



VSL Student Withdrawal and Cancellation Policy and Procedure

Policy Philosophy

The purpose of this policy is to clearly communicate to students, Absolute Medical Response withdrawal and cancellation policy. It ensures that students are equipped with the knowledge required to not incur a financial liability for a unit after the census date has passed if they do not wish to continue their studies. It also ensures that processes at Absolute Medical Response are fair, equitable and transparent and that all students can be advised of our policies and procedures in a fair and equitable manner.

The processes governed by this policy are known as Absolute Medical Response Student Withdrawal and Cancellation Policy and Procedure. This policy applies to all students who are entitled to VET Student loans assistance, even if they choose NOT to accept it. This policy outlines the process around withdrawing from a course and the steps that must be taken if Absolute Medical Response wishes to cancel a student from a course. Students reading this policy should also consider the transfer, deferral and extension policy as optional choices to complete withdrawal.

Scope

This policy is designed to provide information to all students currently studying with Absolute Medical Response and prospective students wishing to study with Absolute Medical Response. In particular this policy refers to a student who is enrolled in a VET Student Loans Course, regardless of whether they accept a VET Student Loan or pay their tuition fees upfront, and withdraws from the course or is removed from the course through a cancellation by Absolute Medical Response.

Related Policies

This policy should be read in conjunction with the following Absolute Medical Response policies:

- [Complaints and Appeals Policy](#)
- [Recognition of Prior Learning Policy](#)
- [The Schedule of Fees](#)
- [Transfer, Deferral and Extension Policy](#)



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Policy Statement

Absolute Medical Response believes that all individuals have the right to study and further their education and we will endeavor to support their efforts and assist students to complete their course to the best of our ability.

We do however recognise that at times, students face circumstances that are beyond their control, hindering their ability to complete their chosen study path. Absolute Medical Response believes students experiencing challenging times are eligible to withdraw from their course and encourage students to do so before the census date to ensure that they do not incur a fee.

To ensure that students are well informed of the financial considerations of their enrolment, Absolute Medical Response undertakes to provide the following fee information to each student prior to enrolment:

- Course fees, census dates, payment terms, including the timing and amount of fees to be paid and the associated loan fee (where applicable)
- Fees and charges for additional services, including re-issuing of a statement of attainment/qualification or re-assessment for those deemed not yet competent;
- Fees associated with the RPL process
- Withdrawal and refund options for up front paying students
- Transfer, deferment and extension options

Absolute Medical Response also reserves the right to cancel a student's enrolment if they are not complying with the requirements of the course and in accordance with the VET Student Loans Act 2016.

Absolute Medical Response is dedicated to ensuring all of our courses are conducted to the highest standard. We will treat all students openly and fairly. Transparency around the withdrawal and cancellation process will ensure students are kept informed at all times.



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Withdrawing from a Course – Student Initiated

Where a student is enrolled in a VET Student Loans Course and they DO NOT wish to continue on with the course they have the opportunity to withdraw without any financial or academic consequences if they do so **ON or BEFORE the census date**. Students must withdraw in writing, by completing the withdrawal form, ON or BEFORE the census date to ensure they do not incur the costs of the unit/s they are enrolled into.

If the student remains enrolled after the census date has passed they will be personally liable for the term fees and therefore owe monies to Absolute Medical Response (if an upfront fee paying student) or incur a debt to the Australian Government, including the loan fee.

Students who wish to withdraw from their studies must contact Absolute Medical Response instantly to receive a withdrawal form. Forms can also be located on our website and on the Student Portal. Completed withdrawal forms MUST be received by the Training and Education Manager at Absolute Medical Response ON or BEFORE the census date to ensure no fees are incurred.

Over the duration of a course a MINIMUM of three (3) fee periods and three (3) census dates will be set out. The fee periods will be sequential and proportionate to the total approved course duration and will give students the opportunity to withdraw at various stages throughout the course.

When a student withdraws from a course, on or before the census date, there will be no fees incurred for that period of study, including no withdrawal fees. The student will still however, be liable for any fees accumulated prior to the withdrawal (for example, where the student has proceeded past the term 1 census date and has completed the term 1 units, however withdraws before the term 2 census date).

If a student withdraws **AFTER the census date** has passed the student will still remain liable for the fees incurred. If the student is a VET Student Loans student this means that they will still have a HELP debt to repay, including the loan fee. For up-front paying students that withdraw after the census date they will still owe monies for that term/semester and there are no refunds for any monies paid to date.

Students who withdraw after the census date, may apply for a refund, exemption or to have their FEE-HELP balance re-credited if they believe special circumstances have prevented them from completing the unit/s they were enrolled into. Students should contact the Training and Education Manager to discuss or refer to the Student Review and Re-Crediting Policy and Procedure Document.



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Withdrawal Process – Student Initiated

1. Advise Absolute Medical Response

Students who wish to cancel their enrolment from a course, must give notice in writing. Students must complete the Course Withdrawal Form in full and return via email or mail preferably ON or BEFORE the census date. Students should return the withdrawal form to either of the below:

training@amr-aus.com.au OR

PO Box 550, Plumpton NSW 2761

Absolute Medical Response staff that are approached with the initial notice of cancellation are to ensure the student understands their rights with regards to the census dates, accumulation of a HELP debt and refunding of tuition fees. The student is also to be advised of other options such as deferring the enrolment and re-commencing in another scheduled course at a more suitable time.

2. Process the withdrawal

Absolute Medical Response will notify students immediately upon receipt of their request for withdrawal from a course. The Training and Education Manager will confirm the student's withdrawal in writing including the date and time of the withdrawal, the unit/s of study being undertaken, part of the course or whole course from which the student withdrew and the relevant census date.

Up front paying students who give written notice to cancel their enrolment before the census date and who are **eligible** for a refund, are to be provided with a Refund Request Form. Students who may not be eligible but are requesting a refund or special consideration for re-crediting should also be provided with the request form so the request can be properly considered by the Training and Education Manager.

3. Communicate and Record the Outcome

Once the student has been officially withdrawn from the course they will be provided with a letter outlining their withdrawal from the course and a transcript of any units completed whilst undertaking study. A record of the transcript will also be kept on the students file at Absolute Medical Response in an electronic manner.

Trainers and assessors involved in the course will also be notified of the student's withdrawal.



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Withdrawing from a Course – Absolute Medical Response Initiated

Where Absolute Medical Response initiates cancellation of a student's enrolment the student will be given notice in writing of the cancellation that provides the student with at least 28 days to initiate a grievance procedure prior to the cancellation taking effect.

Cancellation of enrollment will take effect only after any grievance procedures initiated by the student have been completed. Absolute Medical Response must set out the circumstances in which fees for the course, or the part of the course concerned, will, or will not be refunded. *For more information about lodging appeal/grievances students should refer to the VSL Complaints and Appeals Policy.*

Absolute Medical Response considers the following circumstances reasons for initiating cancellation:

- **Failure to submit an eCAF within the required time frame.** Students applying for a VET Student Loan MUST submit an eCAF submission to the Government PRIOR to the first census date in term 1. Absolute Medical Response will make every attempt through email and phone calls to remind the student to submit their eCAF, however where a student fails to submit their eCAF by the census date, Absolute Medical Response will cancel the students enrolment as they will no longer be eligible to receive a VET Student Loan.
- **Breach of Absolute Medical Response Code of Conduct** (please refer to Absolute Medical Response Code of Conduct, including our Plagiarism Policy)
- **Failure to submit three (3) consecutive modules.** Where a student fails to submit three modules Absolute Medical Response will attempt to make contact with the student on three (3) separate occasions. Two attempts will be made via a phone call/email by the student administrative assistant and then one attempt will be made to contact the student by the Training and Education Manager, both via phone and email. If no contact is made in these three attempts the student will receive a notice of course cancellation and a final opportunity to respond or initiate a grievance process.
- **Failure to attend any one of the face to face training block sessions or assessment sessions timetabled throughout the duration of the course.** Where a student does not attend a face to face training block session or assessment day and has not organised alternate days they are considered to be in breach of their student obligations towards the course they are undertaking and as they will be unable to fulfil the requirements of the course from a practical perspective, Absolute Medical Response reserves the right to cancel the students enrolment. Absolute Medical Response will attempt to contact the student on two (2) occasions via phone to discuss rescheduling the students practical training, however if no contact is made with the student and no alternate dates are set the student will be withdrawn from the course



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Withdrawal Process – Absolute Medical Response Initiated

1. Absolute Medical Response will Inform the Student

Where Absolute Medical Response cancels a student's enrolment in an approved course, or part of an approved course, before or after the census date they will firstly inform the student concerned of the proposed cancellation in writing once they have exhausted the above process to attempt to contact the student

2. Student Response

Absolute Medical Response will then allow the student at least 28 days to initiate grievance procedures before the cancellation takes final effect and will withhold the cancellation until after any grievance procedures initiated by the student have been completed.

3. Confirmation of Cancellation

Absolute Medical Response will confirm in writing the official cancellation of the student from the course, including the date and time, fees/debt incurred, course/part of course that the student was enrolled into.

Re-Enrolment into a Withdrawn Course

Where a student has withdrawn from a course, be it student initiated or Absolute Medical Response initiated, they will be required to undertake a meeting with the Training and Education Manager if they are seeking enrolment back into the course for which they earlier withdrew or were withdrawn.

Approval, publication and training

This policy and procedure was approved by the Training and Education Manager and the Managing Director. It will be available to students of Absolute Medical Response online on our student portal and will be referenced in our student handbook.