

**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. Revision Details**

- 3.1 This section outlines any adjustments made to the document during the most recent revision.

Section Reference #	Rationale for Change
All	New template and logo Scheduled review by Training Administration Manager
7.6 and 7.7.2	Reviewed and updated

- 3.2 This section outlines the review frequency of the document.

<b>Planned Revision</b>	Biennially
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**4. Regulatory References**

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

**5. Related Documentation**

- 5.1 AA TA PRO 03c Record of Conversation – Student  
5.2 AA TA PRO 04a Change of Course Enrolment  
5.3 AA TA PRO 04b Letter of Release  
5.4 AA TA PRO 04c Notice of Intention to Report – Cancellation of Enrolment  
5.5 AA FI POL 01 Refunds  
5.6 AA QA POL 01 Complaints and Appeals  
5.7 AA QA PRO 06 Customer Feedback Management  
5.8 AA TA PRO 10 Course Attendance  
5.9 AA TA PRO 11 Course Progress  
5.10 AA PC POL 03 Code of Conduct - Students

**6. Glossary of Terms**

- 6.1 **Deferral:** postponement of commencement of a course.
- 6.2 **Suspension:** temporary postponement of enrolment during course.
- 6.3 **Cancellation:** cessation of enrolment in course.

**7. Responsibilities**

- 7.1 The document owner holds the delegated authority for the proper execution of this procedure.
- 7.2 The responsible delegate insures the implementation and adherence to the procedure.

<b>Document Owner:</b>	Manager Training Administration
<b>Responsible Delegate(s):</b>	Business Unit Managers and Training Administration

- 7.3 Key Stakeholder Positions may contain multiple responsibilities for various parts of the document however the overall responsibility must remain with the document owner.

<b>Key Stakeholder Positions – Mandatory Consultation Required</b>
N/A

**8. Procedure**

- 8.1 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 - AA TA PRO 04a Change of Course Enrolment).
- 8.2 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.
- 8.3 International students should contact their nearest Immigration office when making changes to their enrolment. Any change of enrolment will be reported to the Department of Home Affairs via PRISMS and supporting documentation recorded in the student file.
- 8.4 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 a 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).

### **8.5 Student Requests Deferral, Suspension, Cancellation, Transfer - Prior to Commencement**

8.5.1 The student must submit their request in writing (letter/email);

8.5.2 The business unit will review the student's written request – including consulting any relevant parties such as Sales, Student Services, Training Administration and Finance;

8.5.3 The business unit will advise Training Administration of the outcome of the request;

8.5.4 Training Administration will record this written request in the student electronic file and update the enrolment in the Student Management System;

8.5.5 Domestic students - Training Administration will provide the student with a revised Enrolment Confirmation (AA TA PRO 01d) if applicable;

8.5.6 International students – Training Administration will provide a deferring student with a revised COE and Enrolment Confirmation (AA TA PRO 02c). Or the COE will be cancelled in PRISMS, if applicable.

### **8.6 Student Requests Deferral, Suspension, Cancellation, Transfer – After Commencement**

8.6.1 The student must submit their request in writing using AA TA PRO 04a Change of Course Enrolment;

8.6.2 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;

8.6.3 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 PRO 03c Record of Conversation – Student;

8.6.4 The business unit will complete an interview with the student and document this on the AA TA PRO 03c Record of Conversation – Student. This is to be signed by the student and provided to Training Administration;

8.6.5 Training Administration will record this written request in the student electronic file and update the enrolment in the Student Management System;

8.6.6 International students – Training Administration will provide the student with a revised Letter of Offer (AA TA PRO 02b) (*if changes to the enrolment vary significantly*) and once accepted, a revised Enrolment Confirmation (AA TA PRO 02c). Training Administration will cancel and/or re-issue the COE on PRISMS as required. *((WHAT HAPPENS PRACTICE: If the course or other significant changes to the written agreement are made, a new offer will be issued, otherwise only a new confirmation letter is provided with the new study periods and payment schedule according to the new intake)).*

## **8.7 Transfer To/From Another Registered Provider [International Students]**

8.7.1 International students are prohibited from transferring to another provider within the first six (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 six (6) months of their principal course. Students may only apply to transfer to/from another provider within their first six (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.

8.7.2 If a student wishes to transfer from AA to another registered provider (and cancel their enrolment with AA), they must submit their request in writing using AA TA 04a Change of Course Enrolment and include any supporting documentation such as a current, unconditional Letter of Offer from the new registered provider confirming that a valid enrolment offer has been made.

- Circumstances where a transfer may be granted prior to a student completing six (6) months of their principal course include:
  - Compassionate or compelling reasons for the transfer exist and can be supported by evidence. These are generally unexpected, outside of the student's control and have a significant impact upon the student's ability to progress in their current course;
  - The student is at risk of being reported because they are unable to achieve satisfactory course progress, even after engaging with AA's intervention strategy;

- The student can provide evidence that the transfer is in the best interest of their academic / future study or career plans;
- The student can provide evidence that their reasonable expectations about the course are not being met;
- The student can provide evidence that they were misled by AA or an appointed representative (e.g., a registered education agent) regarding AA or the course, and the course is therefore unsuitable to their needs and/or study objectives;
- Where the student is under-18, and the new registered provider has confirmed that they will accept responsibility for the student's welfare, accommodation, and support arrangements and written confirmation from a parent/legal guardian in support of the transfer.
- Circumstances where a transfer **may not be granted** prior to a student completing six (6) months of their principal course include:
  - The student has changed their mind about their course of study;
  - AA believes the student has made decisions regarding accommodation, employment, or travel that are not aligned with the requirements of the course;
  - The student is experiencing a course scheduling conflict with personal, work or other non-study commitments;
  - The reason for the request is based on financial reasons;
  - The student does not have a valid, unconditional offer from a CRICOS-registered provider at the same or higher AQF level (a conditional offer will be accepted where the only condition is requiring a release from AA). Aviation Australia may contact the provider to confirm the offer validity;
  - The student has outstanding fees;
  - The student is under 18 years of age and does not have the written support of their parent/guardian for a change of enrolment/transfer;
  - The student is trying to avoid being reported to the Department of Home Affairs for failure to meet AA policies including Course Progress, Course Attendance or the Code of Conduct;
  - The student has not genuinely attempted to engage in their studies, or any intervention plans implemented to support them, or have not accessed support services for assistance with study or personal issues;
  - The student has not started studying or has only recently started studying (for example the student has not completed a full study period);

- The student has not provided valid supporting evidence for a transfer.
- The business unit is to provide all AA TA PRO 04a Change of Course Enrolment requests and all supporting documentation to Training Administration for processing and recording on the student file – within five (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 PRO 04b Letter of Release within five (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 PRO 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.

#### 8.7.3 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 six (6) months of the course commencement, the above conditions must be considered.
- The student must follow AA TA PRO 02 International Enrolment.

### 8.8 AA initiated Deferral, Suspension or Cancellation

#### 8.8.1 AA may defer, suspend, or cancel a student enrolment:

- Where a course is not able to be offered by AA;
- Where it becomes evident that the student has provided false documentation or behaved improperly as part of the application and enrolment process (including, but not limited to, making false statements);
- Where the student has failed to commence studies or has failed to return to studies after an approved term break or suspension, without notifying AA. This action is considered to constitute a passive withdrawal resulting in cancellation of enrolment;

- Where the student has received a student visa rejection and has not initiated a deferral of studies, or provided evidence of an appeal to the Administrative Appeals Tribunal, or where a student visa has expired;
- Where there is student misconduct – including:
  - Behaviour which is in breach of AA policies / procedures (including, but not limited to, Student Code of Conduct, Course Progress and Course Attendance) or any Conditions of Enrolment;
  - Failing to maintain tuition fees as per the agreed payment plan.

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

8.8.3 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 (20 working days) to submit an appeal as per AA QA POL 01 Complaints and Appeals.

8.8.4 AA will maintain the student's enrolment until the appeals process is complete. AA reserves the right to cease providing learning opportunities during this process should it be deemed appropriate.

## 8.9 Exit Interview

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

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

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

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

8.9.5 Training Administration will finalise the student enrolment as required.

## 8.10 Refunds

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

### **8.11 Students Seeking Re-enrolment in a Course**

8.11.1AA will not enrol students who have previously withdrawn from a course, or part of a course, without written instruction from the student.

8.11.2Students 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.

## **9. Records**

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

## **10. Flowchart**

10.1 N/A.