

<b>RTO</b>	Builders Academy Australia (RTO ID 21583)
<b>Applicable Standards</b>	Standards for Registered Training Organisations 2015 State and territory Funding Contracts Government Student Loans Contracts
<b>Authorised by</b>	General Manager Quality and Compliance
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## Policy: Cancellation, Withdrawal and Deferral

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### Overview

Builders Academy Australia (BAA) is committed to ensuring the best educational outcomes for students and enable them to complete their training and successfully achieve their desired qualification. BAA recognises that sometimes circumstances can reduce a student's capacity to complete a chosen line of study, therefore students may withdraw from their course. BAA also recognises that there may also be times where students want to transfer from one RTO to another or would like to defer their training due to personal reasons. BAA will make reasonable efforts to assist students in completing their studies but will also assist those students who would like to discontinue their studies.

Builders Academy Australia (BAA) will discontinue a student's enrolment when:

1. A student elects not to continue or would like to defer their studies, OR
2. BAA elects not to continue the enrolment

When this occurs, a student will be removed from the course under one of the following three methods:

- Cancellation
- Withdrawal (Official or Apparent)
- Withdrawal Deferred

### Cancellation of an Enrolment

Cancellation of course enrolment applies to an accepted enrolment that never commenced. If a student's enrolment is cancelled prior to commencement, their State government eligibility is not affected, nor do they incur a loan debt if they have applied for a VET Student Loan.

#### Cancellation by Student

Students whose enrolment has been finalised but who elect to not commence the course, must communicate their intention to cancel the enrolment.

Students may notify BAA in one of three ways:

1. A phone call to BAA on 1300 543 363
2. Email to [enquiries@buildersacademy.com.au](mailto:enquiries@buildersacademy.com.au)
3. Advising BAA when staff contact the student

The student must personally notify BAA or via a third party authorised delegate. An authorised delegate must have written permission from the student to act on their behalf.

### **Cancellation by BAA**

BAA will cancel a student's enrolment if:

1. A student has not attended the induction session and subsequent classes without notifying BAA. BAA staff will aim to contact the student and discuss options to commence. Where the attempts to contact the student fail, the student's enrolment will be cancelled.
2. BAA has not received enough confirmed enrolments to run a course. The decision to cancel a course that has not yet commenced due to low numbers must be made a least one week prior (unless there are unforeseeable issues). All students will be notified via phone and writing and provided with alternative options. This may include starting the course later, joining a group in a different location or attending via a different delivery method, or going on a waiting list. Students may elect to cancel their enrolment as a result. A full refund of fees will be provided to the students.

#### *Cancellation from enrolment with a VET Student Loan*

Commenced students who have deferred their tuition fees through a VET Student Loan may wish to cancel the loan and continue their studies with BAA under a different payment option. Students must communicate this in writing to [enquiries@buildersacademy.com.au](mailto:enquiries@buildersacademy.com.au) and a new payment arrangement/plan organised.

## **Withdrawal from an Enrolment**

Withdrawal of course enrolment applies to enrolments where the course has been commenced.

### **Withdrawal by Student**

All students wishing to withdraw from their course can do so by calling 1300 534 363 or in writing by sending an email to [enquiries@buildersacademy.com.au](mailto:enquiries@buildersacademy.com.au).

Once the request has been received, a relevant officer will discuss with the student their reason for withdrawal. Whenever appropriate, the student will be offered any options available to assist them in completing the course. Students may be contacted by a trainer to review the training they have undertaken and to offer any assistance that may be of benefit to the student. An email will be sent to the student notifying them once their withdraw from studies has been processed. This confirmation will also ask the student to complete a withdrawal survey so that we can collect and analyse withdrawal data. This data is then used to for continuous improvement initiatives to reduce withdrawal rates.

### **Withdrawal from enrolment under State Funding Agreement or Apprenticeship/Traineeship Arrangement with the Skills First Program**

Students who have commenced studies under Skills First funding will need to notify BAA of their intent to withdraw from their course, as per the above.

Once the notification to withdraw has been received, the student will be withdrawn from the course and will receive an email from BAA confirming their withdrawal has taken place. This confirmation will also ask the student to complete a withdrawal survey so that we can collect and analyse withdrawal data. This data is then used to for continuous improvement initiatives to reduce withdrawal rates.

Withdrawal from studies will be reported to relevant funding body in a timely manner. Students should be aware that withdrawing from their course may affect their future training options and eligibility for further Victorian government subsidised training under the Skills First Program. For further information on eligibility for funding please visit the Victorian Skills Gateway website: [Skills First Eligibility Check](#)

For Apprentices/Trainees, this will include notification of withdrawal on the student's record in the Epsilon database which will be updated to reflect the withdrawal.

### **Withdrawal from Enrolment with VET Student Loans**

Once the student's intention is determined, the Student Engagement Officer will inform the student in writing of the debt they have incurred for any units of study which census dates have passed. The date the student contacts BAA requesting withdrawal will be considered as the "date for withdrawal" for the determination of the student's debt.

If the reason for withdrawal stated by the student could be considered as special circumstances, the student will be provided with the recrediting procedure for their consideration.

All students, once the withdrawal notification is received from the student, BAA will:

1. Submit all student training activity data to finalise the student's records
2. Provide the exiting student with a refund of any fees, if applicable (see the BAA Fees, Charges and Refunds Policy for more information)
3. Attempt to obtain formal notification from the student of the date their training will end, including reasons for withdrawal to understand whether the withdrawal does or does not relate to the performance of BAA
4. Issue the student with a Statement of Attainment and transcript for completed Units of Competency within 30 days of notification of the discontinuance where applicable
5. Notify the AASN Provider within 14 days of withdrawal if the student is Apprentice or Trainee.

### **Withdrawal by BAA**

BAA only elects to withdraw students under limited circumstances:

1. Student misbehaviour resulting in severe breach of BAA's Code of Conduct for Students
2. Non-payment of fees
3. Ongoing non-submission of assessments
4. Lost contact

In the first instance the student will be offered support and assistance in order to allow them to continue in their studies and complete the course where possible. If after working with the student an issue remains, then BAA will make a final decision on the withdrawal from studies. BAA will communicate in writing to students of their intention to defer or withdraw including the reason/s for the decision.

Where BAA withdraws a student from their enrolment, the student will be informed in writing and will have 20 days to access the BAA Grievances, Complaints and Appeals Policy should they wish to appeal their withdrawal. If the student is Under 18 their parent or guardian will be informed.

Where student is withdrawn by BAA due to loss of contact, BAA will continue to communicate to reengage the student. However, where this is unsuccessful over a reasonable period of time as per the 'Withdrawal Procedure' student will be reported as Withdrawn – Apparent and their withdrawal date will be the last formal communication from BAA.

Withdrawn students who have successfully completed at least one unit will be awarded a Statement of Attainment.

Students who have accessed VET Student Loans and already passed at least one census date, will be provided with 28 days to initiate the grievance procedure prior to the withdrawal being finalised. The communication will also include the debt incurred and any other fees which may or may not be refunded.

Students who did not successfully complete a course with BAA under a VET Student Loan, and who wish to re-enroll with BAA, will be required to discuss with the Individual Learning Needs Officer the impact of the previous loan, (if applicable) as well as the reason for re-enrolment. When the withdrawal was due to special circumstances, the student may need to provide evidence that those circumstances are either no longer relevant or can be managed.

For information regarding refunds, please refer to the Funded & Fee for Service Fees, Charges & Refund policy available on our website.

## Deferral of an Enrolment

Under special circumstances, students may elect to defer their training for a period of time. BAA will make every effort to assist the student to continue training where possible by implementing strategies to accommodate the student in completing their qualification. Should the student still wish to defer their studies then BAA will advise the student of any fee implications of deferral. If the student does not restart their training or require further time away from their studies, BAA will contact the student and discuss their options.

### **Deferral of Enrolment under State Funding Agreement**

Students attending training under Skills First Funding can elect to defer their studies based on their individual circumstances and will be reported as Withdrawn – Deferred until student’s return. The student’s subject enrolments will be withdrawn using the EOP calculation that is current to the time, and the student will receive written confirmation of their Deferral. If the student requires a long deferral period or is unable to commit to a time frame, BAA will withdraw the student as Withdrawn – Apparent or Withdrawn – Official depending on the circumstance. This will then be changed dependent on if or when the student returns to their studies. Upon student’s wish to continue with their studies in the future they may be able to recommence their enrolment or treated as a new enrolment. Exceptions may apply.

### **Deferral across Funding Contracts**

If a Deferral request crosses over a period where a new Funding Contract comes into effect with Skills First under the State Funding Agreement, BAA will liaise with students and request for monthly Evidence of Participation (EOP) to ensure successful rollover to the new contract. Where the student’s circumstances does not allow for the regular engagement in training, or BAA is unable to get a hold of the student at the time after multiple attempts, the student’s status will be changed to Withdrawn – Official or Withdrawn – Apparent respectively. If or when the student would like to re-engage in their studies with BAA, it will be under a new enrolment under the new contract. Based on these scenarios where it is not the normal straight forward Withdrawn – Official or Withdrawn – Apparent path, BAA will adapt its communication with the student reflective of the individual circumstances.