

Cancellation of Learner Enrolment Policy and Procedure

1 Purpose and Scope

This policy sets out the process by which AIE may cancel a learner's course enrolment if they are determined to be not a genuine learner.

It ensures AIE complies with the requirements of the VSL Provider Manual that states VSL is not required to be paid for a learner who is not genuine.

The policy applies to learners who are accessing VSL and;

- a. do not commence the course for which they were enrolled
- b. who become disengaged from study during their course.

This policy applies to learners who are full fee paying (not accessing VSL) as a best practice approach to ensuring all enrolled learners are genuine learners.

This policy also sets out the process by which AIE may cancel a learner's course enrolment in the event of gross misconduct or inappropriate behaviour that is in breach of the Learner Code of Conduct.

2 The Policy

The objectives of this policy are to;

- c. describe the factors that AIE will use to identify learners at risk of being determined a non-genuine or a disengaged learner
- d. outline the process and timeline AIE will follow before determining that a learner is not genuine and cancelling their enrolment
- e. outline the process AIE will follow before determining that a learner has engaged in gross misconduct, the proposed penalty for which is the cancellation of their enrolment.

3 Implementation

The CEO is responsible for the approval of this policy after it has been drafted or reviewed by the Compliance Manager.

The policy is to be implemented via induction and training of staff and distribution via the AIE Intranet and other publications as required.

The implementation of this policy as it relates to learners will be included in the Learner Handbook.

4 Procedure/s

A learner who has not formally withdrawn from their course of study will still incur a tuition fee debt for the relevant Unit/s of Study if they are an enrolled student at the Unit census day. This applies equally if the learner did not actually commence the course for which they enrolled or if the learner has become disengaged from study during their course.

If the learner is accessing VSL they will also incur a VETSL debt. However if the Department is satisfied that there is sufficient evidence to indicate the learner is not a genuine student then the Department is not required to pay the VSL loan amount for that learner.

AIE will follow this procedure to cancel a learner's enrolment to ensure that only genuine learners remain enrolled in a qualification to prevent them from incurring tuition fee debt unnecessarily.

In all cases (with the exception of cancellation for the reason of Gross Misconduct) the final decision to cancel a learner's enrolment will rest with the campus Head of School after consideration of the available evidence, the learner's circumstances and any behavioural change made by the learner during the process. Cancellation of learner enrolment for the reason of Gross Misconduct must be approved by the CEO or delegate.

4.1 Non genuine learner enrolment

AIE will consider a range of factors as evidence that a learner is not genuine at the commencement of their enrolled course, that is, prior to the census date of the first Unit of Study.

Factors that may indicate a learner is not a genuine enrolment include failure to;

- a. attend scheduled classes (either face to face, online or virtual) within the period prior to the first census date; note that online learners may advise they are electing to participate by accessing the class recordings
- b. access the learning portal, virtual classroom, open room, online forum/discussion board or any course learning materials
- c. communicate with AIE after course enrolment
- d. make any tuition fee payments; either gap payment for the Unit of Study or set up and commence payment plan payments

4.1.1 Contact and communication process

AIE will follow this process prior to cancelling the enrolment of a learner it suspects of not being a genuine learner. The process applies to learners who are campus based or online. Where there are slight variations for online learners these are noted in the process.

4.1.1.1 Step 1 - Non-attendance for first class of course

- a. Administration to contact campus based learner by telephone; outcome noted in SMS (eg contact made, message left, request for contact)
- b. Online action: Online trainer to email online learner from SMS (Template E1)
- c. Text message sent if no contact made (Template T1)
- d. Follow up email sent from SMS (Template E1)
- e. Head of School/delegate informed.

4.1.1.2 Step 2 - Non-attendance for three consecutive classes

- a. Administration to confirm with trainer if any correspondence has been received from learner
- b. Text message sent to learner (Template T1)
- c. If no response to text, follow up email sent via SMS (Template E2)
- d. Head of School/delegate informed

4.1.1.3 Step 3 - Non-attendance without notice for two weeks (or online equivalent) of classes / non-payment of fees / no communication

- a. Head of School/delegate to contact learner by telephone; outcome noted in SMS (eg. contact made, message left, request for contact)
- b. Email sent to learner via SMS advising their course enrolment (or subject enrolment for online) will be cancelled prior the census date (Template E3)

4.1.1.4 Step 4

- a. Head of School directs course enrolment (or subject enrolment for online) to be cancelled in SMS.

4.1.1.5 Step 5

- a. Ensure all records relating to the issue are maintained for five years.

4.2 Disengagement of learner during course

AIE will consider a range of factors as evidence that a learner who is partway through their course (and past the first census date) may no longer be reasonably engaged with study. AIE will examine if it is in the learner's best interests to cancel their enrolment prior to the census date of the next (and subsequent) Unit/s of Study.

It is noted that these factors in isolation do not automatically indicate that a learner is no longer genuine. However a combination of these factors may raise cause for concern.

Concern for a learner's engagement may be raised by classroom trainers, administration staff, Heads/Deputy Heads of School or the finance department.

Factors that may indicate a lack of learner engagement include failure to;

- a. attend consecutively scheduled classes (either face to face, online or virtual) for a period of one or more weeks without notice; note that online learners may advise they are electing to participate by accessing the class recordings
- b. access the learning portal, virtual classroom, open room, online forum/discussion board or any course learning materials for a period of one or more weeks
- c. submit assessment tasks for two consecutive subjects as required to demonstrate satisfactory course progression
- d. pay tuition fees for two or more payment periods without attempted repayment
- e. respond to multiple communication attempts made by AIE.

4.2.1 Contact and communication process

AIE will follow this process prior to cancelling the enrolment of a learner it suspects of being no longer reasonably engaged with the course. The process applies to learners who are campus based or online. Where there are slight variations for online learners these are noted in the process.

4.2.1.1 Step 1 - Non-attendance for three consecutive classes

- a. Administration to confirm with trainer if any correspondence has been received from learner
- b. Text message sent to learner (Template T2)
- c. If no response to text, email sent following day via SMS to learner (Template E2)

4.2.1.2 Step 2 - Non-attendance without notice for two weeks (or online equivalent) of classes / non-payment of fees / no communication

- a. Text message sent to learner (Template T2)
- b. Second email sent via SMS to learner (Template E4)
- c. Follow up telephone call; outcome noted in SMS (eg. contact made, message left, request for contact)
- d. Head of School/delegate informed

4.2.1.3 Step 3 - No engagement for three weeks (or online equivalent) (non attendance at classes/no course participation/no assessment submissions/no communication)

- a. Follow up telephone call by Head of School/Deputy Head of School; outcome noted in SMS (contact made, message left, request for contact)
- b. Contact attempted by Head of School/Deputy Head of School with Next of Kin to seek information on learner wellbeing; outcome noted in SMS (contact made, message left, request for contact)
- c. Third email sent via SMS to learner advising they are at risk of having course enrolment (subject enrolment for online) cancelled prior to census date of next Unit if Study (Template E4)

4.2.1.4 Step 4 - No engagement for four or more weeks (or online equivalent) (non attendance at classes/no course participation/no assessment submissions/no communication)

- a. Formal hard copy letter sent to home address advising date (prior census date) by which course enrolment (subject enrolment for online) will be cancelled if learner does not make contact (Template L1)

4.2.1.5 Step 5 - No learner response by given date

- a. Head of School directs course enrolment (subject enrolment for online) to be cancelled in SMS
- b. Administration to follow Withdrawal procedure

4.2.1.6 Step 6 - No learner activity for six months (Online learner)

- a. Online action: If no learner activity for six (6) months after subject cancellation, Head of School (Online campus) directs course enrolment to be cancelled in SMS.

4.2.1.7 Step 7 –

- a. Ensure all records relating to the issue are maintained for five years.

4.3 Gross misconduct

AIE may, at its discretion, cancel a learner's course enrolment in the event of gross misconduct or inappropriate behaviour that is in breach of the Code of Conduct (refer to Learner Handbook). The

cancellation of enrolment under these circumstances may occur at any time during the course, including after the census date of the relevant Unit of Study.

If AIE proposes to cancel a learner's course enrolment as a result of gross misconduct, and it is after the census date of the current Unit of Study, AIE will;

- a. provide written advice to the learner of the proposed course cancellation
- b. advise the learner they have 28 days to initiate a complaint before the cancellation takes effect following the Complaints and Appeals policy
- c. advise if the tuition fees, including the VETSL debt, for the relevant Unit of Study will or will not be remitted as a result of the enrolment cancellation
- d. ensure all records relating to the issue are maintained for five years.

4.4 VTG funding (Melbourne campus only)

Victorian learners enrolled through the AIE Melbourne campus may be eligible for state government funding as part of the Victorian Training Guarantee (VTG). The VTG subsidy is not paid to the learner directly but rather is paid by the Victorian government to AIE on the learner's behalf. The VTG subsidy is paid on the basis that the learner is fully engaged and participating in their course of study.

The AIE Melbourne campus will follow this Cancellation of Enrolment policy to make the determination to cancel a learner's enrolment.

If a learner's course enrolment is cancelled by AIE as a result of lack of learner participation the Victorian government may withhold part or all of the VTG subsidy. In this instance the learner will become liable for the tuition fee amount which would have been covered by that subsidy.

5 Definitions

Census date

The date by which a course enrolment may be cancelled (either by the learner withdrawing or the RTO cancelling the enrolment) without incurring tuition fees (or a VETSL debt) for the course or that and subsequent Units of Study.

Full fee

Learners who are paying their course tuition fee without the assistance of VSL.

Genuine learner

A learner who has;

- a. provided up-to-date contact details to enable the department to contact them and verify their enrolment in their course
- b. communicated their agreement via a course progression form for the Secretary of the department to continue to use the VET Student Loan to pay tuition fees for their course when required to do so
- c. demonstrated reasonable engagement with their course of study.

Gross misconduct

Inappropriate behaviour by a learner that is considered in breach of the Code of Conduct or is an illegal or dangerous activity, as detailed in the Learner Handbook.

Student Management System (SMS)

Software system that manages the administrative and data reporting functionality of RTO operations.

Unit of Study

A period of study that equates to a fee period for the purposes of VSL. It may comprise of a single or a group of units of competency.

VET Student Loan (VSL)

Australian Government issued loans program whereby eligible learners in approved courses are able to access a loan to fund part of their course tuition fees. The learner incurs a VETSL debt that they are required to pay back through the taxation system when their income reaches a certain threshold.

Victorian Training Guarantee (VTG)

Victorian State Government initiative that provides subsidised training for eligible learners in approved courses.

6 Related documents

The following documents are related to this policy:

- a. Withdrawal and refunds policy
- b. Complaints and Appeals policy
- c. Enrolment policy
- d. VET Student Loans policy
- e. VET Student Loans Manual for Providers v4 – February 2020
- f. Statement of Tuition Assurance
- g. Learner Handbook including Code of Conduct

The following legislation and standards are related to this policy:

- a. VET Student Loans Act 2016
- b. VET Student Loans Rules 2016

7 Review

This policy will be reviewed annually by the National Compliance Manager.

8 Revision History

Approval Authority	Prepared/revised by	Revision	Change	Date Approved/updated
CEO	Alexandra Mannell	<input type="checkbox"/>	<input type="checkbox"/>	New template creation 13 May 2020
	Approved by CEO		<input checked="" type="checkbox"/>	22 June 2020
	Nick Markesinis (updated styles)	<input checked="" type="checkbox"/>		12 April 2021



Appendix A: Non-Genuine Course Enrolment Templates

These template documents are provided as samples to assist AIE staff communicate appropriately with learners who are at risk of having their course enrolment cancelled.

Template T1

Hi [learner name], this is a message from AIE. We have tried to ring you because our records show that you have not attended classes [today which was the first day of your course] [for a number of days]. Can you please contact Reception on [XXXXXX] today to let us know that everything is OK.
Thanks AIE

Template E1 - Non attendance first day new course

Hi [learner name],

This is a courtesy email from AIE.

Your course commenced at the [campus] campus today but you did not attend classes. We have tried to contact you by telephone but have not been able to reach you.

Can you please get in touch by return email or by calling Reception on [XXXXXX] to advise if everything is OK and if you will be attending tomorrow.

If you are no longer interested in participating in this course please let us know so we can cancel your enrolment.

If you have any questions about the course or your enrolment, or if you believe you have received this message in error, please contact us.

Regards

Administration

AIE [campus]

Template E2 - Non-attendance three days

Hi [learner name],

This is a courtesy email from AIE.

You have been absent for a number of classes without notice. We have tried to contact you by telephone but have not been able to reach you.

Can you please get in touch by return email or by calling Reception on [XXXXX] to advise if everything is OK. AIE recommends a minimum of 80% classroom attendance to ensure you are developing an appropriate level of skills during these early stages of your course.

If you have any questions about your course, or would like to discuss your personal situation, please contact us.

Regards

Administration

AIE [campus]

Template E3 - Non-attendance two weeks (not genuine enrolment)

Hi [learner name],

AIE has tried a number of times to contact you over the last two weeks. You are currently enrolled in [course details]. We are concerned that your course enrolment may not be genuine as a result of one or more of the following issues;

you have not maintained the AIE recommendation of 80% classroom attendance

you have not accessed the classroom materials or learner portal within the last two weeks

you have not participated in class activities or submitted assessment tasks for the current subject

you have not responded to any AIE requests to make contact.

The census date for the first Unit of Study of your course is [xxx]. It is our intention to cancel your enrolment in this course prior to the census date. This will ensure you do not incur the tuition fees and/or VET Student Loan for this or any subsequent Units of Study.

If you do not want your enrolment to be cancelled and would like to discuss your capacity to continue your course please contact me directly by [give date prior to census date].

Regards

Head of School / delegate

AIE [campus]

Appendix B: Disengagement During Course Templates

Template T2 – absent three days

Hi [learner name], this is a message from AIE. We have tried to ring you because our records show that you have not attended classes for a number of days. Can you please contact Reception on [XXXXX] today to let us know that everything is OK. Thanks AIE

Template E2 – absent three days, no response to text

Hi [learner name],

This is a courtesy email from AIE.

You have been absent for a number of classes without notice. We have tried to contact you by telephone but have not been able to reach you.

Can you please get in touch by return email or by calling Reception on [XXXXX] to advise if everything is OK. AIE recommends a minimum of 80% classroom attendance to ensure you are developing an appropriate level of skills throughout your course.

If you have any questions about your course, or would like to discuss your personal situation, please contact us.

Regards

Administration

AIE [campus]

Template E4 - disengaged from course; after Unit of Study 1 census date, 14 days prior next census date

Hi [learner name],

AIE has tried a number of times to contact you over the last [two] [three] weeks. You are currently enrolled in [course details]. We are concerned that you are not participating in your course and have become disengaged from your studies as shown by one or more of the following issues;

- a. you have not maintained the AIE recommendation of 80% classroom attendance
- b. you have not accessed the classroom materials or learner portal within the last two weeks
- c. you have not participated in class activities or submitted assessment task/s for the current or recent subjects
- d. you have not responded to any AIE requests to make contact.

The census date for the current Unit of Study of your course is [xxx]. It is our intention to cancel your enrolment in this course prior to the census date. This will ensure you do not incur the tuition fees and/or VET Student Loan for this or any subsequent Units of Study.

If you do not want your enrolment to be cancelled and would like to discuss your capacity to continue your course please contact me directly by [give date prior to census date].

Regards

Head of School / delegate

AIE [campus]

Template L1 - Cancellation of enrolment formal letter; after Unit of Study 1 census date, 7 days prior next relevant census date

Hi [learner name],

AIE has made multiple attempts to contact you over recent weeks but we have not been able to reach you.

You have not attended any classes or submitted any evidence of work for your enrolment in «Course Code», «Course Desc» during this time.

To prevent you from incurring a tuition fee, and/or a VET Student Loan debt, for this and any subsequent Unit/s of Study, it is AIE's intention to cancel your enrolment in this course.

After cancellation you will receive a Statement of Attainment for any units of competency that you have successfully achieved. Please note that any tuition fees you have outstanding for the current Unit of Study will still need to be paid.

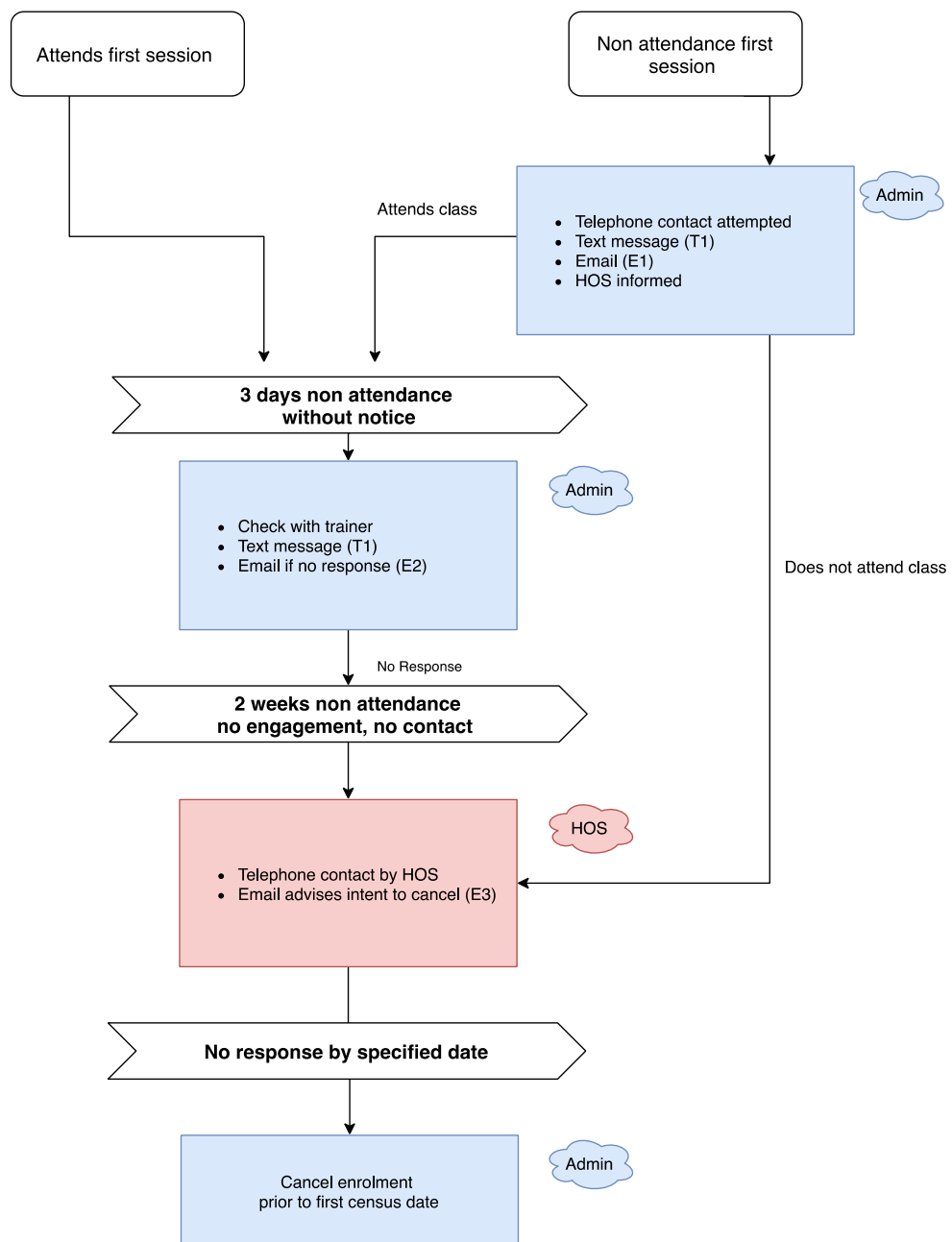
If you wish to continue your enrolment please contact AIE within three business days to discuss your situation and capacity to continue your studies. After this time your course enrolment will be cancelled.

Regards

Head of School / delegate

AIE [campus]

Course cancellation process - prior first census date



Course cancellation process - post first census date

