



Withdrawal, Deferment and Cancellation Policy and Procedure

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PURPOSE

The purpose of the 'Withdrawal, deferment and cancellation policy and procedure' is to ensure that Frontier strictly follows and documents a fair, flexible and transparent procedure to withdraw, defer or suspend any learners upon the learner's or Frontier's request considering equity and consumer rights and responsibilities.

SCOPE

This policy applies to all enrolments in courses offered by Frontier Institute of Technology, including all:

- VET courses;
- Short Courses;
- Accredited courses.

This policy applies to:

- Students;
- Administration department;
- Student Support department;
- Accounts department;
- Third Party Providers;
- The CEO, the Compliance Manager and the Operations Manager will be responsible to ensure compliance with this policy.

RELEVANT STANDARDS, ACTS AND LEGISLATION

Standards for Registered Training Organisations (RTOs) 2015 – Clauses 5.1, 5.2, 5.3, 7.3

National Vocational Education and Training Regulator Act 2011 (the Act).

DEFINITIONS

SRTO	Standards for Registered Training Organisations (RTOs) 2015 Standards for Registered Training Organisations. A legislative instrument describing the minimum standards to be met by RTOs through the VET Quality Framework. http://www.asqa.gov.au/about-asqa/national-vet-regulation/vetquality-framework.html
Registered Training Organisation (RTO)	A training organisation authorised to deliver VET Programs and courses.
TAS	Training and Assessment Strategies are the methods adopted by an RTO, with respect to Training and Assessment, designed to enable learners to meet the requirements of the Training Package or accredited course.

AQF	Australian Qualifications Framework
VET	Vocational education and training
ASQA	Australian Skills Quality Authority (ASQA), the national regulator of Australia's vocational education and training sector
Deferment	The action of putting a course off to a later time; a course postponement.

POLICY STATEMENTS

1. Frontier will publish or provide all relevant information on withdrawal, deferment and cancellation in its student handbook and on its website.
2. Frontier is committed to ensuring that the rights of all of its consumers are respected and upheld and will do it diligently by following the withdrawal procedure upon receiving the formal request from the learners.
3. Frontier is committed to ensuring that the rights of all of its consumers are respected and upheld and will do it diligently by following the deferment procedure upon receiving the formal request from the learners.
4. Frontier is committed to ensuring that the rights of all of its consumers are respected and upheld and will do it diligently by following the cancellation procedure upon identifying if any learners have bridged any of Frontier's policies, such as discontinuing the course with no communication during or after enrolment period is over or violating the rights and responsibilities of their own and other learners.

PROCEDURES

The following procedures set out the process, tools and staff responsible to execute the policy statements above.

Policy Statement 1: Frontier will publish or provide all relevant information on withdrawal, deferment and cancellation in its student handbook and on its website.

Information related to withdrawal, deferment and cancellation may not necessarily be on every pre-enrolment collateral, however, a brief overview of this policy's information can be found in pre-enrolment brochures (if any) and on Frontier's website for learners to refer. The fees and refund policy and procedure covers the refund procedure for withdrawal, deferment and suspension applications initiated either by the learner or by Frontier and this information is detailed in every pre-enrolment collateral.

The detailed procedures for withdrawal, deferment and suspension have been outlined in the student handbook and also on the website along with the withdraw and deferment form to apply for either.

Learners who wish to withdraw from any course or defer their studies for a period of time must fill out the Withdrawal and Deferment form and submit it via email to studentsupport@frontier.edu.au or support@frontier.edu.au or physically to one of the student support officers. A student support officer will review the application and upon settling on an agreed outcome, the application will be forwarded to administration to be processed within 10 working days. Thereafter, an administration officer will forward the application to the accounts department for the necessary fees' adjustment (if any) to conclude the application. A detailed explanation of the withdrawal and deferment processes are explained below.

Policy statement 2: Frontier is committed to ensuring that the rights of all of its consumers are respected and upheld and will do it diligently by following the withdrawal procedure upon receiving the formal request from the learners.

Learners, at any point in time, can decide to withdraw from any course they are enrolled with Frontier, by submitting a formal withdrawal request using the withdrawal and deferment form to studentsupport@frontier.edu.au or support@frontier.edu.au. The withdrawal and deferment form will formalise the withdrawal request, stating the reason for withdrawal and it will be used to determine if there will be any refund associated with the withdrawal. This request must be sent to Frontier via email or personally handing the document to one of our student support officers. Within 10 working days of receiving the withdrawal application request, Frontier will review the withdrawal reason and cross check information with the administration department, the trainer and assessor and the accounts department to find out if there are any pending tasks or invoices to be received or paid. The accounts department will also check if there would be any refund associated with the withdrawal as outlined under the fees and refund policy and procedure and will formally provide the outcome in the withdrawal application form. Once the Student Support Officer receives the reviewed outcome from all the necessary departments, the student support officer will forward the withdrawal application outcome to the learner. The learner will then have to confirm the acceptance or rejection of the outcome. The learner may then appeal the decision of the withdrawal outcome. On rejecting the outcome, the student support officer will activate the complaint and appeal process as outlined in the complaint and appeal policy and procedure. If the withdrawal outcome is accepted, the withdrawal request is then processed by the administration department and learner is provided with a statement of attainment for the unit/units of competency completed as part of the qualification or course that they were enrolled in, if any. The accounts department will refund the necessary monies in accordance to the refund policy and the learners enrolment status will be updated in Frontier's

Learning Management System as 'Withdrawn'. The withdrawn application will be documented and recorded in the learner's file and will be stored for a period of 1 year.

Once a learner withdraws from a course and wishes to re-enrol in the same course or qualification that he or she may have discontinued, the learner will be considered as a new learner and must go through a new enrolment process. The learner will have to pay the full course fees for a new enrolment as per the current Indicative Course Fees applicable at the time that he or she wants to re-enrol with Frontier. The learner will not have access to any fees that were current during the period they were enrolled with Frontier before the withdrawal request and will be charged the current fees.

Policy Statement 3: Frontier is committed to ensuring that the rights of all of its consumers are respected and upheld and will do it diligently by following the deferment procedure upon receiving the formal request from the learners.

A deferment can be requested by either Frontier or the learner when the course enrolment period needs to be adjusted or extended for any reason. A deferment can be requested by the learner on the following scenarios only:

1. The learner is unable to continue the course because of a compassionate and compelling situation. Evidence must be provided along with the application.
2. The learner is not being able to pay the fees timely due to sudden financial loss. Evidence must be provided along with the application.
3. The learner and the assessor both agree that the learner needs to acquire certain skills prior to progressing with the course.

A learner cannot defer the course for more than 6 months from the date the enrolment period is over. If the learner needs further extensions, they will have to re-enrol and pay the course full fee as per the fees applicable on the re-enrolment date.

The learner will need to fill out the Withdrawal and Deferment form and submit it to studentsupport@frontier.edu.au or support@frontier.edu.au via email or personally hand over to one of our Student Support Officers. The Student Support Officer will then review the deferment request and cross check information with the administration department, the trainer and assessor and the accounts department to find out if there are any pending tasks or invoices to be received or paid. Once the Student Support Officer gathers the feedback from all the relevant departments, the Student Support Officer will outline the deferment outcome in the space provided in the Withdrawal and Deferment form and send the outcome via email within 10 working days from the date the request was formalised. The learner will formally have to confirm via email that they have received the outcome. Once the student support officer receives the student's confirmation, they will inform the administration department to process the deferment as per the outcome.

The learner has the right to reject the outcome and if that's the case, the Student Support Officer will navigate the learner through the complaint and appeal procedure and request the learner to formalise the appeal by filling out the complaint and appeal form. The Student Support Officer will then take the necessary steps of the complaint and appeal process as outlined under the complaint and appeal policy and procedure.

Frontier may also defer a course for the following reasons:

1. Sudden resignation of trainer and assessor and Frontier fails to re-assign trainer and assessor to the learner to continue the course
2. Frontier or any regulatory bodies identifies any non-compliance identified and has a direct impact on the learner or the qualification or course that significantly effected by the non-compliance of any nature. Henceforth Frontier may not be able to continue the delivery and assessment

The deferment should not be longer than 3 months and there will not be any additional costs to the learner.

If the course deferment is extended after the 3-month period, Frontier is obliged to give learners a 50% discount on the course's total fees.

Frontier will communicate the deferment information, including the reasons and the length of it, to the learners via email.

Policy Statement 4: Frontier is committed to ensuring that the rights of all of its consumers are respected and upheld and will do it diligently by following the cancellation procedure upon identifying if the learner has bridged any of Frontier's policies, such as discontinuing the course with no communication during or after enrolment period is over or violating the rights and responsibilities of their own and other learners.

Frontier will cancel an enrolment if:

- We have not able to reach a learner through different means of communication, such as email or over the phone for more than half of the enrolment period.
- If the learner has not participated in the training and assessment process for more than half the enrolment period.

A notification will be sent to the learner via email to advise them that their enrolment will be cancelled if there is no communication within 20 working days from date the notification letter was sent. On the 20th working day, Frontier will try to call the learner on the phone to discuss the issue verbally. If Frontier does not receive any communication via email nor through the phone, Frontier will cancel the enrolment without any further notice. If the learner reaches out after the official cancellation, the learner will have to go through a re-enrolment process where additional fees will apply. The fees will be calculated according to the time of re-enrolment. If the learner reaches out within the cancellation period, the cancellation may be voided providing that the learner is committed to complete the course within the enrolment period. If the learner is unable to complete the course within the agreed enrolment period, then the enrolment may be extended and extension fees will apply, as listed and determined in the fees and refund policy and procedure.

Learners can always appeal the cancellation decision if Frontier fails to follow the policy and procedure as outlined.

POLICY FURTHER INFORMATION

Revision history

Revision	Approved/Rescinded	Date	Responsible	Document reference
V.1.0	Approved	Nov 2017	Lupa Borah	Withdrawal and Cancellation Policy and Procedure
V 2.0	Approved	Aug 2020	Lupa Borah	Withdrawal, Deferment and Cancellation Policy and Procedure

Accountabilities

Implementation: Operations Manager

Compliance: Compliance Manager

Monitoring and evaluation: Operations and Compliance Manager

Development/Review: CEO/Operations Manager

Approval authority: CEO

Who should know this policy?

All students, the Administration Department, Student Support Officers, the Accounts Department, Compliance Manager, Operations Manager and CEO.

Effectiveness of this policy

Performance indicator(s): Reduce the number of withdraw, deferment cancellation related complaints and issues.

Related policies and documents:

Course Information Booklets

Course brochures

Enrolment Form

Student Handbook

Withdrawal and deferment form

Policies:

Pre-enrolment and enrolment policy

Record Keeping Policy

Fees and Refund Policy

Student Support Policy