

ENROLMENT WITHDRAWAL AND DEFERRAL

1. PURPOSE

This policy procedure describes ICG Training and Consultancy Services Pty Ltd (ICG)'s commitment to ensuring accurate and timely processing of withdrawals and deferrals from program enrolment.

2. SCOPE

This policy forms part of ICG's Quality Management System and applies to all current students, staff and educational activities.

3. POLICY STATEMENT

ICG is committed to providing inclusive and flexible learning and assessment options, allowing students options to defer or withdraw from their studies as recognition of their individual needs and circumstances.

ICG will make every effort to assist students to continue their studies where possible. A range of support services will be offered to students who indicate their wish to withdraw or defer.

The following criteria will be met when considering an application to withdraw or defer studies:

- Students must provide formal written notice of withdrawal and include a reason for withdrawal and a date of effect.
- Students may be required to pay any outstanding fees in accordance with the *Fees and Refunds Policy Procedure*.
- Students may be entitled to a refund in accordance with the *Fees and Refunds Policy Procedure*.
- Students will be provided with a Statement of Attainment for all units assessed as competent within 30 days of notification.
- Students will also be issued with a final copy of their Training and Assessment Plan and the results of any assessment activities.

4. PROCEDURES

Students wishing to withdraw their enrolment in their program are required to discuss this with ICG staff, preferably their trainer or assessor in the first instance.

ICG staff will endeavour to implement processes that will support each student to continue with their training, thus deferring study is the preferred option.

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4.1 Deferrals

- a) Students may defer their studied for a period of up to 12 months. ICG will inform students of the approach of the end date of deferral and provide the necessary support services to allow the student to continue with their learning.
- b) Applications for deferral must be made in writing within 10 working days of the planned start date using the ***Application for Withdrawal Deferral Form***. The student remains responsible for all fees, charges, and debts applicable to their program at the time of deferral.
- c) Students who do not recommence training within the 12-month period will be withdrawn from their enrolment as per the procedure below and no financial credits will be applicable.

4.2 Withdrawal Prior to Commencement of Course

- a) Students may withdraw from a program for which they are enrolled, up to three (3) days prior to commencing any learning and/or assessment activities taking place. In this instance, a refund of the full course fees will be made (less a non-refundable administration fee).

4.3 Withdrawal After Commencement of Course

- a) If the program for which a student is enrolled has already commenced, no refund will be granted, and student's may be required to pay any outstanding balance in accordance with ICG's ***Fees and Refund Policy Procedure***.

4.4 Withdrawal Due to Illness or Hardship

- a) In circumstances of illness and/or extreme hardship, students may withdraw from their program and may be entitled to a pro-rata refund. A written application must be submitted, and the situation discussed with the Managing Director.
- b) Any applicable refund will be calculated for the units of study that have not yet commenced only under the following conditions:
 - i. Satisfactory evidence for withdrawal due to illness or hardship must be provided to obtain a refund.
 - ii. A non-refundable administration fee will be deducted from any eligible refund.

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- iii. An application for withdrawal must be made in writing within 10 working days of the planned withdrawal date using the ***Application for Withdrawal Deferral Form***.
- iv. Any refund applicable is at the discretion of ICG.
- c) Deferrals will not be eligible for a refund, however, a credit may be applied and calculated for the units of study that have not yet commenced in accordance with the conditions above.

4.5 Cancelling a Student’s Enrolment

- a) ICG may cancel a student’s enrolment under specific circumstances including where the student has:
 - i. Made unsatisfactory progress and all avenues of engagement have been exhausted.
 - ii. Not met the requirements for satisfactory attendance – 80% attendance required.
 - iii. Is not attending the required sessions and has become uncontactable (at least three (3) attempts to contact will be made).
 - iv. Had disciplinary action arising from misbehaviour in violations of the ***Code of Conduct*** outlined in the ***Student Handbook***.
 - v. Not paid the required amount of course fees and/or has defaulted in payments due.
- b) ICG will inform any student of the intent to cancel their enrolment, as soon as practicable. At which time the student will be provided with 28 days to respond before the cancellation takes effect.

4.6 Transferring Subsidised Students

- a) Subsidised Students may elect to transfer their enrolment to another training provider. In these cases, we will endeavour to identify alternative providers and will refer students to the relevant training authority.
- b) Students will be issued with a statement of fees and any refund applicable in accordance with ICG’s ***Fees and Refund Policy Procedure***. Students will also receive a copy of their training and assessment plan listing all units achieved, completed / commenced and not completed/commenced. Assessment results will also be returned.
- c) A Statements of Attainment recording all successfully completed units will be issued to students within 30 days of their transfer.

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- d) In the rare occasion that ICG must transfer a student to another training provider, the student will be informed as soon as practically possible.

4.7 Student Guarantee

- a) In rare occasions, ICG may be required to cancel a planned program. In cases such as these, students enrolled at the time of the cancellation announcement will have all fee paid to date refunded.
- b) Students who may have already been assessed as competent for some units in the program will be issued a Statement of Attainment for these units and the cost of issuing the statement(s) will be deducted from the refund total.

5. VARIATIONS

ICG reserves the right to vary, replace or terminate this policy from time to time.

6. DEFINITIONS

As defined in the Quality Management Strategy.

7. RELATED DOCUMENTS

- Application for Withdrawal Deferral Form.
- Student Enrolment Policy Procedure.
- Delivery of Training Policy Procedure.
- Fee and Refunds Policy Procedure.
- Code of Conduct.

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