

PROCEDURE: S1.8- P1.2

WITHDRAWAL, DEFERRAL, EXTENSION, TRANSFER AND REFUND

1.0 INTRODUCTION

1.1 Related Policy

Withdrawal, Deferral, Extension, Transfer and Refund Policy

1.2 Purpose

This procedure outlines the responsibilities and processes involved in the application, assessment and processing of AIM student withdrawal, deferral, extension, transfer and refund requests.

1.3 Scope

This procedure applies to all prospective students and current students enrolled in AIM's nationally recognised Training Products including where a student accesses government funding or traineeships. This procedure applies to all AIM staff and third-party staff involved with administering and assessing withdrawal, deferral, extension, transfer and refund requests.

1.4 Scope Exceptions

The procedure only applies to nationally recognised Training Products, not to unaccredited training.

2.0 RESPONSIBILITIES

1. Students are responsible for following and complying with this procedure and its policy.
2. AIM staff are responsible for complying with the requirements of this procedure as it applies.

3.0 PROCEDURE

3.1 Withdrawal

1. Students may withdraw from their course at any time, before or after the Provisional Enrolment Period.

2. Students seeking to withdraw from their course are encouraged to contact the AIM Student Support team prior to applying for withdrawal.
3. Students must apply for course withdrawal using the AIM Application for Withdrawal Form. Students can contact the Student Support team and follow the instructions provided on the form for submission.
4. Students with a VET student loan must also complete the [Department of Employment and Workplace Relations Progression form](#) in addition to AIM forms related to withdrawals, deferrals, and transfers.
5. The AIM Student Support team will acknowledge receipt of the form within 48 hours of receiving it. The withdrawal will be processed within seven (7) business days and communicated to the student via email. If the student is also applying for a refund and seeking Special Consideration, the outcome can take up to 21 days.
6. If a student withdraws within the five (5) business day provisional period they are eligible for a full refund of fees. The AIM Student Support team will notify the AIM Finance team to process the refund.
7. If the student withdraws after the five (5) business day provisional period and is eligible for a refund under Special Consideration, they may still be charged an administration fee of \$500. Administration fees and other non-tuition fees as specified by AIM are non-refundable at all times.
8. Where a student has completed any Units of Competency, and course fees have been paid, the student will be issued a Statement of Attainment.
9. Special Consideration applications relating to refunds will be assessed by the AIM Remissions Committee in line with clause 3.6 and 3.7 of this Procedure.

3.2 Withdrawal Initiated by AIM

1. Prior to the withdrawal of a student's enrolment, AIM staff will communicate this to a student in writing detailing:
 - a. the reasons AIM intends to cancel a student's enrolment;
 - b. the student's right to the AIM internal complaints and appeals process.
2. In the event of a course transition or teach-out, AIM staff will communicate this to students and offer available options in line with the [Transition and Teach-out Policy](#).

3.3 Deferral

1. A student may only apply for deferral once the Provisional Enrolment Period has lapsed.
2. AIM will not grant a deferral where a Course Extension has been previously granted.

3. Students must apply for deferral using the AIM Application for Deferral Form. The form can be obtained by contacting the AIM Student Support team and submitting it following the instructions on the form. VET Student Loan students also need to complete and submit a Progression Form of their deferral.
4. The AIM Student Support team will review the application and finalise the outcome within ten (10) business days and communicate this to the student via email.
5. Where a deferral request is granted, the AIM Student Support team will apply the status on the student's record. During the deferral period the student's enrolment will be inactive and the student will not be able to participate in training.
6. Where a deferral request is not approved, AIM will inform the student in writing of the reasons and provide alternate options.
7. The AIM Student Support team will remind deferred students when their deferral is due to lapse.

3.4 Course Extension

1. A student must apply for a Course Extension prior to the Course End Date. (Clauses 3.4.2 and 3.4.3 do not apply to Traineeships)
2. The maximum extension period offered by AIM is six (6) months with a monthly fee of \$200. Students with a VSL need to fund the extension as it is not covered under their loan.
3. Students must apply for a Course Extension using the AIM Application for Course Extension Form that can be obtained by contacting the Student Support team at studentsupport@aim.com.au . They should follow the instructions provided on the form for submission. Students with a VSL will need to fund the extension as it is not covered under their loan.
4. The faculty team will review the application, consider the student's unforeseen circumstances and course progression, and finalise the outcome within ten (10) business days. This will be communicated to the student via email.

3.5 Course Transfer

1. Students may apply for transfer to another AIM Training Product within the Provisional Enrolment Period if the course they wish to transfer to accepts new students and the student meets the entry requirements for that course.
2. If a student transfers within the five (5) business day provisional period and the new course fees are higher, the student will be liable to pay any additional course fees.
3. If a student transfers within the five (5) business day provisional period, the student will receive a refund for the difference if the course they are transferring to is a lower cost.
4. If the student transfers after the five (5) business day provisional period and before three (3) months they will:
 - a. not receive a refund if the course is of a lower cost; and

- b. will have to pay the additional cost if the course is higher in cost.
5. If VSL students transfer to a new course or when they stop attending classes and want to formally withdraw, they must contact AIM Student Support at student.support@aim.com.au to complete the Withdrawal form by the census day so that they do not incur a VETSL debt for that course. Refer to the [VET Student Loans Withdrawal and Re-Credit Procedure](#) for more information.
6. In cases where students have been notified that their current course is undergoing teach-out as it is superseded, AIM may allow students to apply to upgrade their course to the latest version. This will be subject to the new course version being on AIM's scope and open for enrolments. If the students' course end date is beyond the teach-out date, a transfer fee does not apply. If the course end date is before the teach-out date, a transfer fee of \$500 applies. AIM will assess each application on an individual basis. See the Transfer and Transition [Policy and Procedure](#).
7. Students will need to complete a new application and meet the entry requirements for the new course. VSL students will, in addition, need to update their loan and course status with DEWR by completing the Progression Form that effectively closes out their loan with the old course and starts a new one with the new course.
8. The Registrar's team will review the student's eligibility to meet the entry requirements for their intended course and if applicable confirm any possible credit transfer. The outcome must be finalised within ten (10) business days.
9. The AIM student support team will communicate the outcome of the course transfer request to the student via email.

3.6 Special Consideration

1. Each application for Special Consideration is assessed on a case-by-case basis.
2. Students must apply for Special Consideration by contacting the AIM Student Support team to obtain information on the process and supporting documentation required.
3. To grant Special Consideration, AIM must be satisfied that special circumstances applied to that student and that the circumstances:
 - were not pre-existing conditions and
 - were beyond the student's control and
 - did not make their full impact on the student until on or after the enrolment commencement date and
 - were such that it made it impracticable for the student to complete their course or unit.
4. In the case of refunds based on Special Consideration, AIM must be satisfied that the special circumstances applied to that student and that the circumstances:
 - were not pre-existing conditions

- were beyond the student's control and
- did not make their full impact on the student until on or after the enrolment date and
- were such that it made it impracticable for the student to complete their course within an extension period of 12 months, beyond the original allocated time frame.

5. Special Consideration generally cannot be considered in the following circumstances:

- changing jobs
- resignation or termination from the student's job
- increased work load at a student's job
- changing work hours
- moving address
- course changes due to a regulatory requirement
- change of mind
- finding the course more challenging or time consuming than what the student expected and
- the course is no longer relevant to the student's needs.

6. All requests for Special Consideration must be received within thirty (30) calendar days of the student withdrawing from their course.

3.7 Refunds

1. All students past the five (5) business day provisional enrolment period are liable for the course fees in full unless Special Consideration has been approved.
2. If the student withdraws after the five (5) business day provisional period and is eligible for a refund under Special Consideration, they may still be charged an administration fee of \$500 which is non-refundable.
3. If a student is eligible for a refund, it will be calculated based on the lower of the following:
 - (a) Pro-rata time refund, or
 - (b) Pro-rata progress refund
4. Pro-rata time refund is calculated based on the percentage of time remaining in the course at the date of Special Consideration being submitted, multiplied by the course fee paid. That is, $(A / B) \times C$, where:

A = number of months remaining in the course from the date that Special Consideration was applied for

B = total length of the course

C = the course fee.

5. Pro-rata progress refund is calculated based on the percentage of Units of Competency not completed as a proportion of the total number of Unit of Competency in the Course, multiplied by the course fee paid. That is, $(D / E) \times C$, where:

D = number of Units of Competency not completed

E = total number of Unit of Competency in the Course

C = the course fee.

3.8 Appeals

1. Students who seek to appeal AIM's assessment outcome of their withdrawal, deferral, extensions or course transfer application or AIM's intention to cancel their enrolment must do so within thirty (30) calendar days of receiving their written outcome from AIM.
2. The appeal will be handled in accordance with the process and timelines of the [Complaints and Appeals Policy](#).

4.0 DEFINITIONS

- **Course** - a program of study that may consist of a nationally recognised qualification, accredited course, skill set or unit of competency.
- **Course End Date**- the Course End Date is calculated based on a student's enrolment date and the nominated course duration at the time of the student's enrolment.
- **Course Extension**- a Course Extension provide students with an extended period of time to complete their course past the Course End Date.

Course Transfer - refers to an internal transfer to another accredited course that is currently offered by AIM and that is accepting new student enrolments.

- **Provisional Enrolment Period** - An enrolment is provisional for five (5) business days, allowing AIM time to request additional information and for a student to access their course and ensure it meets their requirements. Refunds are not payable after the Provisional Enrolment Period.
- **Special Consideration** - in making a decision on, for example, requests for course extensions, special consideration allows for review of the circumstances which the student alleges were not the fault of the student, impacted on them and made it impracticable for them to complete the course.
- **Training Product** - a nationally recognised training package qualification, skillset, unit of competency, or accredited course qualification, skillset, unit of competency, accredited course
- **Withdrawal** - refers to cancelling enrolment in a course. A withdrawal does not guarantee a refund.

5.0 REFERENCES AND ASSOCIATED INFORMATION

- Academic Integrity Policy and Procedure
- Admissions Policy and Procedure
- Complaints and Appeals Policy and Procedure
- Credit and Recognition of Prior Learning Policy and Procedure
- Student Code of Conduct
- [Standards for Registered Training Organisations \(RTOs\) 2015](#)
- [VET Student Loans Act 2016](#)
- VET Student Loans Tuition Fee and Refunds Policy
- VET Student Loans Withdrawal and Re-Credit Procedure
- [VET Student Loans Progression Form Fact Sheet](#)
- [VET Student Loans Information Booklet](#)
- Withdrawal, Deferral, Extension, Transfer and Refund Policy

6.0 POLICY/PROCEDURE OWNERSHIP

Policy Owner	Executive Director AIM
Status	Reviewed on July 2022
Approval Authority	CEO
Date of Approval	13 September 2022
Effective Date	26 September 2022
Implementation Owner	Head of Academic Delivery VET
Maintenance Owner	VET Compliance and Operations
Review Due	11 August 2025
Content Enquiries	Yelena Almeida yelena.almeida@aim.com.au

7.0 AMENDMENTS

Version	Amendment Approval (Date)	Amendment Made By (Position)	Amendment Details
S1.6- P 1.0	13 September 2022	VET Compliance and Operations Manager	Update of policy as per Scentia governance review and templates
S1.7 - P1.1	20 April 2023	VET Compliance and Operations Manager	Changes to extension information due to course duration changes
S1.8 - P1.2	13 October 2023	VET Compliance and Operations Manager	Updated with reference to VET Student Loans