

Policy Statement

The Sarina Russo Institute (SRI) is committed to providing students with the necessary tools to withdraw from courses without burden. All SRG staff are responsible for ensuring that the policy is read, adhered to and publicised to all customers.

Purpose

The purpose of this Policy is to ensure that every student with a VSL Loan understands their rights and obligations under the VSL Act and VSL Rules where:

- they wish to withdraw from a course
- SRI withdraws them from a course
- they wish to re-enrol
- or they wish to commence grievance action regarding a cancellation of enrolment.

Scope

The scope of this Policy applies to all current SRI students with VSL Loans.

Underpinning Legislation and Contractual Requirements

This Policy is underpinned by the:

- VET Student Loans Act 2016
- VET Student Loans Rules 2016
- VET Student Loans Manual for Providers

Definitions

Census date is a date by which enrolment may be cancelled without incurring financial liability for the course or part of the course (from manual page 9 and 11, and Act s 58 (3))

Units of Study are blocks of units of competency for which a census date is issued.

Policy

1. Where a student withdraws from all, or part, or an approved course on or before the census date, SRI will not enforce any financial, administrative or other barriers to withdrawal on the student.
 - a. In this scenario, a student will not be charged withdrawal fees, administration fees, a fine or penalty, a fee designed to disincentivise withdrawal, or any part of the tuition fee for the unit or course that the student is withdrawing from.
2. Where a student withdraws from all, or part, of an approved course, SRI will not re-enrol the student in all, or part, of the course without the express written permission of the student that was given after the withdrawal.

3. Where a student withdraws on or before the census date, SRI will refund any tuition fees paid upfront to SRI or through a loan from SRI back to the student.
 - a. SRI will process refunds within 28 days of the date of withdrawal.
4. SRI will withdraw a student from part of an approved course after the census date due to lack of engagement. In doing so, SRI will ensure that:
 - a. The student is informed of their proposed cancellation in writing,
 - b. The student is given at least 28 days to initiate grievance procedures (in accordance with the SRI Feedback and Complaints Procedure) before the cancellation takes effect,
 - c. Cancellation does not take final effect until any grievance procedures have been completed.
5. SRI will not refund course fees where a student is withdrawn after the census date, except where required by legislation.

Procedure

This procedure includes:

- Student Withdrawal Procedure
- Enrolment Cancellation Procedure
- Re-enrolment Procedure

Student Withdrawal Procedure

Step	Action
1a	<p>Student requests to withdraw from a course</p> <p>To withdraw from a course, a student must contact either the SRI Quality Unit Admin Team at qualityunit@sri.edu.au or their SRI Trainer requesting to withdraw.</p> <p><i>If the student requests to withdraw <u>on or before</u> a Census Date, proceed to step 2a.</i> <i>If the student requests to withdraw <u>after</u> a Census Date, proceed to step 2b.</i></p>
2a	<p>SRI Quality Unit Admin Team withdraws student from the course</p> <p>The SRI Quality Unit Admin Team will action a student's withdrawal within 28 days of receiving the withdrawal email. SRI Quality Unit Admin Team will email the student to confirm their withdrawal using either the:</p> <ul style="list-style-type: none"> • 'Withdrawal by Choice no debt' template if withdrawing from their first Unit of Study, or • 'Withdrawal by Choice with debt' template if withdrawing from their second Unit of Study onwards. <p>By withdrawing <u>on or before</u> the Census Date, the student will not be charged withdrawal fees, administration fees, fines or penalties, or fees designed to disincentivise withdrawal, or any part of the tuition fee for any remaining units the student has withdrawn from. Where the student paid upfront tuition fees, SRI will refund this amount to the student.</p> <p>Once withdrawn, SRI will not re-enrol the student in all, or part, of the course without the express written permission of the student.</p> <p>End Process</p>
2b	<p>SRI Quality Unit Admin Team withdraws student from the course</p> <p>SRI will action a student's withdrawal within 28 days of receiving the withdrawal email. The SRI Quality Unit Admin Team will email the student to confirm their withdrawal using the 'Withdrawal by Choice with debt' template.</p>

	<p>By withdrawing <u>after</u> the Census Date, the student will be charged tuition fees for the unit that the student is withdrawing from and will be notified if they have been charged for any previous Units of Study.</p> <p>Once withdrawn, SRI will not re-enrol the student in all, or part, of the course without the express written permission of the student.</p> <p>End Process</p>
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Enrolment Cancellation Procedure

Step	Action
1	<p>SRI Quality Unit Admin Team confirms engagement</p> <p>As the Census Date of a course approaches, the SRI Quality Unit Admin Team provides the SRI Trainer and Program Manager with a list of enrolled students and requests confirmation of their engagement. A student is deemed to be engaging where, in the past seven days, they have either:</p> <ul style="list-style-type: none"> a. Logged in to Blackboard b. Completed an assessment c. Contacted an SRI Trainer <p><i>If the student has not engaged in the past seven days, proceed to Step 2.</i> <i>If the student has engaged in the past seven days, proceed to Step 4.</i></p>
2	<p>SRI Quality Unit Admin Team extends student's Census Date</p> <p>The SRI Trainer and/or Program Manager will attempt to contact students to discuss their reason for not engaging prior to the Census Date.</p> <p>The SRI Quality Unit Admin Team will extend the student's Census Date by two weeks to provide the student with another chance to engage in the course prior to the Census Date and will issue a new Loan Fee Notice.</p> <p><i>If the student has not engaged prior to the second Census Date, proceed to Step 3.</i> <i>If the student has not engaged prior to the second Census Date, but the Program Manager deems there to be exceptional circumstances, proceed to Step 2b.</i> <i>If the student has engaged in the past seven days, proceed to Step 4.</i></p>
2b	<p>SRI Quality Unit Admin Team extends student's Census Date again</p> <p>The SRI Trainer and/or Program Manager will again attempt to contact students to discuss their reason for not engaging prior to the Census Date.</p>

	<p>The SRI Quality Unit Admin Team will extend the student’s Census Date again by a further two weeks (in exceptional circumstances only, as granted by Program Manager) to provide the student with a further chance to engage in the course prior to the Census Date and will issue a new Loan Fee Notice.</p> <p><i>If the student continues not to engage, proceed to Step 3.</i> <i>If the student has engaged in the past seven days, proceed to Step 4.</i></p>
3	<p>SRI Quality Unit Admin Team ends enrolment before Census Date</p> <p>If a student fails to engage prior to their second Census Date (or later Census Date when granted by Program Manager in exceptional circumstances), SRI will send an email to a student to advise of their cancellation of enrolment in the course using either the:</p> <ul style="list-style-type: none"> • ‘Withdrawal Email no debt’ template if withdrawing from their first Unit of Study, or • ‘Withdrawal Email with debt’ template if withdrawing from their second Unit of Study onwards. <p>The student is withdrawn from the course <u>on or before</u> the Census Date, and is not be charged withdrawal fees, administration fees, fines or penalties, or fees designed to disincentivise withdrawal, or any part of the tuition fee for any remaining Units of Study.</p> <p>Once withdrawn, SRI will not re-enrol the student in all, or part, of the course without the express written permission of the student.</p> <p>End Process</p>
4	<p>SRI Quality Unit Admin Team commences student in course and provides Loan Fee Notice</p> <p>Once a student is deemed to be engaging in a course prior to their Census Date, they are ‘commenced’ in SRI’s customer-relationship management system (eBecas).</p> <p><i>If the student completes the Units of Study, End Process.</i> <i>If the student disengages before completing the Units of Study, proceed to Step 5.</i></p>
5	<p>SRI Quality Unit Admin Team cancels enrolment after Census Date due to lack of engagement</p> <p>If a student fails to engage after their census date, SRI Quality Unit Admin Team will send an email to a student to advise their cancellation of enrolment in the course using the ‘Withdrawal Email with Debt’ template.</p> <p>A student is deemed to be engaging where, in the past seven days, they have either:</p> <ol style="list-style-type: none"> a. Logged in to Blackboard b. Completed an assessment

c. Contacted an SRI Trainer

By withdrawing after the census date, the student will be charged tuition fees for the unit that the student is withdrawing from and will be notified if they have been charged for any previous Units of Study if they were charged for any.

Students are given at least 28 days to initiate grievance procedures (in accordance with the SRI Feedback and Complaints Procedure) before the cancellation takes effect, and cancellation does not take final affect until any grievance procedures have been completed.

Once withdrawn, SRI will not re-enrol the student in all, or part, of the course without the express written permission of the student.

End Process

Re-enrolment Procedure

Step	Action
1	<p>Student requests to re-enrol in remaining units of course</p> <p>The student will contact either SRI Quality Unit Admin team at qualityunit@sri.edu.au or an SRI Trainer to request to re-enrol in part of a course they had previously withdrawn from.</p>
2	<p>Student is emailed VSL Student Diploma Re-Enrolment Letter</p> <p>Student is emailed a copy of the VSL Student Diploma Re-Enrolment Letter from the SRI Quality Unit Admin Team. The student must reply to the email and confirm that they agree to the terms and conditions of the letter.</p>
3	<p>SRI Quality Unit Admin Team re-enrols student in the next intake</p> <p>The SRI Quality Unit Admin Team will enrol the student in the next intake for the remaining units of the course from which they had previously withdrawn.</p> <p>End Process</p>