

Department Retail Institute – RTO (ID4049)		
Document ID RI_RTO_004	Title Course Withdrawal – Policy and Procedures	Effective July 2022
Version ID No.1	Superseding Version Nil	Effective July 2022
Approved by Aaron Hines Director, ARA Retail Institute	Next Review July 2023	Once printed, this document is not controlled.
Reason for change:	Repealing multiply policies and consolidating.	

1. Policy objective

1.1. This Policy and procedures aim to inform students and ARARI students about the policies and processes relating to course withdrawals or temporary deferral/suspension requests.

2. Scope

2.1. This Policy applies to all individuals who must ensure the ARARI complies with the Standards for RTOs and other laws and conforms to the conditional arrangements with other interested parties critical to the operations of the ARARI, including:

- any student enrolled and participating in a nationally recognised training program within ARA's Scope of Registration,
- all ARARI staff and or other persons ("other" individuals engaged by the ARA) who facilitate student enrolment,
- all ARA Partners ("Partners" Third Party Arrangements/Agents and staff), and
- all ARARI Directors and the ARA CEO.

Related Documents

Enrolment and Admission – Policy and procedures

Student Information Handling – Policy and procedures

Record Management – Policy and procedures

Participants Handbook

3. Definitions

3.3.1. A training course – a course is defined as a pathway to achieving a nationally recognised qualification or Skill set from a VET Training Package as listed on the ARA's Scope of Registration.

3. Related Policy

3.1. This Policy should be read in conjunction with the ARARI Fee Management, Deferral and Refund Policy and Procedures.

- The ARARI Fee Management, Deferral and Refund Policy are maintained and updated on the ARA policies and procedures pages on the ARA website.

4. Policy objectives

- 4.1. This Policy does not affect a student's right to submit an internal or external complaint or appeal, nor does it affect the student's right to act under Australian consumer protection laws.
- 4.2. The ARARI employs the following principles for training of access, equity, fairness, and timelines when executing applications to withdraw or suspend a student's enrolment and ongoing participation in a training course.
 - 4.2.1. The ARARI ensures that a student's request to withdraw from a course and or receive refunds is not victimised or discriminated against
 - 4.2.2. The ARARI is committed to considering all course withdrawals requests in a consistent, transparent, objective, and unbiased manner
 - 4.2.3. The ARARI will ensure that details of this Policy are publicly available via the ARARI policies and procedures pages on the ARA website.
 - 4.2.4. The ARARI will ensure students are informed via pre-enrolment screening sessions and the Participants Handbook about this Policy and other related policies.
 - 4.2.5. The ARARI will specify reasonable timelines for responses to the administration of applications to withdraw or defer from a training course and reimbursement (refund) of any course fees.
 - 4.2.6. The ARARI will ensure a full explanation in writing of any decisions throughout the administration of a student's application to withdraw or a training course, including any actions taken as part of the administration of the procedures.
 - 4.2.7. The ARARI keep appropriate records of the withdrawal request and any brief written outcome of the student's hard-copy and electronic file on the ARA student management system.
 - 4.2.8. The ARARI will ensure that records are treated confidentially in line with ARARI student information handling and record management procedures.
- 4.3. Students who withdraw from a training course may not receive a refund of course fees, subject to the ARARI Fee management, deferral, and refund policy.
- 4.4. Students who withdraw from a training course before completing a training course be issued a Statement of Attainment of the competencies completed up to the withdrawal date, provided outstanding course fees due until this date are paid in full.

Withdrawal from a Nationally Recognised Training Package (Accredited training)

- 4.5. If a student submits a course withdrawal and refund application simultaneously, the ARARI Student Services Administrators will respond within a specified timeframe.
- 4.6. If a student is cancelled for a breach of their conditions of enrolment, including but limited to the Standards for RTOs such as unsatisfactory attendance, unsatisfactory progress, non-payment of fees, etc.), they are not entitled to a refund.
- 4.7. If a student withdraws from a training course due to demonstrated compassionate or compelling circumstances. In that case, they may be entitled to refund any related course fees or competencies not yet studied but paid in advance.
- 4.8. The ARARI Directors or CEO approves withdrawal and subsequent requests for refunds from a non-package training course (Or their delegate). Such programs are subject to terms and conditions outside the principles and framework of this Policy.
- 4.9. Students will be provided information about training course fees in the Participants Handbook during ARARI's enrolment pre-screening session, following enrolment and admission policy and procedures. The process informs prospective students about:

5. Procedures – Withdraw or Suspend

Requesting withdrawal from a training course	Responsibility
<p>Submitting an application</p> <p>5.1. Any student wishing to apply for a refund must complete a Withdrawal Form available by:</p> <ul style="list-style-type: none"> • Contacting ARARI Student Services • Accessing the ARARI policies and procedures on the ARA website <p>5.2. This form may be completed in conjunction with a Refund Form.</p> <p>5.3. Submit the applications to: <u>Apply to:</u></p> <p>ARA RI RTO Student Services by email:</p> <p>Prospective students: training@retail.org.au Current students: students@retail.org.au</p>	<p>Student</p>
<p>Processing and application</p> <p>5.4. ARARI will take the following steps to assess an application for a withdrawal:</p> <p>5.4.1. Processing an application will be within 14 days after being received.</p> <p>5.4.2. If the student is entitled to a refund, an ARARI Student Services department administrator is required to process the refund payment as required.</p> <p>5.4.3. Payment of a refund cancels a student's enrolment.</p>	<p>ARARI RTO Administrators ARA Finance Department</p>