



## WITHDRAWAL AND DEFERRAL POLICY

<b>Date Approved:</b>	02 September 2024
<b>Date Effective:</b>	02 September 2024
<b>Policy Category:</b>	Student
<b>Policy Owner:</b>	National Manager Student Lifecycle

### 1. Context, Purpose & Key Principles

This policy outlines the rules that SEDA Group (SEDA) apply to refunds, withdrawals and deferment of student enrolments.

### 2. Scope

This policy applies to:

- All SEDA students

### 3. Policy Statement

SEDA expects VET (Vocational Education and Training) students to actively engage in all study activities associated with their enrolled course and its Areas of Study (AoS) in alignment with the course's expected progression timeline.

SEDA does, however, acknowledge that there are times whereby students cannot engage or do not wish to continue their studies. Before a student decides to defer or withdraw from their study SEDA strongly recommends the student talk to their Student Services Coordinator (SSC) about their situation to ensure they are informed about any alternative options or support available at SEDA to vary their enrolment pattern.

The SSC can also recommend external assistance and referrals such as counselling to the students for which they may be eligible for additional support. Refer to the **Student Retention and Success Policy**. For those students, however, who cannot actively engage in their studies or wish not to continue their studies, SEDA will not impose any barriers to withdrawal and offers options of deferrals and withdrawals.

A student who does not actively participate in their studies (refer to the Student Progression and Student at Risk Policy) but has not formally requested deferral or withdrawal will be classified as an apparent withdrawal and will be administratively withdrawn by SEDA. A student who defers, withdraws, or is administratively withdrawn may incur financial penalty. For further information on possible financial penalties please refer to the **Fees Policy**.

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#### 4. Deferral

Deferral is a formal process whereby SEDA comes to an agreement with the student that they can withdraw from their studies for a period of time and return to training later.

SEDA will review all deferral applications individually. Considerations include:

- Individual circumstances
- Student progress to date
- Potential changes to the program at the end of the deferment period and likely impact

Commencing students who have received a letter of offer to study at SEDA can apply to defer their start date for 12 months.

- students must apply for deferral prior to the commencement of the first teaching period (Block 1) if they are enrolled, or they may be liable for debts and charges for teaching and learning delivery within that teaching period (Refer to **Fees Policy**)
- SEDA will hold a place for students to defer their start date in the course for a maximum of 12 months.

Students who would like to take a break in study or are experiencing changes in personal circumstances can apply for a deferral of study for 12 months (maximum):

Students can apply for deferral at any time, however if the application is received prior to the commencement of a teaching period (Block) for an enrolled teaching period, debts and charges may apply. (Refer to **Fees Policy**).

Students who wish to request deferral must:

- Complete a **Deferral/Withdrawal of Course Form**
- Submit the form to [training@sedagroup.com.au](mailto:training@sedagroup.com.au)

The student remains responsible for all debts and other charges related to the course at the time of deferral. Refer to the **Fees Policy**.

If the deferral request is granted by SEDA it will hold the student's enrolment for the granted period (up to 12months). A notation for deferral will be made on the student's record in the Student Management System (SMS).

It is important that students keep contact details updated with SEDA student records throughout the deferral period so they can be contacted at any time regarding the deferral.

#### At the end of the deferral period:

Approximately three (3) weeks prior to the agreed deferral period end date, SEDA will contact the student to re-enrol, and to support course progression planning. The student is expected to re-engage with study in the next available teaching period. The student will re-enter the course at the same point at which they deferred and into the same Areas of Study (AoS) or its equivalent being offered by SEDA at the return time.

It is important to note that the course may have changed during the period of deferral and upon return to study, the student will be enrolled into the current version. This means that returning students may be required to undertake additional study / assessment activity to ensure all course requirements are met.

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If a student does not return by the end of the granted deferral period, the student enrolment will be withdrawn:

## 5. Withdrawal

### **Vet Student Loans (VSL)**

Withdrawal is the formal process whereby a student's studies are halted, and their enrolment is removed from a course of study.

Students with a VET Student Loan (VSL) who wish to request withdrawal from their course PRIOR to census date must:

- manage their enrolment via contact with their Student Services Coordinator (SSC) or by emailing [training@sedagroup.com.au](mailto:training@sedagroup.com.au) to withdraw and/or change enrolment status.
- Complete a **Deferral/Withdrawal from Course Form**

Withdrawal requests prior to census date do not attract financial penalty for the applicable teaching period (Block) tuition fees.

If the withdrawal request is granted Student Records will:

- Record the relevant 'withdrawn' status for any incomplete Areas of Study and forward enrolled AoS on the student's record (the Student Management System).
- Record a 'withdrawn' status of the student on the student's record (the Student Management System).
- Issue relevant certification documentation as appropriate e.g., Statement of Attainment (SoA).

Students who submit and are granted withdrawal (at any level) by SEDA before the published census date for enrolled AoS will not incur financial penalties for that teaching period (Block).

Students who submit and are granted a withdrawal by SEDA after the published census date for the AoS will incur financial penalties unless they are granted Special Circumstances via the Application for Special Circumstances: Recredit of HELP VET Student Loans Form.

The student will also be responsible for the full fees owed for the enrolled AoS (refer to [Fees Policy](#)). Non-Tuition Fees are non-refundable.

Students who do not formally withdraw will incur financial penalty.

### **Fee For Service (Payment by Teaching period or Payment Plan)**

Fee for Service students who wish to request withdrawal from their course must:

- manage their enrolment via contact with their Student Services Coordinator (SSC) or by emailing [training@sedagroup.com.au](mailto:training@sedagroup.com.au) to withdraw and/or change enrolment status.
- Complete a **Deferral/Withdrawal from Course Form**

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Withdrawal requests prior to commencement of the enrolled teaching period will attract a tuition fee for the teaching and learning received up to the date of signed withdrawal form.

Student Records/Finance will:

- Record the relevant ‘withdrawn’ status for any incomplete Areas of Study and forward enrolled AoS on the student’s record (the Student Management System).
- Record a ‘withdrawn’ status of the student on the student’s record (the Student Management System).
- Issue relevant certification documentation as appropriate e.g., Statement of Attainment (SoA).
- Issue an invoice for any outstanding tuition fees accrued up to the time of withdrawal.
- Non-Tuition Fees are non-refundable.

### Appeal a decision

Should a student wish to appeal the decision to deny a withdrawal or anything pertaining to a decision, they can appeal in writing to the National Manager, Student Lifecycle via the [Complaints and Appeals Policy](#).

## 6. Administrative Withdrawal

Administrative withdrawal (AW) is SEDA’s formal process by which a student who is not engaged in their course of study is removed from their current enrolment. A student is classified as not engaged when there is no activity including:

- When their period of deferral has ended, and they have not re-engaged in the next round of course offerings
- Who has not attended commencement of training (‘no show’) in Block 1 despite being enrolled by the end of Week 2 of the teaching period.
- When they have not actively engaged in any AoS of their course over a 1-month period and/or
- Who has not complied with the study / training requirements over a 1-month period as per the [Student Progression Policy](#)
- Who has had no contact with Trainers/Assessors, Student Services or SEDA staff over a 1-month period despite multiple communications via various methods (email, SMS, phone)

Students classified as not engaged will be:

- Administratively withdrawn if they have not attended any classes by the end of Week 2 of Block 1 of a teaching year.
- Contacted by Student Records or their Student Services Coordinator (SSC) to support re-engagement with their course.

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- Warned and given 28 days via a **Notice of Intention to Withdraw** and the opportunity to respond to the proposed administrative withdrawal actions.

If there is no subsequent response from the student, they will be:

- Administratively withdrawn from their course after a 28-day period of being 'inactive', where no further engagement with SEDA is recorded or a non-response recorded to a Notification of 'Intention to Withdraw' letter.
- Notified in writing that they have been administratively withdrawn as per the **Student Progression Policy**.
- Removed (MySEDA) CANVAS access.

Students will be withdrawn from their entire course including any applicable AoS.

Withdrawal does not relieve the student of the responsibility for all tuition and / or non-tuition fees for all previous teaching periods of enrolment. The student remains responsible for all debts and other charges related with the course and its AoS.

### Data Reporting

SEDA amends the Activity End Date when a student chooses to withdraw from an AoS or discontinue without notice by noting either the:

- Formal withdrawal date (when the student confirmed their intent to withdraw, as noted in the student file, in writing or on the Withdrawal Form.
- The last engagement date (if no formal withdrawal recorded) supported by the EOP on record.

SEDA calculates and records hours of supervised training and assessment delivered to the student for each unit that the student has commenced.

If the student withdraws based on the above the hours are entered when the withdrawal is processed, and this is then reported via SVTS. If the student did not participate in any training or assessment or there is no EOP recorded, zero hours are reported via SVTS after the student has been withdrawn.

The Withdrawal is recorded within the SMS (VETtrak) and unit results are amended to a status of 'Withdrawn.' This data is uploaded to SVTS.

SEDA follows the 'Steps for program withdrawals,' of the [Guide to withdrawals](#) published by the Department of Education and Training, Victoria.

### Definitions

**Census Date** - A date set by SEDA as last date of possible withdrawal or course change without penalty. This date is published on the SEDA student calendar.

**Course** – can also be referred to as a qualification or program

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**Defer / Deferral** – is a formal process whereby enrolment is held for a period of up to 12 months.

**Inactive** – an inactive student is an individual who has failed to comply with one or more of the following:

- Enrolment into a AoS for 12 months
- Comply with learning and assessment activities
- Comply with training requirements
- Demonstrate satisfactory academic, training and course engagements in the twelve months preceding 12 months
- To complete sufficient opportunities such as summative assessments, work integrated learning, industry hours etc.
- Engage in any form for twelve months with no contact to Student Services.

**Re-entry** – A student who has studied with SEDA previously and is administratively withdrawn but wishes to re-enrol.

**Student / Learner** - is an individual person who is formally enrolled to study at SEDA. The individual person is that who appears on SEDA's documents such as enrolment, admission and payment documents, and who is assigned an individual student ID.

**Teaching period** - is a 9-week study block as advertised on the relevant SEDA calendar/s.

**Withdraw / Withdrawal** – the formal process whereby a student is removed from their current study of a unit of study or course.

**Related Documents:**

1. Fee Policy
2. Re-credit/Refund Application Form
3. Statement of Fees
4. Deferral/Withdrawal from Course Form

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