

1. Purpose

- 1.1 To establish a standard method to enable students to change their enrolment – including withdraw from their studies by deferring or suspension, cancellation of their enrolment, transfer to another provider or change of course at Aviation Australia (AA).

2. Scope

- 2.1 This procedure applies to all students enrolling or currently enrolled with AA.

3. Regulatory References

- 3.1 Standards for Registered Training Organisations 2015
3.2 ESOS National Code of Practice 2018 – Standard 7 Overseas student transfers and Standard 9 Deferring, suspending or cancelling the overseas student’s enrolment

4. Related Documentation

- 4.1 AA TA 03c Record of Conversation – Student
4.2 AA TA 04a Change of Course Enrolment
4.3 AA TA 04b Letter of Release
4.4 AA TA PRO 04c Notice of Intention – Cancellation of Enrolment
4.5 AA FI POL 01 Refunds
4.6 AA QA POL 01 Complaints and Appeals

5. Glossary of Terms

- 5.1 **Deferral:** postponement of commencement of a course.
5.2 **Suspension:** temporary postponement of enrolment during course.
5.3 **Cancellation:** cessation of enrolment in course.

6. Responsibilities

- 6.1 The Manager Administration Services is responsible for the proper execution of this procedure.

7. Procedure

- 7.1 All requests for Deferral, Suspension, Cancellation or Transfer of Enrolment must be made by the student in writing to Aviation Australia (either letter, email or via AA Form TA 04a Change of Course Enrolment).
- 7.2 Students who are considering deferring or cancelling their enrolment with AA should advise the business unit, who may be able to provide alternative options. The business unit should liaise with departments including Student Services, Training Administration and Finance when reviewing student requests, to ensure all required actions are completed.

- 7.3 International students should contact their nearest Immigration office when making changes to their enrolment. Any change of enrolment will be reported on PRISMS and supporting documentation recorded in the student file.
- 7.4 If a student wants to defer, suspend or cancel their enrolment - one of the following conditions must be met:
- Unavailability of a course from AA;
 - Visa delay (supporting documentation must be provided);
 - Compassionate and compelling circumstances (supporting documentation must be provided). These circumstances are generally beyond the control of the student and have an impact on the student's course progress or wellbeing. These could include (but are not limited to);
 - Serious illness or injury, where medical certificate states that the student was or will be unable to attend classes;
 - Bereavement of close family members such as parents or grandparents (where possible death certificates should be provided);
 - Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies, or Traumatic experience which could include: involvement in, or witnessing of a serious accident; or witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists' reports).
- 7.5 **Student Requests Deferral, Suspension, Cancellation, Transfer - Prior to Commencement**
- 7.5.1 The student must submit their request in writing (letter/email);
- 7.5.2 The business unit will review the student's written request – including consulting any relevant parties such as Sales, Student Services, Training Administration and Finance;
- 7.5.3 The business unit will advise Training Administration of the outcome of the request;
- 7.5.4 Training Administration will record this written request in the student electronic file and update the enrolment in the Student Management System;
- 7.5.5 Training Administration will provide the student with a revised Enrolment Confirmation (AA TA 01d / AA TA 02c);
- 7.5.6 International students – Training Administration will provide the student with a revised Letter of Offer (AA TA 02b) and once accepted, a revised Enrolment Confirmation (AA TA 02c). The COE will be cancelled and re-issued on PRISMS as required.

7.6 Student Requests Deferral, Suspension, Cancellation, Transfer – After Commencement

- 7.6.1 The student must submit their request in writing using AA TA 04a Change of Course Enrolment;
- 7.6.2 The business unit will review the student's written request to ensure that it fits with the conditions listed. This may include consulting any relevant business units such as Sales, Student Services, Training Administration and Finance;
- 7.6.3 The business unit will liaise with Finance to review the students account and fee/s paid, to identify any outstanding fees the student may have. This is noted on the AA TA 03c Record of Conversation – Student;
- 7.6.4 The business unit will complete an interview with the student and document this on the AA TA 03c Record of Conversation – Student. This is to be signed by the student and provided to Training Administration;
- 7.6.5 Training Administration will record this written request in the student electronic file and update the enrolment in the Student Management System;
- 7.6.6 International students – Training Administration will provide the student with a revised Letter of Offer (AA TA 02b) and once accepted, a revised Enrolment Confirmation (AA TA 02c). Training Administration will cancel and/or re-issue the COE on PRISMS as required.

7.7 Transfer To/From Another Registered Provider [International Students]

- 7.7.1 International students are prohibited from transferring to another provider within the first 6 months of their principal course. AA is prohibited from knowingly enrolling any student wishing to transfer from another registered provider prior to the student completing 6 months of their principal course. Students may only apply to transfer to/from another provider within their first 6 months of study if the following applies:
- The original registered provider has provided a written letter of release;
 - The original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered;
 - The original registered provider has a sanction imposed on its registration that prevents the student from continuing his or her primary course;
 - Any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.
- 7.7.2 If a student wishes to transfer from AA to another registered provider (and cancel their enrolment with AA):
- Student must submit their request in writing using AA TA 04a Change of Course Enrolment and include any supporting documentation such as Letter of Offer from new registered provider confirming that a valid enrolment offer has been made.

- The business unit will review the circumstances for the student request:
 - Is the request within 6 months of the course commencement? The above conditions must be considered;
 - Is the student trying to avoid being reported for failure to meet AA policies including Course Progress / Attendance?;
 - Is the transfer in the best interest of the student's academic / future study plans?
 - If the student is under 18 years of age, has the new registered provider confirmed that they will accept responsibility for the student's welfare, accommodation and support arrangements?
- The business unit should also consider:
 - All outstanding fee/s have been finalised (with Finance).
 - If the student is under 18 years of age, the nominated parent/guardian must provide written support of the change of course enrolment/transfer.
- The business unit is to provide all AA TA 04a Change of Course Enrolment requests and all supporting documentation to Training Administration for processing and recording on the student file – within 5 working days of the request being submitted by the student.
- Where the request to transfer to another provider has been approved;
 - Training Administration will prepare the AA TA 04b Letter of Release within 5 working days of the request being provided to Training Administration. This document will be prepared at no charge to the student, and will include reference to contact immigration to seek advice on visa requirements for change of course/provider.
 - AA TA 04b Letter of Release will be provided to the student, with a copy placed on the student's electronic file.
 - The business unit must complete the Exit Interview process with the student to finalise their enrolment.
- Where the request to transfer to another provider has not been approved:
 - Training Administration will prepare notification to be provided to the student to advise of the outcome, with a copy placed on the student's electronic file. The student will be referred to the AA QA POL 01 Complaints and Appeals Policy where the student is able to submit an appeal if required.

7.7.3 If a student wishes to transfer from another registered provider to AA:

- If the student has an existing enrolment with another provider, and it is within 6 months of the course commencement, the above conditions must be considered
- The student must follow AA TA 02 International Enrolment.

7.8 AA initiated Deferral, Suspension or Cancellation

7.8.1 AA may defer, suspend or cancel a student enrolment:

- Where a course is not able to be offered by AA;
- Student misconduct – including;
 - Behaviour of a student is in breach of the Student Code of Conduct (including threats to the well-being of other students or staff);
 - Behaviour of a student has been in breach of AA policies, procedures (including enrolment conditions, Course Progress and Course Attendance policies);
 - Student has failed to maintain student fees as per agreed payment plan.

7.8.2 Where suspension or cancellation is initiated by AA, the business unit must identify this to Training Administration. AA TA 03c Record of Conversation – Student should be completed with the student to identify any issues.

7.8.3 Training Administration will prepare AA TA PRO 04c 'Notice of Intention – Cancellation of Enrolment'. This will be provided to the student via the business unit. This notice will clearly identify that a student will be given 28 days to submit an appeal as per AA QA POL 01 Complaints and Appeals.

7.8.4 AA will maintain the student's enrolment until the internal appeals process is complete. AA reserves the right to not provide learning opportunities during this process should it be deemed appropriate.

7.9 Exit Interview

7.9.1 Students must participate in an exit interview prior to finalising their enrolment.

7.9.2 Training Administration will prepare AA TA 03c Record of Conversation – Student and the students AA TA 06a Student Induction for the exit interview.

7.9.3 The business unit will complete the exit interview and the provided paperwork. The student must return all resources as indicated on AA TA 06a Student Induction.

7.9.4 When the exit interview has been completed, the business unit must return all documents to Training Administration for processing.

7.9.5 Training Administration will finalise the student enrolment as required.

7.10 Refunds

7.10.1 If the student would like to request a refund, refer to AA FI POL 01 Refunds.

7.11 Students Seeking Re-enrolment in a Course

7.11.1 AA will not enrol students who have previously withdrawn from a course, or part of a course, without written instruction from the student.

7.11.2 Students who wish to re-enrol after previously withdrawing from a course or part of a course are required to apply in writing to AA and state their request to re-enrol and specify their planned return date to training and the course or part of the course for which they are re-enrolling.

8. Records

8.1 All student correspondence must be retained on the student file.

9. Flowchart

9.1 N/A.