

Withdrawal and Deferral Procedure

Purpose

You can use this procedure to amend your enrolment with us. Amendment may include:

- ◆ Withdrawal
- ◆ Deferral

Withdrawal from a course or VET unit of study

If you wish to withdraw from the course or VET unit of study, you must do so in writing using the **Withdrawal and Deferral Form** and adhere to this procedure when withdrawing from a VET unit of study or course.

Actions required to complete your withdrawal are as follows:

- ◆ An appointment (face to face or via phone) is required with the Educator or Course Coordinator to ascertain academic status.
- ◆ An appointment may also be required with the Coordinator, Administration Services to ascertain financial status.
- ◆ Complete the **Withdrawal and Deferral Form** either provided to you or available on our website and return in person or electronically by email to info@silverchain.edu.au soon as possible.
- ◆ The decision as to any entitlement to a refund and the amount of that refund will be made based on the date the **Withdrawal and Deferral Form** is signed by you and received by the Course Coordinator.
- ◆ A formal withdrawal letter will be sent to you, which will include information regarding any refund and statement of attainment for completed units, where either is applicable.

Deferral from a course

If you wish to defer from a course, you must do so in writing using the **Withdrawal and Deferral Form** (available on our website). Note that deferral is not automatically granted and may have a financial impact. An administration fee to process your deferral will apply. A maximum of 2 deferrals only is permitted and the administration fee will apply for each deferral. Please note that when deferring to a future course, any increase in fees for that course will apply. Decisions regarding deferral options are subject to superseded Qualifications and teach out periods relating to each training product.

If you wish to defer from your course please adhere to the following:

- ◆ Schedule an appointment (face to face or via phone) with the Educator or Course Coordinator to review need to defer and to ascertain group to be deferred to as per **Course Progression Procedure**.
- ◆ Sign and complete both the **Course Progression Form** and **Withdrawal and Deferral Form** and return in person to Course Coordinator or electronically by email to info@silverchain.edu.au
- ◆ A deferral fee of \$100 will be charged and upon receipt of invoice, payment will be required before deferral can be confirmed.
- ◆ Payment can be made to Student Services or as outlined on your invoice.
- ◆ On receipt of payment, confirmation of your deferral will be sent, which will include an Application for Enrolment Form for completion and return to Student Services.

This Procedure is primarily governed by the following Policy:

- ◆ Learner Refund Policy including VET FEE-HELP Enabled Courses

This Procedure is supported by the following Work Instruction(s):

- ◆ Deferral
- ◆ Re-crediting VET FEE-HELP Debt
- ◆ Withdrawal

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