

Policy and Procedure: **Variation to Enrolment**

Objective:

The Australian Institute of Fitness (AIF) acknowledges that there are times whereby students cannot engage in their studies nor do not wish to continue their studies. AIF is committed to providing quality customer services, however it provides students with the ability to withdraw from a course with as little inconvenience to the student as possible.

Effective Date:

30 June 2021

Definitions:

An appeal is where a student wishes to express dissatisfaction with a particular assessment result and/or another adverse RTO decision impacting the student, such as non-eligibility to enrol.

An appellant is the student who is dissatisfied with a particular assessment result and has lodged a request for a review using AIF's Complaints and Appeals Handling procedure.

ASQA means the Australian Skills Quality Authority.

RTO means Registered Training Organisation, commonly known as a Training Provider or Provider and has the meaning given as defined in the NVR Act 2011.

VET means vocational education and training.

Policy:

This Policy and Procedure outlines how AIF defines the various circumstances where a student opts to withdraw from their studies, for a short period of time (deferral) or permanently (withdrawal). It also outlines how, when required, AIF opts to remove a student from study (suspension) or permanently (discontinuation/cancellation of enrolment) and its action should a course not commence as scheduled.

Responsibilities and Accountabilities:

This version of the policy and procedure and any amendments to related documents, have been authorised by AIF's Chief Executive Officer (CEO). The Head of Compliance & Training, as delegated by the CEO, is responsible for

ensuring this policy and procedure is implemented at all times across AIF and ensuring that all staff and any volunteers are fully trained in its operation.

AIF's Compliance Manager is also responsible for ensuring this policy and procedure and related documents are maintained and up to date through at least an annual, as well as through any ongoing quality activities including audits and feedback.

In accordance with the AIF Code of Conduct, any breach of this policy is dealt with seriously and may result in disciplinary action including termination of employment, depending on the severity of the breach.

Where Team Members consider that significant departures from the principles of this policy have occurred, they are obligated to report it immediately to their Line Manager or iExec Team Member. Failure to do so constitutes a breach of this policy & AIF Code of Conduct.

Procedure:

AIF does not put in place any unreasonable financial or administrative barriers for any student wishing to defer or withdraw from their course.

Where a student withdraws or their enrolment is discontinued by AIF, a Statement of Attainment will be issued for all units of competency achieved only where the student has been deemed as Competent by the assessor and subject to a USI provided and all outstanding pro-rata fees paid.

Student Initiated

Applying for a Variation

All students must complete and submit a Variation to Enrolment Application Form at least 15 working days prior to the proposed date of variation. This Form may be submitted to any AIF staff member.

A variation to enrolment will incur an administration fee of \$300. Additional fees may be incurred if a Student requests a change in modality (ie. Online to On-Campus) and the new course requires additional resources than the currently enrolled program.

The fee must be paid and a completed Variation to Enrolment Application Form received by AIF before the request is considered. Partial and incomplete forms are not considered and are returned to the student.

The decision to grant a variation is at the discretion of the (regional) General Manager - Training, with one variation permitted once during the lifetime of an enrolment. Confirmation of the enrolment variation is communicated in writing within 10 working days of AIF receiving the complete Application and the administrative fee.

Deferring an Enrolment

- provided the enrolment variation does not take the projected end date beyond the expiration of the current Training Package for the qualification in which a student is enrolled, the enrolment may be deferred for a maximum of 6 months
 - ie. a student must recommence within 6 months of the original scheduled end-date of the Program into which they were originally enrolled. If 6 months has elapsed and the student does not recommence, the enrolment will be cancelled and the student will be subject to the full course fee, should they wish to re-enrol
- tuition fees being paid under a payment plan authority will continue as per the agreed payment schedule
- moving to another Tribe is subject to availability of places within that Tribe
- for Online and Blended enrolments, Students will recommence in their new Tribe from the beginning of their last Learning Block
- on-Campus Students will recommence from the next session following the last one they attended

Withdrawing from an Enrolment

- withdrawing from a program will result in the student's enrolment being cancelled by AIF
- by withdrawing, the student will not be able to recommence their training and assessment without re-enrolling and paying any applicable program fees
- before withdrawing, AIF always encourages the student to contact their Career Guru to discuss their specific situation, as well as review their Conditions of Enrolment Agreement and AIF's Refund policy and procedure. These are available on AIF's website: www.fitness.edu.au.

Transferring an Enrolment

- enrolments transferred between Campuses are only available for identical qualifications
- where the transfer is between campuses in different Regions:
 - transfers are executed at the Campus where the initial enrolment took place
 - the \$300 administrative fee is paid to the Originating region
- the student must remain within their financial arrangement and the transfer is at the discretion of the Receiving Campus' General Manager
- transferring to another Campus is subject to availability of places at that Campus.

AIF-Initiated Deferral or Cancellation of Enrolment

Deferring an Enrolment

AIF will defer a student's commencement in the following instance:

- when a course is not offered at the scheduled commencement date.

The student will be offered the opportunity to transfer to an alternative course, where appropriate, which may be with an alternative training provider.

AIF will extend a student's course duration in the following instance:

- when a student has not fully completed their required course work. In this instance, the Training Team Leader will offer up to a further one month's extension, with intensive support. A further extension may be considered however only in exceptional circumstances and only by AIF's General Manager - Training, upon notification in writing.

Withdrawing an Enrolment

AIF will suspend a student enrolment in the following instances:

- when a student is deemed to be in breach of the Code of Conduct through demonstrating inappropriate in and out of training and work behaviour/s as determined by the Training Team Leader and or student's Coach.

AIF will cancel a student enrolment in the following instances:

- when a student is deemed to be in breach of the Code of Conduct through demonstrating serious and/or repetitive inappropriate behaviour/s as determined by Training Team Leader and or student's Coach
- where a student continues to be late or absent from their studies including work placement where relevant, without any appropriate justification
- when a student is deemed as not making satisfactory course progress and fails to comply with their study requirements such as the agreed Training Plan, assessment requirements and/or the agreed Individual Learning Plan and after completion of the one month course extension.

Ceasing to Offer a Qualification – Enrolled Students

In instances where AIF ceases to offer a qualification, it will ensure that all impacted and enrolled students receive Statements of Attainments for all completed Units of Competency (where deemed as Competent) and be offered to be supported to credit transfer into a replacement course with an alternative training provider.

Termination as an RTO

In the event AIF cannot complete the training and/or assessment once the student has commenced study, it will support its enrolled students to enrol with an alternative training provider and negotiate fees and charges so that the student is not disadvantaged in any way.

In the event that AIF terminates as an RTO, it is aware of its obligation to return any pre-paid fees to the student in line with its Refunds policy and procedure,

together with its data provision obligations with ASQA as outlined with its Student Record Management policy and procedure.

Student Right to Appeal

All students have the right to dispute any AIF initiated deferral or withdrawal decision. This must be actioned within 10 days of the date of AIF's decision and only accepted through the appeal submitted in writing in line with AIF's Complaints and Appeals policy and procedure.

Should an appeal be lodged, the withdrawal/suspension of the student's enrolment will not take effect until the internal appeals process is completed, unless the student's health or wellbeing or the wellbeing of others, is likely to be at risk.

Publication:

This policy and procedure is available in summary form within the Student Handbook and AIF Team Member Handbooks. It is referenced for inbound students as part of their application and enrolment procedure.

Related documents:

Conditions of Enrolment Agreement
Variation to Enrolment Application Form
Enrolment Form
Student Handbook
Team Member Handbook

Associated Policies and Procedures:

Application and Enrolment policy and procedure
Complaints and Appeals policy and procedure
Student Record Management policy and procedure
Refunds policy and procedure

Amendments:

Version	Date	Descriptor
2	24 June 2021	All existing procedural business rules now amalgamated into this one policy and procedure.

Authorised by:

Title: Head of Compliance and Training
Date Authorised: 24 June 2021