

# Cancellation of enrolment – VET Student Loans

## Policy and Procedure

### **Purpose:**

The purpose of this policy and procedure is to provide information in relation to Frontier Education cancelling a student's enrolment after the census day.

### **Policy Outline:**

Frontier Education has processes in place should the need arise to cancel a student's enrolment in an approved course, or part of an approved course after the census day.

### **Procedure:**

There may be various reasons as to the need to cancel a student's enrolment after the census day. The following reasons may include but are not limited to:

- Conduct deemed unsatisfactory
- The student may have breached a Frontier Education policy and procedure
- Lack of course progress in expected course duration/s
- In the event that a student enrolls on the basis that some or all of the VET tuition fees will be covered by a VET Student Loan, if the student does not submit an eCAF on or before the census day (or is not approved for a VET Student Loan) and does not voluntarily pay for the part of the course (eg. unit) upfront, then Frontier Education can cancel the student's enrolment for the course in whole or in part up on the census day

Should there be a need to cancel the student's enrolment Frontier Education must inform the student in writing of the proposed cancellation and the reasons for the cancellation

Frontier Education will provide the student with at least 28 days to initiate grievance procedures before the cancellation takes final effect

The cancellation will take final effect only after the grievance procedures initiated by the student have been completed

- If after activating the grievance and review process, the investigation is found to be in favour of the student, then Frontier Education will not cancel the enrolment of the student.
- If after activating the grievance and review process, the investigation is found to be in favour of Frontier Education, then Frontier Education will
  - Cancel the enrolment of the student
  - No refund of upfront fees paid nor re-crediting of a fee-help balance is applicable for any census day/s that have already passed at the time of cancellation

The outcome from the grievance procedure will be documented and the student advised accordingly.

### **Approval Authority:**

This Policy and Procedure is approved by Frontier Education Management as indicated and the control copy is one that is maintained within the Quality Management System and as such all hard copies need to be verified.

### **Documents Referenced:**

- VET Student Rules 2016
- Academic and Non-Academic Grievance Policy and Procedure