

WITHDRAWAL POLICY AND PROCEDURE

1. Purpose

To inform students and staff of AIET's policies and processes relating to course withdrawals.

2. Scope

This policy and procedure applies to all students as well as all staff involved either directly or indirectly with administering requests for course withdrawals and temporary suspension requests.

This policy does not affect a student's right to submit internal and external complaints and appeals nor does it affect that student's right to take action under Australia's consumer protection laws.

3. Principles

The Withdrawals Policy and Procedure is guided by the principles of access, equity, fairness and timeliness. AIET is committed to:

- ensuring students that request to withdraw from a course and/or receive refunds are not victimised or discriminated against
- considering course withdrawal requests in a consistent, transparent, objective and unbiased manner
- making details of the procedure publicly available
- informing students of the policy pre-enrolment and advising students to read it at the commencement of a course
- specifying reasonable timelines for responses and reimbursement of monies at each stage of the process and monitoring of these timelines
- providing reasons and full explanation in writing for decisions and actions taken as part of the procedures
- keeping appropriate records of withdrawal requests, including brief written outcome, within student files and allowing students access to their records
- ensuring that such records are treated as confidential
- reviewing the Withdrawals process regularly

4. Withdrawal Policy

At any time, following enrolment in a course (or the case of international students, the issue of the Confirmation of Enrolment), and prior to the designated course end date, students may apply to withdraw from a course by completing the on-line Course Withdrawal Form.

Students who withdraw from a course prior to completing the qualification will be given recognition for any units satisfactorily completed up to the date of withdrawal.

5. Procedure

1. Students must submit their formal withdrawal, temporary suspension, extension or refund request using the application form at www.aiet.edu.au submit via email to admin@aiet.edu.au

It is essential that you include:

- a) a detailed explanation of why you are requesting to withdraw from, suspend or extend your course
- b) any documentary evidence to support this request e.g. medical certificate, travel documents etc.

2. AIET staff will evaluate the:

- a) content of the information supplied by you in the application including any attached evidence
- b) any relevant information contained within your student record (such as the course commencement date which is required to calculate the number of days from this date that you submitted your application)

3. The Administration Manager will further investigate the matter by conducting a telephone consultation with the School VET Coordinator to determine whether there are any extenuating circumstances that need to be considered.

4. The Administration Manager may contact you if any part of the matter requires further clarification.

5. The Administration Manager will decide in-line with this policy no later than 10 days from the date the original student application, with the required documentation, was received and update the student record in the SMS and provide formal written notification to the student of the outcome.

6. If the withdrawal application is approved, the Administration Manager will arrange for the issuance of any Statements of Attainment for course units already completed.

7. Administration staff will update the student record within the SMS with all relevant information and attach any final summary reports of the outcome, which can be accessed by the student through RTO Manager.