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## Policy Purpose

This policy outlines the policy and process for a VET Student Loans funded student who is withdrawn from a Q Academy qualification course. This can include withdrawal by the student's choice or Q Academy's choice due to not meeting a defined requirement or misconduct.

This policy also covers a student returning to study where eligible.

## Policy Scope

This policy applies to all Q Academy students studying an approved VET Student Loans course and using VET Student Loans to help fund the course fees. This is only for on-site or mixed delivery method qualification course in a Q Academy campus.

This policy does not include fully self funded students, online study, short courses or non-accredited courses. The terms for withdrawal will be listed on the enrolment contract for those courses.

## Policy Content

Q Academy's goal is quality outcomes for students actively engaged in study. To help encourage this goal, Q Academy offers pathways for students to withdraw from study within specified time periods without penalty. This includes allowing a student to return to study the same course at the point from which they had withdrawn.

### Withdrawal Process and Form

Students can withdraw from study at any time by submitting a “QA Course Withdrawal” form. This form can be found online

<https://qacademy.com.au/enrol/policies/>

The form will need to be lodged in a Q Academy campus with the head of campus. The student will receive written evidence that the form has been lodged via email on the day it is lodged.

### Withdrawal and Payment of Fees

If a student correctly withdraws using the defined process on or before a study period census date, they will not incur any tuition fee debt for that study period. This applies to all of the tuition fees for the study period to which the census date relates and includes;

- VET Student Loan fee debt for that study period
- Gap Fees for that study period
- Upfront payment for tuition for that study period

The QA Course Withdrawal Form will be dated on the date it is received by the office and notice will be supplied in writing to the student via email including confirmation if the student has incurred a debt to the Commonwealth or Q Academy for the study period or not.

### Withdrawal after the Census Date

A student may still withdraw after a study period census date passed, however all fees incurred for tuition for that study period are owing and must be paid including a debt to the Commonwealth for any VET Student Loan.

Students who are forced to withdraw from study after a census date due to serious illness or other exceptional circumstances can apply to the provider to have the FEE-HELP balance re-credited and HELP debt removed for that unit of study. For the provider to be satisfied that special circumstances applied to a student, the student must prove that the circumstances:

- were beyond the students control, and
- did not make their full impact on the student until after the census date, and
- made it impracticable for the student to complete the unit(s) of study requirements.

There are no provisions under the Higher Education Support Act 2003 to have a debt removed if a student has already successfully completed a unit of study.

#### Failure to Submit a Loan Application (eCAF) prior to Census

If a student enrolls on the basis that some or all of the VET tuition fees will be covered by a VET Student Loan, and the student does not submit an eCAF on or before the census day (or is not approved for a VET Student Loan) the student has the following options;

- pay for the part of the course (the outstanding period/s) upfront
- defer to a class at a later date (and follow the loan procedure)

Q Academy may cancel in whole or in part on the census day if the student has not submitted an eCAF and does not elect for the above options. *Cancellations occurring after a census day will allow students at least 28 days to initiate grievance procedures before the cancellation takes final effect.*

#### Course Review and Discussion

If the student and Q Academy both elect, Q Academy may offer discussion of options in study and informal counselling service for students who are unsure of their options or ability to continue study. This process will only be undertaken if it can occur within a timeframe that allows the student to withdraw on or before the census date if the student still chooses to withdraw.

#### Fines, Penalties and Disincentives

Q Academy offers a clear and transparent process that is fair and equitable for students who wish to withdraw. For this reason Q Academy will not charge:

- withdrawal fees
- administration fees
- any fine or penalty
- any other disincentive to withdrawing

As long as a student withdraws prior to a study period census date there will be no tuition fees for that study period from which the student is withdrawing.

#### Re-enrolling a Student Previously Withdrawn

Students who re-enrol into the same course from which they had withdrawn from will not be penalised. The student can re-enrol as long as the qualification is the same and the course content has not changed. The student may be required to show currency of knowledge depending on the duration of time past. The student may be required to re-enrol into the start of the module or unit of study based on assessment by Q Academy.

If a student withdraws from an approved course, or a part of an approved course, Q Academy will not re-enrol the student without the written permission of the student.

### Cancellation of Student Enrolment by Q Academy

Q Academy reserves the right to cancel the enrolment and expel from study any student that threatens the safety of students and staff which will be defined as gross misconduct, including;

- Violence
- threat of violence
- verbal abuse and inappropriate language
- lurid behaviour
- theft and wilful property damage
- inappropriate touch towards a fellow student, student clinic client or team member.

Repeated minor misconduct can result in a student enrolment being cancelled. Examples of this may include:

- Breaches of Academy rules and directions
- Failing to comply with the lawful direction of a Q Academy Team member
- Acting in a manner that may endanger the safety or health of another person
- Unlawfully attempting to or assaulting or causing a person to be in reasonable fear of their safety or wellbeing
- Significantly impairing the ability of a person to participate in any legitimate activity
- Acting in a manner that disrupts the peace and good order of Q Academy or brings it into disrepute including misconduct and repeated disruption in the Classroom
- Divulging confidential information relating to a Q Academy matter
- Causing damage to, or loss of property of the Academy, its staff or its students
- Making a false representation as a Q Academy Student
- Completing work on behalf of other Students
- Copying other Students' work
- Abusing, harassing, bullying or threatening Team or Students
- Wilfully breaching Academy policies
- Breaching any Act of the Commonwealth or State to which Q Academy is subject

To protect our Students and Team at Q Academy, we will take immediate steps to remedy any claims of behaviour that goes against our student conduct guidelines. A process of natural justice will be undertaken where all parties involved will have a chance to provide information.

Q Academy will provide at least 28 days for the student who is accused of misconduct to initiate grievance procedures before the cancellation takes effect. During this time for the safety of Q Academy staff and students the person accused may be removed from study while we mediate the complaint or investigate the claims.

If expelled you will forfeit the right to any remuneration and forfeit the right to a refund of fees paid and may incur any costs for damaged or stolen items or legal fees if the police become involved.

This applies to all of the tuition fees for the course or study periods of which the census date has past. If a student is removed prior to a study period census day the student will not incur tuition fees for that study period.

## Student Responsibilities

It is the responsibility of the student to follow the defined process to withdraw from study prior to a census date. Q Academy can take no responsibility for the student not lodging forms in the defined time period or for students not following the defined process.

## Team Responsibilities

To provide students with written evidence of the processes undertaken and to operate in a fair and just manner as defined within this policy and process.

Modification history					
Date	05/01/2018	Version	V1.1	Details	Corrected formatting and grammar throughout. Added further details around methods of study and who the policy is applicable to.
Date	21/02/2019	Version	V1.2	Details	Added further information around having fees re-credited after a census period and eligibility criteria. Added information around failure to submit an eCAF prior to a census period.
Date	31/03/2022	Version	V1.3	Details	General information review and correction of minor grammatical errors. Added "cancellation" to document title for clarity. Updated website link to policies page.