

<b>1. PURPOSE and OBJECTIVES:</b>	<p>Sarina Russo Institute students are managed responsibly and in accordance with the requirements of relevant regulatory bodies. SRI offers a fair and equitable process for students who wish to vary their enrolment (defer, suspend, withdraw, extend, cancel).</p> <p>This can include by the student's choice or SRI's choice due to not meeting a defined requirement or misconduct.</p> <p>This policy also covers a student returning to study where eligible.</p>
<b>2. POLICY STATEMENT:</b>	<p>Sarina Russo Institute will follow strict protocols in consideration of all course variations. This includes a VSL student's request to withdraw from an approved course, or part of an approved course.</p>
<b>3. SCOPE:</b>	<p>This policy applies to all SRI students studying an approved VET Student Loans course and using VET Student Loans to help fund the course fees.</p>
<b>4. POLICY DETAILS:</b>	<p><b>Withdraw process and procedure</b></p> <p>Students can withdraw from study at any time by notifying SRI in writing, via email to: VET@SRI.EDU.AU</p> <ul style="list-style-type: none"> <li>• All variations to student enrolment must be made in writing.</li> <li>• Students under 18 must have parental or guardian support. The parent/guardian must sign the document.</li> <li>• Students will have access to a free and fair complaints and appeals process.</li> </ul> <p>SRI Quality Unit will confirm and acknowledge in writing to the student, including:</p> <ul style="list-style-type: none"> <li>• The student will receive an acknowledgement of the date of receipt of the email communication</li> <li>• A confirmation of the student's enrolment, including a copy of the CAN notice(s).</li> <li>• confirm as to whether the student has incurred a debt for the unit</li> </ul> <p><b>Withdraw after the Census Date – Special circumstances</b></p> <p>A student may still withdraw after a study period census date has passed, however all fees incurred for tuition for that study period are owing and must be paid including a debt to the Commonwealth for any VET Student loan.</p> <p>Students who are forced to withdraw from study after a census date due to serious illness or other exceptional circumstances can apply to have the FEE-HELP balance re-credited and HELP debt removed for that unit of study.</p>

To be satisfied that special circumstances applied to a student, the student must prove that the circumstances:

- Were beyond the students control, and
- Did not make their full impact on the student until after the census date, and
- Made it impracticable for the student to complete the unit(s) of study requirements.

There are no provisions under the Higher Education Support Act 2003 to have a debt removed if a student has already successfully completed a unit of study.

#### **Course Review / Optional Counselling and Discussion**

If the student and SRI both elect, then SRI may offer a course review discussion regarding options in study, and an informal counselling service for students who are unsure of their options or ability to continue study.

This process will only be undertaken if it can occur within a timeframe that allows the student to withdraw on or before the census date if the student still chooses to withdraw.

Furthermore, this process will not pressure

- a student into remaining enrolled
- does not pressure a student to enrol in a different course

#### **Fines, Penalties and Disincentives:**

For withdrawals on or before the census day from a unit of study, part of a course or whole course, SRI will not charge:

- a withdrawal fee
- an administration fee
- a fine or penalty
- a fee determined to be a disincentive to withdrawing from a unit, part of a course or whole course
- any portion of the tuition fees for the unit, part of the course or entire course from which the student is withdrawing.

#### **Re-enrolling a student who has withdrawn**

If a student withdraws from an approved course, or a part of an approved course, SRI will not, after the withdrawal, re-enrol the student without the written permission of the student.

Students who re-enrol into the same course from which they had withdrawn from will not be penalised. The student can re-enrol as long as the qualification is the same and the course content has not changed. The student may be required to show currency of knowledge depending on the duration of time past.

The student may be required to re-enrol into the start of the module or unit of study based on assessment by SRI.

#### **Cancellation of Student Enrolment by SRI**

SRI reserves the right to cancel the enrolment and expel from study any student that threatens the safety of students and staff which will be defined as gross misconduct, including;

- Violence
- threat of violence
- verbal abuse and inappropriate language
- lurid behaviour
- theft and wilful property damage
- inappropriate touch towards a fellow student, student clinic client or team member.

Repeated minor misconduct can result in a student enrolment being cancelled. Examples of this may include:

- Breaches of Academy rules and directions
- Failing to comply with the lawful direction of a SRI staff member
- Acting in a manner that may endanger the safety or health of another person
- Unlawfully attempting to or assaulting or causing a person to be in reasonable fear of their safety or wellbeing
- Significantly impairing the ability of a person to participate in any legitimate activity
- Acting in a manner that disrupts the peace and good order of SRI or brings it into disrepute including misconduct and repeated disruption in the Classroom
- Divulging confidential information relating to a SRI matter
- Causing damage to, or loss of property of the Academy, its staff or its students
- Making a false representation as a SRI Student
- Completing work on behalf of other Students
- Copying other Students' work
- Abusing, harassing, bullying or threatening Team or Students
- Wilfully breaching SRI policies
- Breaching any Act of the Commonwealth or State to which SRI is subject.

To protect our Students and Team at SRI, we will take immediate steps to remedy any claims of behaviour that goes against our student conduct guidelines. A process of natural justice will be undertaken where all parties involved will have a chance to provide information.

	<p>SRI will provide at least 28 days for the student who is accused of misconduct to initiate grievance procedures before the cancellation takes effect. During this time for the safety of SRI staff and students the person accused may be removed from study while we mediate the complaint or investigate the claims.</p> <p>If expelled, you will forfeit the right to any remuneration and forfeit the right to a refund of fees paid and may incur any costs for damaged or stolen items or legal fees if the police become involved. This applies to all of the tuition fees for the course or study periods of which the census date has past. If a student is removed prior to a study period census day the student will not incur tuition fees for that study period.</p>
<p><b>6. ROLES AND RESPONSIBILITIES:</b></p>	<p><b>Student Responsibilities</b> It is the responsibility of the student to follow the defined process to withdraw from study prior to a census date.</p> <p>SRI can take no responsibility for the student not lodging forms in the defined time period or for students not following the defined process.</p> <p><b>Team Responsibilities</b> To provide students with written evidence of the processes undertaken and to operate in a fair and just manner as defined within this policy and process.</p>

<p><b>Related Legislation</b></p>	<p><a href="#">VET Student Loans Act 2016</a>  <a href="#">VET Student Loans Rules 2016</a>  <a href="#">Registered Training Organisations (RTOs) 2015</a></p>
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