

## **Purpose:**

Air Gold Coast offers a clear and transparent process that is fair and equitable for students who wish to withdraw. This policy outlines the policy and process for a VET Student Loans funded student who is withdrawn from an Air Gold Coast (AGC) qualification course. This can include withdrawal by the student's choice or Air Gold Coast's choice due to not meeting a defined requirement or misconduct

This policy also covers a student returning to study where eligible.

## **Scope:**

This policy applies to all Air Gold Coast students studying an approved VET Student Loans course and using VET Student Loans to help fund the course fees.

This policy does not include fully self-funded students, short courses or non-accredited courses. The terms for withdrawal is outlined in the "Refund Policy" contained in the Student Handbook and on AGC's Website.

## **Policy Content:**

1. Withdrawal Process and Form
2. Withdrawal and Payment of Fees
3. Withdrawal after the Census Date
4. Course Review and Discussion
5. Fines, Penalties and Disincentives
6. Re-enrolling a Student Previously Withdrawn
7. Cancellation of a Student Enrolment by Air Gold Coast
  - a. Misconduct;
  - b. Non-Progression
8. Student Responsibilities
9. Air Gold Coast Responsibilities

### **1. Withdrawal Process and Form:**

Students can withdraw from study at any time by completing and submitting a VSL Request to Withdraw Form. This form can be downloaded from AGC's Website [Policies and Procedures](#).

The form will need to be lodged either in person to the RTO Administration Manager, or via email to [admin@airgoldcoast.com.au](mailto:admin@airgoldcoast.com.au). The student will receive an automated acknowledgement notice on the date of lodgement.

### **2. Withdrawal and Payment of Fees:**

If a student correctly withdraws using the defined process on or before a study period census date, they will not incur any tuition fee debt for that study period. This applies to all of the tuition fees for the study period to which the census date relates and includes:

- VET Student Loan fee debt for that study period;
- Gap fees for that study period
- Upfront payment for tuition for that study period

The *VSL Request to Withdraw Form* will be dated on the date it is received by the school and notice will be supplied in writing to the student via email including confirmation if the student has incurred a debt to the Commonwealth or Air Gold Coast for the study period or not.

### **3. Withdrawal after the Census Date:**

A student may still withdraw after a study period census date has passed, however all fees incurred for tuition for that study period are owing and must be paid including a debt to the Commonwealth for any VET Student loan.

Students who are forced to withdraw from study after a census date due to serious illness or other exceptional circumstances can apply to have the FEE-HELP balance re-credited and HELP debt removed for that unit of study. To be satisfied that special circumstances applied to a student, the student must prove that the circumstances:

- Were beyond the students control, and
- Did not make their full impact on the student until after the census date, and
- Made it impracticable for the student to complete the unit(s) of study requirements.

There are no provisions under the Higher Education Support Act 2003 to have a debt removed if a student has already successfully completed a unit of study.

**Note:** Refer to **Procedures for Re-Crediting a Fee-Help Balance** available on AGC's Website [Policies and Procedures](#).

#### 4. Course Review and Discussion:

If the student and Air Gold Coast both elect, AGC may offer discussion regarding options in study, and an informal counselling service for students who are unsure of their options or ability to continue study. This process will only be undertaken if it can occur within a timeframe that allows the student to withdraw on or before the census date if the student still chooses to withdraw.

#### 5. Fines, Penalties and Disincentives:

AGC will not charge:

- Withdrawal fees
- Administration fees
- Any fine or penalty
- Any other disincentive to withdrawing

As long as a student withdraws prior to a study period census date there will be no tuition fees for that study period from which the student is withdrawing.

#### 6. Re-enrolling a Student Previously Withdrawn:

Students who re-enrol into the same course from which they have withdrawn from will not be penalised. The student can re-enrol as long as the qualification is the same and the course content has not changed. The student may be required to show currency of knowledge depending on the duration or time past. The student may be required to re-enrol into the start of the unit of study based on assessment by Air Gold Coast.

If a student withdraws from an approved course, or a part of an approved course, Air Gold Coast will not re-enrol the student without the written permission of the student.

#### 7. Cancellation of a Student Enrolment by Air Gold Coast:

##### (a) Misconduct:

Air gold Coast reserves the right to cancel the enrolment and expel from study any student that threatens the safety of students and staff which will be defined as gross misconduct including:

- Violence
- Threat of violence
- Verbal abuse and inappropriate language
- Lurid behaviour
- Theft and wilful property damage
- Inappropriate touch towards a fellow student, AGC staff, guests or clients.

Repeated minor misconduct can result in a student enrolment being cancelled. Examples of this may include:

- Breaches of Air Gold Coast's rules and directions
- Failing to comply with the lawful directive of an AGC Team member
- Acting in a manner that may endanger the safety or health of another person
- Unlawfully attempting to or assaulting or causing a person to be in a reasonable fear of their safety or wellbeing
- Significantly impairing the ability of a person to participate in any legitimate activity
- Acting in a manner that disrupts the peace and good order of AGC or brings it into disrepute including misconduct and repeated disruption in the Classroom
- Divulging confidential information relating to an AGC matter
- Causing damage to, or loss of property of the School, its staff or its students
- Making a false representation as an AGC Student
- Completing work on behalf of other students
- Copying other student's work
- Abusing harassing, bullying or threatening students or staff
- Wilfully breaching AGC's policies
- Breaching any Act of the Commonwealth or State to which AGC is subject.

To protect students and staff at AGC, immediate steps will be taken to remedy any claims of behaviour that goes against AGC's student conduct guidelines. A process of natural justice will be undertaken where all parties involved will have the chance to provide information.

AGC will provide at least 28 days for the student who is accused of misconduct to initiate grievance procedures before the cancellation takes effect. During this time for the safety of AGC Staff and students, the person accused may be removed from study while AGC mediates the complaint or investigates the claims.

If expelled for misconduct or cancelled due to non-progression a student will forfeit the right to any remuneration and forfeit the right to a refund of fees paid and may incur any costs for damage or stolen items or legal fees if the police become involved.

This applies to all tuition fees for the course or study periods of which the census date has past. If a student is removed prior to a study period census date, the student will not incur tuition fees for that study period.

### **(b) Non-Progression:**

In the instance where a student has continued unsatisfactory performance outcomes, and an Intervention strategy in the form of an action plan has been unsuccessful, the student's continued enrolment may be at risk of termination. Air Gold Coast's Integrated CPL Progression Policy is published on the website and accessed via Policies and Procedures.

### **8. Student Responsibilities:**

It is the responsibility of the student to follow the defined process to withdraw from study prior to a census date. AGC can take no responsibility for the student not lodging forms in the defined time period or for students not following the defined process.

### **9. Air Gold Coast Responsibilities:**

To provide students with written evidence of the process undertaken and to operate in a fair and just manner as defined within this policy and process. This policy will be made available to prospective and enrolled students through publication on the Air Gold Coast website or in written form. Publication:

### **Related Policies:**

- Integrated CPL Progression Policy
- VSL Re-Crediting Procedures

WITHDRAWAL FROM A VSL COURSE REQUEST FORM

ARN:		CHESSN:	
STUDENT NAME:			
COURSE:			
CURRENT UNIT OF STUDY:			

**IMPORTANT INFORMATION:**

1. To be eligible for a refund of tuition fees for the current study period, the *Request to Withdraw* must be submitted to AGC Administration Team: [admin@airgoldcoast.com.au](mailto:admin@airgoldcoast.com.au) on or before the census date applicable to the relevant Unit/s of Study.
2. Fee paying students submitting a *Request to Withdraw* after the census date will be liable for the tuition fees unless special circumstances apply.
3. Students who have chosen the VET STUDENT LOAN deferred payment option who submit a *Request to Withdraw* after the census date will be liable for the VET STUDENT LOAN debt for the study period unless special circumstances apply.

Please read the IMPORTANT INFORMATION above, then complete the following section

- |  |
|--|
| <input type="checkbox"/> I wish to withdraw from the course effective immediately (including the current Unit of Study). |
| <input type="checkbox"/> I am submitting evidence of special circumstances and requesting a remission of fees.           |

WITHDRAWAL DATE:			
REASON FOR WITHDRAWAL:			
DATE REQUESTED:		STUDENT SIGNATURE:	

OFFICE USE ONLY	
Date received:	Received by:
Date:	Request to withdraw approved by: _____ <ul style="list-style-type: none"> <li>• All details must be complete on form before approval given.</li> </ul>
Date:	Unit/s of Study amended by:
Date:	VET STUDENT LOAN status updated by: