

# Cancellation of Learner Enrolment Policy and Procedure

---

## Contents

<b>1. PURPOSE AND SCOPE .....</b>	<b>2</b>
<b>2. THE POLICY .....</b>	<b>2</b>
<b>3. IMPLEMENTATION .....</b>	<b>2</b>
<b>4. PROCEDURE/S .....</b>	<b>2</b>
<b>4.1. Overview.....</b>	<b>2</b>
<b>4.2. Non-Genuine Learner Enrolment.....</b>	<b>3</b>
<b>4.3. Disengagement of Learner During Course.....</b>	<b>3</b>
<b>4.4. Monitoring .....</b>	<b>4</b>
<b>4.5. Cancellation of Enrolment.....</b>	<b>4</b>
<b>4.6. Gross Misconduct .....</b>	<b>5</b>
<b>4.7. Skills First Funding (Melbourne Campus Only) .....</b>	<b>5</b>
<b>4.8. International Learners .....</b>	<b>5</b>
<b>5. DEFINITIONS.....</b>	<b>6</b>
<b>6. RELATED DOCUMENTS .....</b>	<b>6</b>
<b>7. REVIEW.....</b>	<b>7</b>
<b>8. REVISION HISTORY.....</b>	<b>8</b>
<b>APPENDIX A: SMS NOTIFICATION TEMPLATES .....</b>	<b>9</b>
<b>T1 – Absent on first day of course .....</b>	<b>9</b>
<b>T2 – Absent for three consecutive classes .....</b>	<b>9</b>
<b>T3 – Absent for two weeks .....</b>	<b>9</b>
<b>APPENDIX B: DISENGAGEMENT DURING COURSE TEMPLATES .....</b>	<b>10</b>

## 1. Purpose and Scope

This policy outlines how and why AIE may cancel a learner's course enrolment if they:

- a. Commit gross misconduct or inappropriate behaviour in breach of the Learner Code of Conduct
- b. Are determined to be not a genuine learner under the VET Student Loans (VSL) definition.

The policy applies to all learners. This includes learners who are full fee paying (not accessing VSL) and learners who are accessing VSL and:

- c. Who do not commence the course for which they were enrolled
- d. Who become disengaged from study during their course.

## 2. The Policy

AIE will cancel the enrolment of any learners accessing VET Student Loans (VSL) who are found to be non-genuine under the VSL definition of a non-genuine learner. This definition also applies to learners who are not accessing VSL, to give AIE a best practice approach organisation wide.

AIE will also cancel the enrolment of learners who commit gross misconduct or who conduct themselves inappropriately in such a way that is in breach of the Learner Code of Conduct.

## 3. Implementation

The Board of Directors is responsible for the approval of this policy after it has been drafted or reviewed by the Compliance Officer.

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

### 4.1. Overview

AIE assesses the engagement of all learners on the Unit of Study (UOS) census date, or 2 weeks into the commencement of non-VSL courses, and again at the end of each study period.

A learner who has not formally withdrawn from their course of study following AIE's withdrawal process will still incur a tuition fee debt for the relevant UOS(s) if they are an enrolled student at the unit census day. This also applies 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 learner, then the Department is not required to pay the VSL loan amount for that learner.

In all cases (except for cancellation for the reason of gross misconduct), the final decision to cancel a learner's enrolment will rest with the campus Head of School (HOS) 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.

## 4.2. Non-Genuine Learner Enrolment

---

AIE will consider a range of factors as evidence that a learner is not genuine, such as:

- a. Course attendance of less than 80% (either face-to-face, online or virtual)
- b. Non-attendance for the first 2 weeks of the course or prior to the census date
  - I. **NOTE:** Online Campus (certificate or evening course) learners may choose to watch recordings of classes rather than join the live classes, provided that they have notified their trainer of their intent, and show no other signs of being a non-genuine learner.
- c. Learner has not accessed Canvas, virtual classrooms, open room, online forum/discussion board or any course learning materials for one or more weeks
- d. Learner has not accessed Canvas, virtual classrooms, open room, online forum/discussion board or any course learning materials at all within the first 2 weeks of the course or prior to the census date
- e. Lack of communication with AIE
- f. Failure to make any tuition fee payments; student contribution payments for a UOS or set up and commence payment plan payments
- g. Failure to provide AIE with any requested enrolment documents or information such as USI or TFN
- h. Failure to complete VET Student Loan progression forms or VET Student Loan eCAF
- i. Failure to complete actions agreed to during a Learning Support Meeting
- j. No activity is recorded for 6 months after subject cancellation for Online Campus learner.

If a learner shows any of the above signs of being non-genuine, the course trainer or campus Administration must notify the HOS. See the *Learner Progress Policy and Procedure* for further information.

## 4.3. 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) UOS(s).

**NOTE:** 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, HOS/DHOS or the Accounts Department.

The HOS must initially follow the process documented in the Learner Progress Policy and Procedure. If the learner is non-responsive or fails to uphold any steps agreed to as part of a Learning Support Meeting, the learner may be considered non-genuine, and the HOS or delegate may proceed with cancelling the learners enrolment.

See the *Learner Progress Policy and Procedure* for further information.

## 4.4. Monitoring

---

For VET Student Loan eligible courses, AIE will monitor all learners' attendance and engagement in the course at the following checkpoints:

- a. After the first day
- b. After the first week
- c. One day before the UOS census date
- d. At the end of the UOS

Learners who are identified as not maintaining their progress or attendance requirements on the checkpoints listed above must be referred to the HOS or delegate for follow-up according to the *Learner Progress Policy and Procedure*.

## 4.5. Cancellation of Enrolment

---

The following process outlines how to cancel the enrolment of non-genuine learners:

- a. Head of School or delegate approves the cancellation of the learners course enrolment as a non-genuine learner as per the process above, or the *Learner Progress Policy and Procedure*.
- b. Learner is informed of intent to cancel enrolment, with appropriate notice:
  - I. **International learners:** Use aXcelerate template *AIE Notice of Intent to Report – International Student – Unsatisfactory Course Progress/Attendance*
  - II. **VSL learner whose enrolment is being cancelled after the census date:** Use aXcelerate template *AIE Cancel Enrolment – Non-Genuine – VSL after Census*
  - III. **All other non-genuine enrolment cancellations:** Use aXcelerate template *AIE Cancel Enrolment – Non-Genuine*
- c. Cancellation is processed in the SMS by Campus Administration
- d. Campus Administration submits *Learner Withdrawal Checklist*
- e. Campus Administration sends withdrawal notification email to learner
- f. If learner is accessing VSL, final VET Student Loan progression is triggered
- g. All records relating to the cancellation must be maintained in the SMS for 5 years

## 4.6. 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 the *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 UOS.

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, using aXcelerate template: *AIE Cancel Enrolment – Non-Genuine – VSL after Census*
- b. 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
- c. Ensure all records relating to the issue are maintained for 5 years.

## 4.7. Skills First Funding (Melbourne Campus Only)

---

Victorian learners enrolled through AIE's Melbourne Campus may be eligible for government funding as part of the Skills First Funding (SFF) arrangement. The SFF subsidy is not paid to the learner directly, but rather is paid by the Victorian government to AIE on the learner's behalf. The SFF subsidy is paid on the basis that the learner is fully engaged and participating in their course.

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 SFF subsidy. In this instance the learner will become liable for the tuition fee amount which would have been covered by that subsidy.

## 4.8. International Learners

---

Where a decision is made to cancel an international learner's enrolment, AIE must notify the learner in advance by issuing the *AIE Notice of Intent to Report – International Student – Unsatisfactory Course Progress/Attendance* template via aXcelerate.

The learner is advised of their rights to access AIE's complaints and appeals process within 20 working days via the template.

AIE reports the learner's breach of course progress or attendance requirements via PRISMS if:

- a. The complaints and appeals processes has been completed and the breach has been upheld
- b. The international learner has chosen not to access the complaints and appeals process within the 20-working-day period
- c. The international learner withdraws from the complaints and appeals process by notifying AIE in writing.

AIE maintains the learner's enrolment while any complaint or appeal is being processed. The learner must continue to meet any course progress or attendance requirements while their complaint or appeal is being considered.

See the *Learner Progress Policy and Procedure* for further information.

## 5. Definitions

The following definitions apply to this policy:

Term	Definition
<b>Census Date</b>	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.
<b>Full Fee</b>	Learners who are paying their course tuition fee without the assistance of VSL.
<b>Genuine Learner</b>	A learner who has: <ol style="list-style-type: none"> <li>provided up-to-date contact details to enable the department to contact them and verify their enrolment in their course</li> <li>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</li> <li>demonstrated reasonable engagement with their course of study.</li> </ol>
<b>Gross Misconduct</b>	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.
<b>Provider Registration and International Student Management System (PRISMS)</b>	An Australian Government system in which education providers must complete reports.
<b>Skills First Funding</b>	The Victorian State Government program that provides eligible individuals with access to government subsidised training in Victoria, delivered by contracted registered training organisations (RTO).
<b>Student Management System (SMS)</b>	Software system that manages the administrative and data reporting functionality of RTO operations.
<b>Unit of Study (UOS)</b>	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.
<b>VET Student Loan (VSL)</b>	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.

## 6. Related documents

The following internal documents are related to this policy:

- Application and Enrolment Policy and Procedure
- Domestic Student Complaints and Appeals Policy and Procedure
- International Student Complaints and Appeals Policy and Procedure
- Learner Handbook (including Code of Conduct)
- Learner Progress Policy and Procedure
- Learner Withdrawal Policy and Procedure

- g. Statement of Tuition Assurance
- h. VETSL Special Circumstances Review Policy and Procedure.

**The following legislation and standards are related to this policy:**

- i. VET Student Loans Act 2016
- j. VET Student Loans Manual for Providers
- k. VET Student Loans Rules 2016.

## 7. Review

This policy will be reviewed annually by the Compliance Officer.

## 8. Revision History

This policy has undergone the following revisions:

Version No.	Version Description	Contributor(s)	Approval Authority	Date Revised/ Approved
1.0	First version of policy drafted, approved by Board of Directors and published.	<b>Alexandra Mannell</b> (Deputy Head of School, Sydney)	BOD	22 June 2020
1.1	Style/formatting update.	<b>Nick Markesinis</b> (Intranet Content Coordinator)	-	12 April 2021
2.0	Copyedit throughout; amended throughout to more closely align with the <i>VSL Provider Manual</i> ; rewrote Section 2; shortened Section 4.2 and moved some procedures to new <i>Learner Progress Policy and Procedure</i> ; added Section 4.5 with reference to new SMS processes; updated Victorian Training Guarantee (VTG) to Skills First Funding (SFF); added Section 4.8 for international learners.	<b>Charlotte Pichelmann</b> (Assistant National Compliance Officer) <b>Nick Markesinis</b> (Intranet Content Coordinator)	BOD	10 February 2023



## Appendix A: SMS Notification Templates

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

### T1 – Absent on first day of course

Hi [learner name]. Our records show that you missed your first class today. Please contact AIE on [XXXXX] to let us know if you will be attending your next class. - AIE [Campus Name]

### T2 – Absent for three consecutive classes

Hi [learner name]. Our records show that you have missed a number of classes. Please contact your campus to provide an explanation for your absence, and a medical cert if ill. - AIE [Campus Name]

### T3 – Absent for two weeks

Hi [learner name]. Your enrolment with AIE will soon be cancelled as a non-genuine learner. Please see your emails for further information. - AIE [Campus Name]

## Appendix B: Disengagement During Course Templates

### 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;

- l. you have not maintained the AIE recommendation of 80% classroom attendance
- m. you have not accessed the classroom materials or learner portal within the last two weeks
- n. you have not participated in class activities or submitted assessment task/s for the current or recent subjects
- o. 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.

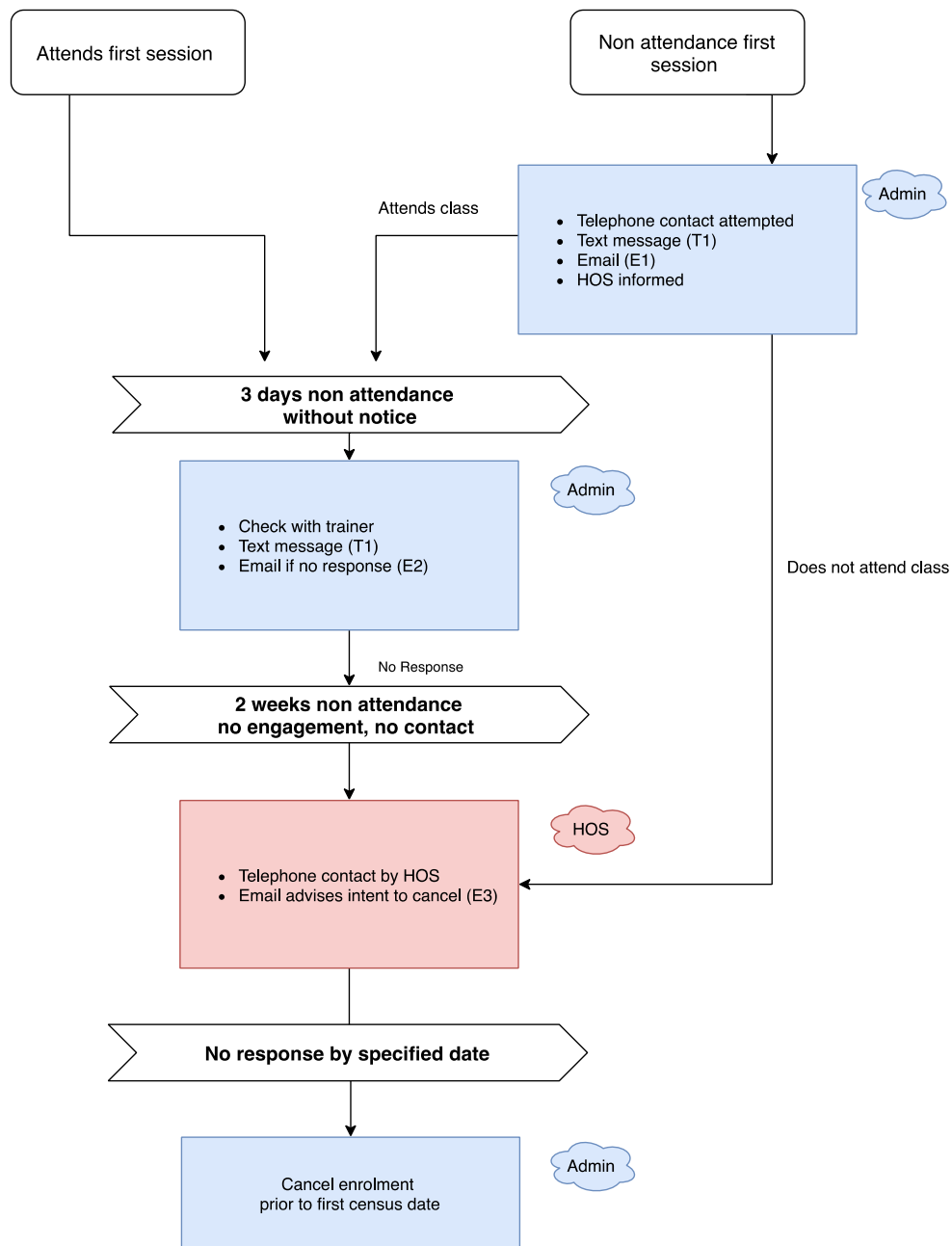
If you wish to continue your enrolment please contact AIE within three business days to discuss your situation and capacity to continue your studies. After this time your course enrolment will be cancelled.

Regards

Head of School / delegate

AIE [campus]

## Course cancellation process - prior first census date



## Course cancellation process - post first census date

