor who has prior knowledge of the student and their circumstances;
 - a letter from a person qualified to assess and support the application (e.g. clergy providing grief counselling); or a certificate from a funeral director or death notice;
 - a certified call from the Australian Defence Force service,
 - a description of the emergency attended for State Emergency Service or Country Fire Service personnel,
 - an original letter confirming changed employment circumstances,
 - an original letter confirming commitments for athletes and performing artists,
 - a copy of an accident report or a court summons
- f. Supporting documentation, if applicable, will not be accepted from a relative or personal friend of the student, or friend of the student's family.

2. VET FEE-HELP enabled courses

- a. Students seeking to withdraw from a VET course or VET unit of study must submit a Withdrawal Application Form.
- b. Applications will be entered into the student management system upon receipt and a copy will be kept on the student's file

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- c. Students that lodge their application form on or before census date will be granted a withdrawal without penalty. No VET FEE-HELP debt will be incurred
 - d. Students that lodge their application form after census date will incur a VET FEE-HELP debt for the enrolled course / units of study
 - e. If a student wishes to be considered for re-crediting of the VET FEE-HELP debt after the census date, they must apply for special circumstances. Refer to the Student Review Procedure for further details
 - f. Students that have withdrawn from a VET course or a VET unit of study and wish to re-enrol in a further VET unit of study of a VET course must provide MCI with both:
 - a written permission to be re-enrolled into a course or a VET unit of study:
 - if a student has withdrawn from a VET course or a VET unit of study before the census date, the student completes a Deferral Form
 - if a student has withdrawn from a VET course or a VET unit of study after the census date, the student completes a Semester Extension Form
 - a written confirmation that the student wishes to continue enrolment in any other VET unit of study forming part of the course (Signed Semester/Trimester enrolment progress form)

3. The Smart and Skilled enabled courses

- a. If a student want to discontinue their training MCI is required to establish if the reason for discontinuing relates to quality of services delivered by MCI. If that is the case, MCI will endeavour to address the concerns.
- b. If a student decides to proceed with a withdrawal from a course, the student must submit a Withdrawal Application Form.
- c. Applications will be entered into the student management system upon receipt and a copy will be kept on the student's file.
- d. Students will be provided with a refund of any applicable fees. Refer to the Refund Policy for further details.
- e. MCI will provide the student with an updated Training Plan and return results of any outstanding completed training activities and/or assessments.
- f. Students that successfully completed at least one unit of competency will be issued with a Statement of Attainment for completed unit(s) of competency.
- g. Where a student has an outstanding debt, the student will not be issued with a qualification or a statement of attainment, if applicable, until the outstanding fees are paid. Refer to the *Smart and Skilled Fee Policy* for further details.



4. Fee-for-Service courses

- a. Students seeking to withdraw from a course or unit of study must submit a Withdrawal Application Form
- b. Applications will be entered into the student management system upon receipt and a copy will be kept on the student's file
- c. The Administration Manager or delegated nominee will review the application.
- d. The student will be advised in writing of the outcome within 10 business days
- e. Fees shall be refunded in accordance with the *Refund Policy*
- f. Students that have previously withdrawn from any course more than once will only be accepted back onto another course or unit of study at the discretion of the Administration Manager or delegated nominee. In this case, special circumstances must be demonstrated.

Records

The following records shall be generated and kept in the Student Management System for a period of 5 years:

- Completed withdrawal form and any supporting documents
- Notifications and correspondence regarding withdrawal sent to students

Key links

Forms and/or documents required for this procedure:

- **Withdrawal Form:** Click [here](#).

Document revision history and version control

Version	Summary of changes	Author	Approved by	Effective date
V 2.2	Clarified conditions of re-enrolment for VET-FEE-HELP enabled courses after withdrawal	Quality & Compliance Manager	QMT	09/06/2016