POLICY

27.12 Withdrawals

If a current student is thinking of withdrawing from study, the student should contact the Lennox College student Support Centre for specific support and advice on their individual situation.

If a student wishes to withdraw from a unit/subject or a course, they can do so at any time. Notification of withdrawal can occur in any written form, including but not limited to email, fax, letter or form.

Key contact details for withdrawal include:

info@lennoxcollege.edu.au

Post: PO Box 20309, World Square NSW 2002

Lennox College ensures there are no financial, administrative or other barriers that would result in a student not being able to withdraw from a VET unit of study on or before the census date. If, on or before a census date, a student gives notice to Lennox College that he or she wishes to withdraw from a VET unit of study or cancel his or her enrolment in the VET unit of study or VET course of study or cancel their request for Commonwealth assistance, Lennox College ensure the student is not enrolled in that VET unit of study or VET course of study from the time of notification.

Notification of withdrawal can occur in any written form, including but not limited to email, fax, letter or form. If a student withdraws from a VET unit of study, Lennox College does not enrol that student in subsequent unit/s of study without written instructions from the student and the provider must have a process in place for the student to select, initiate or request enrolment in subsequent VET unit/s of study.

Lennox College publishes on its website and make readily available its withdrawal procedures. Lennox College does not charge a student any fine, penalty or fee to allow the student to withdraw from a course or unit of study.

27.12.2 Student Transfer Out Process

If a student elects to transfer to Lennox College from another registered training organisation, Lennox College provides advice to the student as soon as practically possible. Where the enrolled student elects to transfer out, Lennox College:

- Provides options for continuing training, which may include:
  - Refers the student to relevant government authorities to identify an alternative RTO who can provide Subsidised Training;
  - The enrolled student opting to remain and continue training on an alternate basis or arrangement; or
  - Suggesting an alternative Provider.
- Issues Statements of Attainment/Qualification credentials reflective of their actual training and assessment progress to date;
- Issues an updated Training Plan listing all units of competency where an outcome has been achieved, commenced but not completed and/or not commenced;
- Ensures any refunds owed are paid;
• Return results of any outstanding completed training activities and/or assessments to the student;
• Submits any government reporting required; and
• If the student is an Apprentice or Trainee, follows the process required for the change of RTO named on the Training Contract.

Lennox College keeps records of all requests for/notices of discontinuation or keep a file note or log of such requests/notices together with evidence of all discontinuations made including evidence that it fulfilled its obligations above.

27.12.3 Student Transfer In Process

A student transferring in to Lennox College is treated as a new student and Lennox College carries out all standard enrolment processes.

27.12.4 Students Deferring Training

If a student indicates that they wish to defer their studies, Lennox College makes every effort to assist students to continue training where possible.

If a student proceeds with the deferral of their studies, Lennox College only permit a deferral of no more than twelve (12) months from the date of receipt of notice from the student. Lennox College advises students of the fee implications of deferring their studies in accordance with the individual’s relevant fee arrangements.

Students who do not recommence studies within a twelve (12) month period of deferral are considered to have discontinued their studies with all records and reports processed as per the discontinuance process below.

Lennox College keeps records of all requests for/notices of deferral or keep a file note or log of such requests/notices together with evidence of all deferrals made.

27.12.5 Discontinuing students

If a student indicates they wish to discontinue their studies without completing their course, Lennox College ascertains if the reason for discontinuing relates to the performance of Lennox College.

If that is the case, Lennox College ensure that reasonable efforts are made to address concerns of the student related to the delivery and assessment of training.

If a student proceeds to discontinue their studies, Lennox College
• Attempts to obtain formal notification from the student of the date their studies will end;
• Provides any refund of any applicable fee;
• Gives the exiting student a statement of fees that includes all fees applied and any fees refunded, if applicable;
• Issues the student with a Statement of Attainment and associated transcript for completed units of competency;
• Updates the Training Plan listing all units of competency where an outcome has been achieved, commenced but not completed and/or not commenced;
• Provides the updated Training Plan to the student;
• Returns results of any outstanding completed training activities and/or assessments to the student;
• For Apprentices or Trainees, notifies the relevant AASN and government authorities within 14 days of notification of the discontinuation of training; and
• Finalises any other government reporting requirements.

Lennox College keeps records of all requests for/notices of discontinuation or keep a file note or log of such requests/notices together with evidence of all discontinuations made.