

WITHDRAWAL & CANCELLATION POLICY AND PROCEDURE

Withdrawal Procedure from a VSL Approved Course

If a student wishes to withdraw from a course or a unit of study, they must inform the Training & Compliance Manager in writing via either:

gt.studentadmin@goldtraining.edu.au, or

Gold Training Pty Ltd
19 Main Drive,
Warana
QLD 4575

The following information must be provided by the student requesting withdrawal:

- Student name;
- The reason for withdrawing from the course; and
- Date of withdrawal.

Definitions relevant to this procedure

- *Census Date:* for VET Student Loans (VSL) approved courses – 20% of the way through the Unit of Study
- *Start Date:* The first day of the Unit of Study as listed in the Student Handbook
- *Tuition Fees:* Includes tuition, assessment material and re-assessment fees.
- *Unit of Study:* A unit of study is a subject or unit that a student may undertake as part of a VET course of study. A unit of study includes one or more units of competency.

Students who are enrolled in a VET Student Loan enabled course

In the event of a student withdrawing from a Unit of Study on or before the Census Date for that Unit of Study:

- 100% of all Tuition Fees paid for that unit will be refunded to the student; and
- The student will not incur a VET Student Loan debt.

In the event of a student withdrawing from a Unit of study after the Census Date for that Unit of Study:

- No refund is applicable; and/or
- The student will incur a VET Student Loan debt.

A student who withdraws after the census date from a unit of study may apply for special consideration in line with the Re-crediting a FEE-HELP Balance Policy & Procedure.

Once the student has withdrawn, Gold Training shall confirm the withdrawal by entering the student's withdrawal details into the student management system and removing them as an enrolled student.

A confirmation letter of withdrawal from a course will be sent to the student. The letter will confirm their withdrawal, the date of withdrawal, the unit/s of study from which the student has withdrawn, unit/s of study census date/s, VSL debt incurred by the student for the relevant unit/s of study, the amount of the 20% loan fee applicable to the unit/s of study. If the student has withdrawn prior to census day, no debt will be incurred.

If a student withdraws from a course, or a unit of study, Gold Training will not, after the withdrawal, enrol the student in a course or a unit of study without the written permission of the student. Permission must be given after the withdrawal.

Process and procedure for cancelling a student's enrolment

Gold Training has a process and procedure to cancel a student's enrolment in an approved course, or a unit of study, after the census day for the course.

- Gold Training shall inform the student concerned of a proposed cancellation of enrolment;
- Gold Training will allow the student at least 28 days to initiate grievance procedures before the cancellation takes final effect;
- Cancellation will take final effect, only after any grievance procedures initiated by the student have been completed;
- Gold Training will set out the circumstances in which fees for the course, or unit of study, concerned will, or will not be, refunded.

In the event of Gold Training cancelling a student's enrolment in a course or a unit study after the census date for that unit of study:

- No refund is applicable; and/or
- The student will incur a VET Student Loan debt.

Gold Training will refund any monies paid in advance that relate to future parts of the course. Refunds will be paid within two weeks after the cancellation takes final effect.

If for any reason Gold Training is unable to provide the course, Gold Training will repay all tuition fees already paid within two weeks after the day on which the course ceased to be provided. All refunds will be paid to the person who originally paid the course or unit of study fees.

This agreement, and the availability of complaints and appeals processes, does not remove the student's right to take action under Australia's consumer protection laws.

Procedure for re-enrolment in part of a course previously withdrawn from

A student may apply to re-enrol in a course or unit of study they had previously withdrawn from. When this occurs, the following procedure will be followed:

- Student must complete a new enrolment form and attend an interview with an Education Consultant who will assess the circumstances behind the student's previous withdrawal.
- The Education Consultant will confirm the maximum amount of VSL the student can access, taking into account the amount already accessed in the course they previously withdrew from.
- The Education Consultant must then seek approval from the Training & Compliance Manager who will make the decision based on the circumstances outlined by the Education Consultant.
- If the student is under 18 years old, they must:
 - have a parental consent form signed by a responsible parent and provide the signed parental consent form prior to submitting enrolment information into the eCAF system; or
 - student must have evidence they have received youth allowance on the basis that they are independent within the meaning of Part 2.11 of the Social Security Act 1991. The evidence must be in the form of the student's Centrelink Income Statement noting this assessment.