

Procedure Purpose

The purpose of this procedure is to describe how staff responsible for the withdrawal and refund processes at VFA Learning ensure the processes are actioned smoothly and consistently across campuses when a student either is withdrawn or elects to withdraw from the chosen course of study.

Procedure Scope

This procedure applies to Compliance, Administration, Campus Managers and where applicable Career Consultants.

Related Policies and Procedures

- Equal and Fair Treatment Policy and Procedure
- Fees and Charges Policy and Procedure
- Complaints and Appeals Policy and Procedure
- Student Entry Policy

Publishing Details

Responsible Officer

The responsible officer for the implementation of this Procedure is the Managing Director

Document Name	Withdrawn and Refund Procedure
Approved by	Managing Director
Date of Approval	17-03-2020
Student Experience Framework Stage	All stages
Student Experience Framework Step	All stages
Version	1
Summary of content (new) or amendments (revised)	New procedure, all changes will be captured in the Continuous improvement and Version Control Registers
Next Review Date	17-03-2020

Withdrawal and Refund Internal Procedure



RTO 22360 CRICOS 03612C

Action	Details	Responsibility	Related Documentation
1. Student Initiated withdrawal – All students	<ol style="list-style-type: none"> 1.1. Student notifies VFA Learning that they wish to withdraw from course 1.2. Delegated VFA Representative makes contact with student to discuss reasons and processes involved 1.3. Delegated VFA Representative ensures that Student Cancellation/Withdrawal Form and if applicable Refund Request Form is sent to student for completion or handed to student if contact is face to face 1.4. Delegated VFA Representative immediately changes the student status in EDUonGo from Active to Withdrawn to ensure EOP does not result post withdrawal request 1.5. Forms are received back by delegated representative and provided to Head of Compliance – Data for processing 1.6. Determination of withdrawal hours by running report of student in Circulate 1.7. Identify and confirm hours received to date via SVTS 1.8. Director of Quality to approve return of withdrawals hours to SVTS above 100 hours 1.9. Approval received and withdrawal processed 1.10. Forms are filed in students hard copy file 	<p>Delegated Authority</p> <p>Head of Compliance - Data</p> <p>Director of Quality</p>	<p>Student Cancellation/Withdrawal Form</p> <p>Refund Request Form</p>
2. At risk students (Falling Stars)	<ol style="list-style-type: none"> 2.1. VFA Learning identifies any “at risk” student as per the “Student Support Policy and Procedure” 2.2. Where contact with student via email or telephone goes unanswered after three (3) attempts send Advice and Support Letter to student via email. 2.3. All contact is to be recorded against student file in Circulate 2.4. If no contact is received from student, Intent to Cancel Enrolment Letter is sent to student. <p>Three options available</p> <ol style="list-style-type: none"> a) Student responds and notifies of withdrawal from course b) Student responds, Complaints and Appeals process is activated please note enrolment with VFA Learning must be maintained whilst active Complaint and Appeals process is in place- Go to step 5 c) Student doesn’t respond – VFA withdraws student <ol style="list-style-type: none"> 2.5. Head of Compliance - Data process’ withdrawal as per 1.4 to 1.8 as applicable and files letters in students hard copy file 	<p>Home Room Teacher</p> <p>Academy Academic Co-ordinator</p> <p>Administration</p> <p>Campus Manager</p> <p>Head of Compliance - Data</p>	<p>Advice and Support Letter</p> <p>Intent to Cancel Enrolment Letter</p> <p>“Student Support Policy and Procedure”</p>

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3. VFA initiated withdrawal	<p>When VFA Learning has made the decision to withdraw a student for any reason as described in section 3 of the Withdrawal and Refund Policy, VFA Learning’s authorised delegate will:</p> <p>3.1. Send Intent to cancel Enrolment letter via email and Registered Post to student Four options available:</p> <ol style="list-style-type: none"> Student responds and notifies of withdrawal from course and completes and submits withdrawal form Student initiates Complaints and Appeals Process – please note enrolment with VFA Learning must be maintained whilst active Complaint and Appeals process is in place- Go to step 5 Student doesn’t respond – VFA withdraws student <p>3.2. Delegated VFA Representative immediately changes the student status in EDUonGo from Active to Suspended to prompt student to make contact</p> <p>3.3. If a student is to be withdrawn – Head of Compliance is to advise Homeroom Teacher to not allow further assessments to be re-opened or submitted</p> <p>3.4. Head of Compliance - Data process’ withdrawal as per (a) and (d) as, follows 1.4 to 1.8 as applicable and files letters in students hard copy file</p>	<p>Delegated VFA Representative</p> <p>Head of Compliance - Data</p> <p>Director of Quality</p>	<p>Intent to cancel enrolment letter</p> <p>Complaint and Appeals Policy and Procedure</p> <p>Complaint and Appeals Form</p> <p>Withdrawal form</p>
4. Employer initiated withdrawal	<p>4.1. VFA Learning receives advice from employer that student undertaking school based traineeship has withdrawn from course</p> <p>4.2. Advice is forwarded to Head of Compliance - Data for actioning and student is withdrawn from VFA Learning</p> <p>4.3. Confirmation of Withdrawal email is sent to school and employer with enrolment report attached</p> <p>4.4. Statement of Attainment is sent to student’s address on file</p>	<p>Employer</p> <p>Head of Compliance - Data</p>	<p>Enrolment report</p> <p>Confirmation of withdrawal email</p>
5. Complaints and Appeals Process	<p>5.1. Complaints and Appeals process if initiated is finalised as per the Complaints and Appeals Policy and Procedure and student is:</p> <ul style="list-style-type: none"> Reinstated in course after meeting and discussion on acceptable behaviours, catch required and plan in place Withdrawn from course by VFA Learning <p>5.2. Student is notified of outcome of Complaints and Appeals process and copy of outcome is filed in students hard copy file</p> <p>5.3. Head of Compliance - Data process’ withdrawal as applicable and files letters in students hard copy file</p>	<p>Director of Quality</p> <p>Head of Compliance - Data</p>	<p>Complaints and Appeals Policy and Procedure</p> <p>Complaints and Appeals Form</p>

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Action	Details	Responsibility	Related Documentation
6. Special Circumstances	6.1. Student has applied for review and remittance of debt due to special circumstances 6.2. Completed Request for Review of VET Student Loans Debt Form 6.3. Campus Manager discusses request with Director of Compliance 6.4. Director of Compliance makes decision to approve or reject request 6.5. Sends outcome of review to student informing them of Complaints and Appeals process 6.6. If approved, Head of Compliance – Data to remit debt at next VSL upload	Student Campus Manager Director of Compliance Head of Compliance - Data	Request for Review of VET Student Loans Debt Form
7. Payment Plan refunds	7.1. Careers Consultant to review payment plans to ensure if students are in advance that they are refunded any monies	Careers Consultant	Clubware
8. Credit Transfer refunds	8.1. Where a student has applied for a credit transfer post enrolment and a refund is applicable – refund to be provided via a cheque or by reduction of the direct debit 8.2. After 3 attempts or 30 calendar days – whichever comes first to refund payments, VFA Learning will refund the monies due by cheque and mail to the student address held on file	Head of Compliance – Data	
9. Closing of student file	9.1. Once withdrawal has been processed – Confirmation of Withdrawal Letter is sent to student 9.2. Letter in printed and filed in student hard copy file 9.3. LMS/VETtrak/Clubware updated 9.4. Student Data Spreadsheet updated 9.5. Statement of Attainment for any achieved units issued 9.6. Refund, if applicable is finalised	Compliance Team	Student Cancellation/Withdrawal Form Refund Request Form Confirmation of Withdrawal Letter Notice of withdrawal