

Cancellation and Suspension Procedure

Purpose

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

- Cancellation
- Suspension

Cancellation from a course or VET unit of study

If you wish to cancel your enrolment from the course or VET unit of study, you must do so in writing using the **Cancellation and Suspension Form** and adhere to this procedure:

- 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 & Funding to ascertain financial status.
- Complete the **Cancellation and Suspension Form** either provided to you or available on our website and return in person or electronically by email to info@ocschoolofhealth.edu.au as soon as possible.

A formal cancellation of enrolment letter will be sent to you, which will include information regarding any refund and Statement of Attainment for completed units, where either is applicable.

The decision as to any entitlement to a refund and the amount of that refund will be made based on the date the **Cancellation and Suspension Form** is signed by you and received by the School.

Suspension from a course or VET unit of study

If you wish to suspend your enrolment, you must do so in writing using the **Cancellation and Suspension Form** (available on our website www.opencolleges.edu.au/school-of-health).

Suspension of enrolment is usually limited to a period of up to 12 months. Note that suspension is not automatically granted and may have a financial impact. An administration fee to process your suspension will apply. A maximum of 2 suspensions only is permitted and the administration fee will apply for each suspension.

Please note that when suspending your enrolment to a future course, any increase in fees for that course will apply. Decisions regarding suspension options are subject to superseded Qualifications and teach out periods relating to each training product.

If you wish to suspend your enrolment, please adhere to the following procedure:

- Schedule an appointment (face to face or via phone) with the Educator or Course Coordinator to review the need to suspend your enrolment and to ascertain the cohort to recommence with as per **Course Progression Procedure**.
- Sign and complete both the **Course Progression Form** and **Cancellation and Suspension Form** and return in person to Course Coordinator or electronically by email to info@ocschoolofhealth.edu.au.
- Pay the suspension fee of \$100 (payment will be required before your suspension can be processed). Payment can be made as outlined on the **Cancellation and Suspension Form**.

On receipt of payment, you will be sent a confirmation of suspension and information related to the cohort into which you will recommence.

This Procedure is primarily governed by the following Policy:

- Fees and Refund Policy including FEE-HELP Enabled Courses

Date of Origin	October 2011
Last Review Date	April 2018
Next Review Date	December 2018
Version	5.0
Authority	Coordinator Administration & Funding
Responsibility	All Staff