

Student Withdrawal Policy

Policy Overview

This Policy is designed to outline the process to manage student withdrawals. At times circumstances can reduce a student's capacity to complete a Training Program, therefore students may withdraw from their Training Program. Care Academy also recognises that there may also be times where students would like to defer their training due to personal reasons. Care Academy will make reasonable efforts to assist students in completing their studies but will also assist those students who would like to discontinue their studies.

Policy

Care Academy will discontinue a student's enrolment when:

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

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

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

Cancellation of an Enrolment

Cancellation of Training Program enrolment applies to an accepted enrolment that never commenced.

Cancellation by Student - Students whose enrolment has been finalised but who elect to not commence the Training Program, must communicate their intention to cancel the enrolment. Students must notify Care Academy in writing by email.

Cancellation by Care Academy - Care Academy will cancel a student's enrolment if:

1. A student has not attended the induction session and subsequent classes without notifying Care Academy. Staff will aim to contact the student and discuss options to commence. Where there are reasonable attempts within the first two weeks of training to contact the student fail, the student's enrolment may be cancelled.
2. Care Academy has not received enough confirmed enrolments to run a Training Program. The decision to cancel or postpone a Training Program, that has not yet commenced due to low numbers must be made a least one week prior (unless there are unforeseeable issues) by Care Academy. All students will be notified via phone and writing and provided with alternative options.

Withdrawal from an Enrolment

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

Withdrawal by Student - All students wishing to withdraw from their Training Program can do so by completing a Withdrawal request form in writing and by contacting us via our website contact us page. Once the request has been received, an Administration Officer will discuss with the student their reason for withdrawal and to identify and offer any assistance or support that may be of benefit to the student.

An email will be sent to the student notifying them once their withdrawal from studies. Withdrawal from enrolment under State Funding Agreement or Apprenticeship/Traineeship Arrangement will need to notify Care Academy of their intent to withdraw from their Training Program, as per the above.

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Once the notification to withdraw has been received, the student will be withdrawn from the Training Program and will receive an email from Care Academy confirming their withdrawal has taken place. Students should be aware that withdrawing from their Training Program may affect their future training options and eligibility for further government subsidised training.

Withdrawal by Care Academy

Care Academy may suspend or withdraw a student enrolment where they have not paid fees as documented in their written agreement or has behaved in a manner that is not appropriate for an education setting such as misbehavior.

This may include (but is not limited to):

- Intimidating students or staff
- Disrespecting others including discrimination for any reason
- Refusing to work in a safe, clean, smoke free, orderly and cooperative environment
- Damaging or misusing Care Academy or other students personal property (including computer files and student work)
- Criminal Actions
- Failure to pay fees when due
- Failure to make satisfactory progress (Refer to Student Progress Policy & Procedures)
- Other actions deemed unsuitable by the CEO or authorised delegate.

Care Academy will communicate in writing to students of their intention to defer or withdraw from the Training Program including the reason/s for the decision. Where Care Academy withdraws a student from their enrolment, the student will be informed in writing and will have 10 business days to access the Complaints and Appeals Policy should they wish to appeal their withdrawal. If the student is Under 18 their parent or guardian will be informed. For students undertaking a traineeship delivery model, the employer and AASN will be notified. (Refer to Apprenticeship/Traineeship Policy & Procedures). The students will then be reported as Withdrawn – Apparent and their withdrawal date will be the last formal communication. Withdrawn students who have successfully completed at least one unit and deemed competent will be awarded a Statement of Attainment (SOA). For information regarding refunds, please refer to the Fees and 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. Should the student still wish to defer their studies Care Academy will advise the student of any fee implications of deferral.

Following consideration of an application for deferment, the Administrator will:

- Ensure the student is informed in writing of the outcome of their application for deferral or suspension (leave of absence).
- In the case of a student application being rejected, the student will receive written notification (via email) within 10 working days of the application being assessed. This will also inform the student of their ability to access the appeals process if they wish to appeal the decision.
- Maintain all documentation in relation to the deferral or suspension application on the students file.

Deferral of Enrolment under State Funding Agreement Students can elect to defer their studies based on their individual circumstances and will be reported as Withdrawn – Deferred until the student's return. If the student requires a long deferral period or is unable to commit to a time frame, Care Academy will withdraw the student as Withdrawn – Apparent or Withdrawn – Official depending on the circumstance.

Re-enrolment – If a student wishes to re-enroll after they have withdrawn or been cancelled from a Training Program, they are required to submit an Application for enrolment to the Administrator. Each application will be re-assessed on a case-by-case basis and the student will be informed of the decision in writing and may be

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subject to the enrolment and state funding condition at the time of re-enrolment

Withdrawals/Cancellation/Deferments Procedure

As per this Policy, withdrawals/cancellation/deferments can be requested by the student, or by Care Academy. All student withdrawals/cancellation/deferments are actioned using this same procedure.

1. All requests will be confirmed in writing. Appendix A provides template of communications to be used. All students will be advised they have the right to Complaints and Appeals process
2. on the 11th business day of communicating the withdrawals/cancellation/deferments, the student outcome will be recorded in the Student Management System (SMS) VETtrak. There are three options for the withdrawal of the student's Training Program enrolment, and these are:
 - a. Withdrawn – Official 40 (requested by the student)
 - b. Withdrawn – Apparent 41 (at the request of Care Academy)
 - c. Withdrawn - Deferred 42
3. Student's withdrawals/cancellation/deferments date reported will be the last date of communication with the student or 1 January if reported over calendar year
4. All units with a recorded outcome of 'Continuing – 70' will also be withdrawn to this date
5. This reporting will happen by the earlier of:
 - a. two months after the point of withdrawal or
 - b. the final data submission date for the data collection year.
6. Student will be sent an electronic copy of Statement of Attainment for any units that have been successfully complete and deemed competent. Subject to all due fees and charges having been received

Appendix A – Student communication

- Student Withdrawal Request Form
- Student Withdrawal Confirmation Template

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