

# Cancellation of Learner Enrolment Policy and Procedure

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## 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:

- a. Who do not commence the course for which they were enrolled
- b. 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A learner who has not formally withdrawn from their course of study following AIE's withdrawal process will still incur a tuition fee debt for the relevant UOS(s) if they are an enrolled student at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 of study (UOS) 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

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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 valid USI, or eligibility documents for VSL such as academic suitability and evidence of citizenship/residency documents if the student is indicating they wish to access VSL for their enrolled course via tuition fee payment options form
- 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

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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 learner's enrolment.

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

## 4.4. Monitoring

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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. Two weeks 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

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

- a. Head of School or delegate approves the cancellation of the learner's 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. 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 and will be invoiced by AIE.

## 4.8. International Learners

Please see *International Deferment, Suspension and Cancellation of Enrolment Policy and Procedure*.

# 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 part of the course 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>	<p>A learner who has:</p> <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 site which provides Australian education providers with the Confirmation-of-Enrolment (CoE) facilities required for compliance with the <a href="#">Education Services for Overseas Students (ESOS) Legislation</a> .
<b>Skills First Funding</b>	Skills First is a Victorian Government program that provides access to government-subsidised training for courses in growth industries.
<b>Student Management System (SMS)</b>	Software system that manages the administrative tasks related to student data management 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>	<p>VSL is an income contingent loan program to assist eligible vocational education and training (VET) students to pay their tuition fees for selected courses at the Diploma level and above. The program is designed to provide financial loan support to students undertaking higher level training in courses that address workplace and industry needs, creating better opportunities for employment.</p> <p>Eligible learners in approved courses are able to access a loan to fund all or part of their course tuition fees. The learner incurs a VETSL debt that they are required to pay back through the taxation system once they are earning above the repayment threshold.</p>

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

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

- VET Student Loans Act 2016
- VET Student Loans Manual for Providers

- c. VET Student Loans Rules 2016.

## 7. Review

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

## 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 E1 - Absent on first day of course

Dear [Learner Name],

Our records indicate that you were absent from your first scheduled class today. We kindly ask that you contact AIE on [XXXXX] at your earliest convenience to confirm whether you will be attending your next class.

If there are any concerns or circumstances affecting your attendance, please let us know so we can provide appropriate support.

We look forward to your response.

Kind regards,

Head of School / Delegate  
AIE [Campus]

### Template E2 – Absent for three consecutive classes

Dear [Learner Name],

Our records indicate that you have missed a number of scheduled classes. Please contact your campus as soon as possible to provide an explanation for your absence. If your absence is due to illness, kindly provide a medical certificate for our records.

Regular attendance is important to ensure you remain on track with your studies. If you are experiencing any difficulties, please reach out so we can discuss appropriate support options.

We look forward to your prompt response.

Kind regards,

Head of School / Delegate  
AIE [Campus]

### Template E3 – Absent for two weeks

Dear [Learner Name],

We are writing to inform you that your enrolment with AIE is at risk of being cancelled on the grounds of non-genuine learner status.

Please see your emails for further information.

If you have any questions or wish to discuss this matter, please contact your campus as soon as possible.

Kind regards,

Head of School / Delegate  
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].

Kind 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.

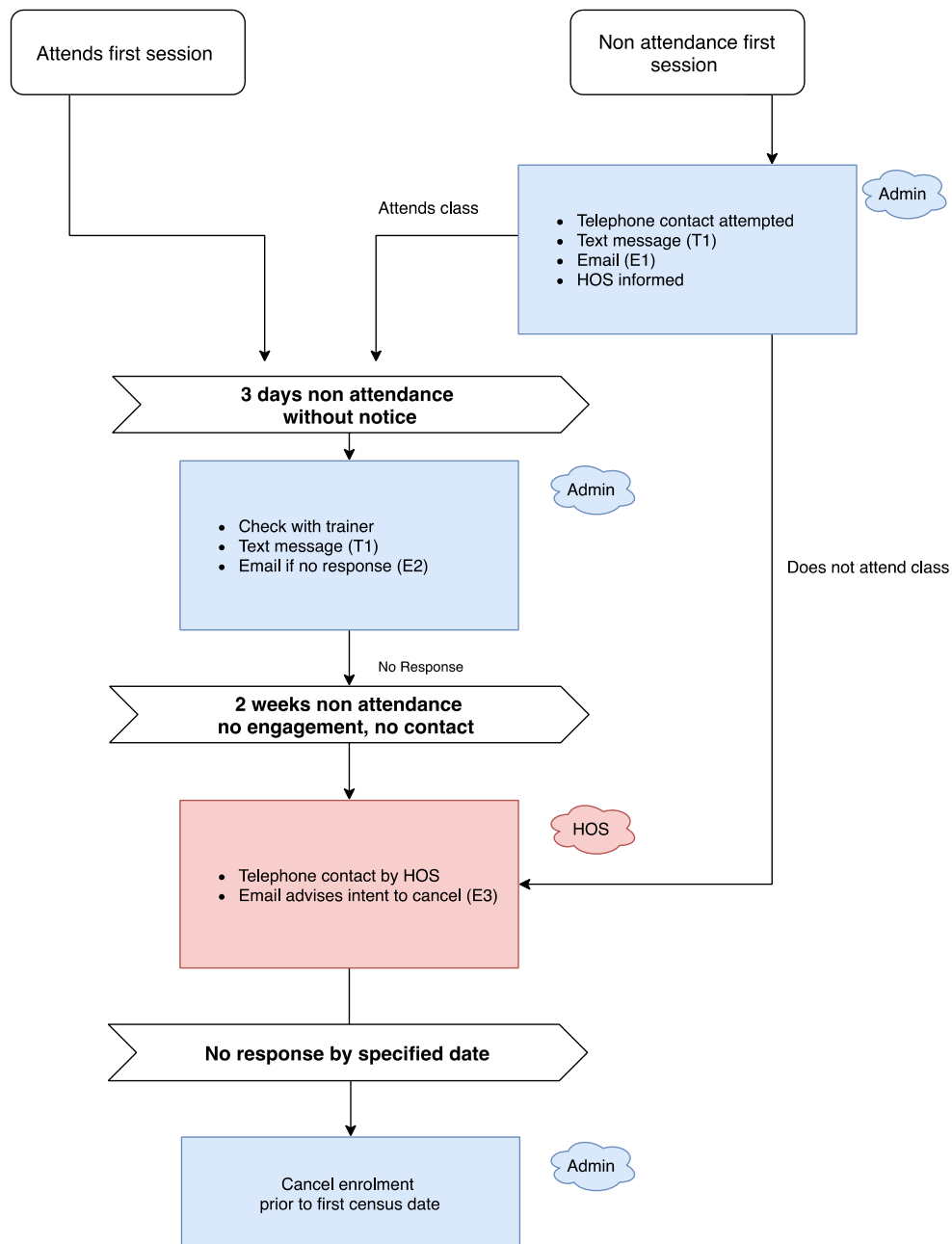
If you wish to continue your enrolment, please contact AIE within three business days to discuss your situation and capacity to continue your studies. After this time your course enrolment will be cancelled.

Regards

Head of School / delegate

AIE [campus]

## Course cancellation process - prior first census date



## Course cancellation process - post first census date

