WITHDRAWAL POLICY AND PROCEDURE

Intent and objectives

Evocca College (“Evocca”) is committed to ensuring the highest quality support for our students. The intent of this document is to clearly communicate the withdrawal policy and procedure for all courses offered by Evocca.

Related Policy and Procedures and Associated Documents

- ASQA Standards for Registered Training Organisations (RTOs) 2015
- Higher Education Support Act 2008
- VET Administrative Information for Providers 2015/2016

Related Functions

- Compliance with relevant Legislation
- Complaints and Appeals Policy and Procedures
- VET FEE-HELP Re-crediting and Review Policy and Procedures
- Fee for Service Refund Policy and Procedure

Definitions

- **Withdrawal** - to cease participation in a course of study.
- **VET Unit of Study** - is referred to at Evocca as a Cluster, which may contain one or more units of competency.

Scope

The policy applies to all staff, contractors, and other personnel employed with Evocca and all students currently enrolled in courses at Evocca. Evocca recognises that sometimes circumstances can reduce a student’s capacity to complete a chosen line of study, therefore students may withdraw from their course or VET unit of study.
Procedures

1. Evocca Responsibilities
   • Provision of information and resources to support a student to make informed decisions about withdrawing from their course or VET unit of study.
   • Ensure that this policy and procedure document is available on www.evocca.edu.au.

2. Initial Discussion - Pre Enrolment
   • Course Advisor (CA), Trainer or Tutor shall inform students how to access the withdrawal process. This information shall include reference to websites and/or other information that the student would be able to access in their own time.

3. Withdrawal from a Course or VET Unit of Study
   • A student who wishes to withdraw from a course or VET unit of study must do so in writing. A student must include the following information:
     ○ Students Name, Address and Contact details
     ○ Student ID
     ○ Course of study being undertaken
     ○ Reason for cancellation.
   • All withdrawals must be emailed to: cancellations@evocca.edu.au

4. Re-credit of VET FEE-HELP debt
   • A student who withdraws from a course or VET unit of study by following the procedure in step 3 on or before the published census date for that VET unit of study will not incur a VET FEE-HELP debt for that VET unit of study.
A student who withdraws from a VET unit of study by following the procedure in step 3 after the published census date for that VET unit of study will incur a VET FEE-HELP debt for that VET unit of study.

Special circumstances

If the student withdraws from a course or VET unit of study after the census date because of special circumstances, the student may be able to get their VET FEE-HELP debt re-credited if applicable.

Please refer to the VET FEE-HELP Re-Crediting and Review Policy and Procedure for information on how to apply for a VET FEE-HELP re-credit.

5. Refunds for Students who are Fee for Service

If a student has paid their course fees up-front, they may be eligible for a refund if they withdraw from a course or VET unit of study on or before the census date for the unit of study.

A student who withdraws from a course or VET unit of study after the census date for that unit of study will not be eligible for a refund, unless special circumstances apply. For information on how to apply for a refund, please refer to the Fee for Service Refund Policy and Procedure.

6. Publication

• The Withdrawal Policy and Procedure will be published on the Evocca website (www.evocca.edu.au), in SMART and reference to this link will be made in the Student Handbook.