

VSL4.3: Cancellation of enrolment policy and procedure

Purpose

The purpose of this policy and procedure is to provide information in relation to Casey College of Beauty Therapy cancelling a student's enrolment after the census day.

Policy Outline

Casey College of Beauty Therapy has processes in place should the need arise to cancel a student's enrolment in an approved course, or part of an approved course after the census day.

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
- No additional fees will be charged for the Cancellation of the enrolment

Procedure

There may be various reasons as to the need to cancel a student's enrolment after the census day. The following reasons may include but are not limited to:

- Conduct deemed unsatisfactory
- The student may have breached a Casey College of Beauty Therapy policy and procedure
- Lack of course progress in expected course duration/s
- In the event that a student enrolls on the basis that some or all of the VET tuition fees will be covered by a VETSL, if the student does not submit an eCAF on or before the census day (or is not approved for a VETSL) and does not voluntarily pay for the part of the course (eg. unit) upfront, then Casey College of Beauty Therapy can cancel the student's enrolment for the course in whole or in part up on the census day

Should there be a need to cancel the student's enrolment Casey College of Beauty Therapy must inform the student in via phone and writing of the proposed cancellation and the reasons for the cancellation.

Casey College of Beauty Therapy will provide the student with at least 28 days to initiate grievance procedures before the cancellation takes final effect

The cancellation will take final effect only after the grievance procedures initiated by the student have been completed

- If after activating the grievance and review process, the investigation is found to be in favour of the student, then Casey College of Beauty Therapy will not cancel the enrolment of the student.
- If after activating the grievance and review process, the investigation is found to be in favour of Casey College of Beauty Therapy, then Casey College of Beauty Therapy will:
 - Cancel the enrolment of the student
 - No refund of upfront fees paid nor re-crediting of a fee-help balance is applicable for any census day/s that have already passed at the time of cancellation

Should the College contact the student and the student does not reply to any of the correspondence or to initial the Grievance procedure, the college will notify the student finally and inform them of the Cancellation of the course.

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If the cancellation occurs on or before a Vet Unit of Study date:

- The student will not incur a VETSL debt for the Unit of Study
- Any tuition fees paid upfront for the Unit of Study will be refunded and
- Casey College of Beauty Therapy will not charge a withdrawal fee

If the cancellation occurs after a Vet Unit of Study Census date has passed:

- The student will incur a VETSL debt for that Unit of Study; and
- No refund is applicable for any fees paid upfront for that Unit of Study

The outcome from the grievance procedure will be documented and the student advised accordingly.

Documents Referenced:

- VET Student Rules 2016
- VET Student Loans Act 2016
- Vet Student Loans Manual for Providers
- Academic and Non-Academic Grievance Policy and Procedure
- VSL 4 - Student Withdrawal and Deferral from Study Policy and Procedure V2
- VSL-Re-Credit-Policy-and-Procedure

Publication

This *Cancellation of enrolment policy and procedure* will be made available to Students and Potential Students through publication on the website (www.caseycollegeofbeauty.vic.edu.au).

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