



# Withdrawals, Deferment, Cancellation or Suspension and Refunds Policy RTO PP010

## Purpose

This policy outlines ACF's fair and transparent processes for student withdrawals, deferments, cancellations, suspensions, and associated fee refunds, in accordance with regulatory requirements and contractual obligations.

## Responsibilities

The Executive Director, Knowledge Mobilisation and Practice or delegate, is responsible for ensuring this procedure is implemented under the direction of the ACF CEO.

## Scope

This policy and procedure covers all of ACF's RTO training and related services.

## Definitions

Public course means courses where domestic students may apply to enrol.

Student means an enrolled learner that has agreed to use the services provided by ACF.

Employer means an applicant or enrolled student's place of employment.

Employer fee for service courses means where an employer has an arrangement with ACF to deliver training services to their staff as part of a public course.

Applicable Refund means the balance of any fees paid upfront by an applicant or enrolled student where the student has not yet received those services.

## Policy

ACF maintains a fair and transparent refund policy to ensure that students and third-party funders are reimbursed in accordance with their entitlements. This policy applies to both public students and those enrolled through employer or third-party funding arrangements.

## Submitting a Change of Enrolment Request

Students wishing to defer their studies, withdraw from a course, and/or apply for a refund must complete and submit an ACF Change of Enrolment Form to Student Support Services. All decisions arising from this application are subject to approval by the Manager, Education and Training, or delegate.

## Refunds (General Rules)

Refunds are assessed on a case-by-case basis and are determined based on the student's progress within the course.

Refunds will be paid to:

- The student, if they paid directly.
- The third party, if they paid on behalf of the student, per contract terms.
- No refund for students who complete training but fail to submit assessments by the agreed deadline.

All refunds are subject to approval by the Manager, Education and Training. ACF strives to process all refunds within 10 business days from approval.

## Voluntary Student Withdrawal

If the withdrawal occurs within the 14-day cooling-off period from course commencement, the student is eligible for a 100% refund, minus a \$300 administration fee.

After the 14-day cooling-off period, refunds will only apply to units of competency that have not been commenced, minus the \$300 administration fee.

A unit is considered commenced if the student has accessed more than 20% of the online learning content and/or submitted any assessment tasks.

## Administrative Withdrawal (Non-Engagement)

Intake Course Coordinators utilise all resources available to them to assist students that fail to meet the attendance and participation requirements or fall behind with their assessment task requirements. For more information, refer to the Student Support, Wellbeing, Progression & Intervention Policy and Procedure.

ACF reserves the right to withdraw a student if they have not engaged in any course activity for three (3) months, have failed to meet the requirements of a Student Support Plan, have failed to respond to overdue fee notices or cannot be contacted.

Approval for administrative withdrawal must be granted by the Manager, Education and Training or their delegate.

Refunds for administrative withdrawals will be based on units not commenced, minus a \$300 administration fee.

Procedure -

For Public Students:

1. Student Services confirms withdrawal and sends written notice.
2. Refunds issued for units that had not been commenced, only.
3. Students are given a final assessment submission deadline via a Student Support Plan.
4. If assessments are not submitted by the final due date, the student's enrolment is withdrawn.

For Employer/Third-Party Funded Students:

1. Student and employer/third party are notified of withdrawal.
2. Employer/third party may receive refund, transfer credit to another student, or hold credit for future use.
3. Same support plan and final deadlines apply as above.

Refer to the Student Support, Wellbeing, Progression & Intervention Policy and Procedure.

### Re-Enrolment into a Unit After Withdrawal or Unsuccessful Attempt

Students may re-enrol into previously withdrawn or unsuccessfully completed units at a 50% reduced fee, provided the following conditions are met:

- No applicable refund was previously issued for the unit(s).
- The student continues to meet the eligibility requirements for the unit(s); and
- The student agrees to and follows a Student Support Plan, which includes a reassessment process where applicable.

This reduced fee arrangement supports student progression while acknowledging the additional support and reassessment required. Refer to the Student Support, Wellbeing, Progression & Intervention Policy and Procedure.

### Recognition of Prior Learning (RPL) Refunds

- If a student applies for Recognition of Prior Learning (RPL) after enrolling in the full course and the RPL is successful: they will be refunded the difference between the full course fee and the RPL assessment-only cost (to be set by ACF), minus a \$500 administration fee.
- If the RPL application is unsuccessful and the student chooses to withdraw: a non-refundable administration fee of \$500 will apply, in lieu of the standard \$300 fee.
- If the student proceeds with the course following an unsuccessful RPL application: normal enrolment fees will apply.

### Deferment

Students may apply to defer their enrolment for up to twelve (12) months. As a standard practice, refunds are not processed for deferments.

Students must provide at least one month's notice before resuming their studies and may be placed into a new course intake. A \$300 administrative fee will apply upon re-commencement, and any existing payment plan will resume if fees remain outstanding.

If course fees change during the deferment period, the updated fees will apply at the time of return, and the student will be required to pay any difference. Deferred students may also be required to reapply for scholarships, where applicable.

### Course Cancellation (by ACF)

If ACF cancels or discontinues a course, students will be issued a Statement of Attainment for all units of competency they have successfully completed. Affected students will be offered the option of a credit transfer into a suitable replacement course, enrolment in an alternative course, or a refund.

Where a refund is chosen, it will apply to the uncompleted portion of the original course (i.e. any units not completed), and the standard \$300 administration fee will also be refunded in this instance. All applicable refunds will be processed within 30 days of the course cancellation.

For further information, refer to the Transitioning Students Policy and Procedure.

## Suspension

Students may be suspended from their course for reasons including a breach of the Code of Conduct, unethical behaviour in the workplace, outstanding fees, or incomplete enrolment information, such as a missing or unverified USI.

During a suspension, no refunds will be issued until the student either:

- Withdraws: at which point a partial refund may be granted for units not yet commenced; or
- Resumes their studies: in which case no refund applies.

Refunds will not be granted for suspensions resulting from breaches of ACF policies and procedures. For further details, refer to the Application, Enrolment and Student Responsibilities Policy and Procedure.

## Appeals

Students have the right to lodge an appeal if they disagree with an assessment outcome, the assessment process, a suspension or administrative withdrawal, Recognition of Prior Learning (RPL) or Credit Transfer (CT) decision, or the outcome of a refund request. Appeals can only be submitted by the student who undertook the assessment or was directly affected by the decision. A student may submit only one appeal per assessment task or decision.

To initiate an appeal, the student must complete a Decision Appeal Lodgement Form and submit it to Student Support Services within 10 working days of receiving the relevant result or decision.

For further information, refer to the Feedback, Complaints & Appeals Policy and Procedure.

## Related Documents Forms and Records

The following forms should be used in conjunction with this procedure:

- RTO PP010-01 Change in Enrolment Form
- RTO PP005-03 Student Handbook
- RTO PP009-02 Student Support Plan
- RTO PP012-01 RTO Complaint Lodgement Form
- RTO PP012-02 RTO Decision Appeal Lodgement Form

The following references should be read in conjunction with this procedure:

- RTO PP008 Application, Enrolment and Student Responsibilities Policy and Procedure
- RTO PP009 Student Support, Wellbeing, Progression and Intervention Policy and Procedure
- RTO PP012 Feedback, Complaints and Appeals Policy and Procedure
- RTO PP013 Transitioning Students Policy & Procedure

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