

POLICY & PROCEDURE: STUDENT WITHDRAWAL OR DEFERRAL FROM STUDY

This policy applies to prospective and current students both domestic and international (CRICOS) who are considering withdrawing or deferring from their studies; to College administrative and academic staff and to third parties providing information to prospective students on behalf of the college.

Policy

Ella Baché College of Skin and Beauty Therapy will conduct the withdrawal and deferral procedure in compliance with Schedule 1A of the Higher Education Support Act 2003, the Standards for Registered Training Organisations (2015), and the VET Provider Guidelines 2015. 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

Deferral

Applications for deferment are accepted at the discretion of the College. The maximum period of deferment is a total of one year over the duration of the course. Visa arrangements for International students may be impacted by any leave of absence.

- Students deferring their studies prior to the census date will not be liable for fees incurred in that fee period and will be transferred to the agreed recommencement date (within 12 months) and the new census dates will apply.
- All Students deferring their studies post census date of each fee period will remain liable for fees incurred and will be transferred to the agreed recommencement date (within 12 months) and the new census dates will apply for subsequent fee periods.
- If a Student who has deferred has not recommenced their studies within 12 months of deferral and the College has been unable to contact the Student they will be deemed to have withdrawn from the course and fees paid are not transferable. Students wishing to recommence studies after the 12 month limit will be considered as a new enrolment with relevant course fees payable.

Withdrawals

Applications for Withdrawal are at the discretion of the Student. Ella Baché College 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 or Deferral

Students wishing to withdraw or defer and who lodge an Application to Withdraw Form or Application to Defer Form before the census date for a unit of study will be withdrawn or granted a deferral 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 FEE-Help, or VET Student Loans will not incur a HELP debt for the unit of study

Post-Census Withdrawal or Deferral

Students who lodge an Application to Withdraw Form or Application to Defer 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 FEE-Help and 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 VET FEE- Help or VET Student Loans 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

Notification

If no written request is received from a student by Student Services at studentservices@ellabachecollege.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. Students may also contact Student Services if they are unsure of their census date.

Procedure

Where a Student proceeds to Defer or Withdraw from their course they must notify the college in writing. Written notification may be by completion and return of the 'Application for Deferral Form' or the Application to Withdraw Form', both available from the 'My Course Information' subject in the learning portal, by requesting a copy from Student Services; or by email clearly stating name, address, and course title, date of Deferral or Withdrawal and reason for Deferral or Withdrawal.

- All communication must be sent to Student Services at studentservices@ellabachecollege.edu.au .
- The date of Deferral/Withdrawal will be the date of receipt of written notice.
- All Deferral or Withdrawal applications must include a completed 'Application to Defer Form' or an 'Application to Withdraw Form' and any other relevant and supporting documents.
- Applications will only be reviewed and processed once all paperwork is received
- The Head of Studies will review all applications and may interview the student before approving or considering the application.
- If the Student's application is approved, the College will updated the Student's status in accordance with this policy and the circumstances involved.
- If the Student deferral request is not approved then the student will have the option of lodging a formal appeal against the decision in accordance with the Policy and Procedure – Complaints, Grievances and Appeals within 28 days after receiving the notification of non-approval of deferral.