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## **Withdrawals, Cancellations, Deferrals and Dismissals Policy**

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# Withdrawals, Cancellations, Deferrals and Dismissals Policy

<b>Document ID:</b>	<b>Title:</b> Withdrawals, Cancellations, Deferrals and Dismissals Policy	<b>Operational Area:</b> Administration
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## Introduction

Withdrawals, Cancellations, Deferral and Suspensions of Students

## Purpose

Policies and guidelines for Withdrawals, Cancellations, Deferral and Dismissal with reference to Procedures.

## Responsibilities

The *Withdrawals, Cancellations, Deferral and Suspensions Policy* is the responsibility of the Chief Executive Officer.

## Alignment

VET Student Loans Rules 2016
Clause 86(1)(b), 87(2)

## Policy Statement

Global Training Institute reserves the right to cancel a student's enrolment in their course if any of the following exists:

Lack of Engagement:

- Lack of student engagement in their course
- Lack of regular engagement on the Online Student Area
- Lack of progress and assessment completion of minimum of 1 unit per month or as agreed on the students training completion plan

Poor Progress:

- Missing 3 set training sessions in a row, without communicating with us
- Not completing the course in the duration listed in the Confirmation of Enrolment Letter, if an extension or deferral has not been applied for or granted

Enrolment:

- Not responding to GTI calls, emails, letters...
- Not paying student fees, when they are due

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- Any correspondence, written or verbal to say that the student is not motivated or not wanting to do the course
- Any mental, physical, verbal or any other form of abuse to any GTI staff member or Contractor will not be tolerated and could culminate in instant Dismissal.

VET Student Loan using people – as above, plus:

- Not completing VSL progress forms – emailed by the Government
- Not signing eCaf Application form prior to census
- Not completing any other requirements

Students will be given 28 days notice in writing, via email, of the pending decision to cancel their course enrolment. Students will be able to appeal this via email [enrol@globaltraining.edu.au](mailto:enrol@globaltraining.edu.au) or Phone 1800 998 500.

In instances of dismissal and termination of enrolment, all fees paid will be non-refundable, if it has passed the 21 days of eligible refunds. Assistance may be offered to the Student to find an alternate Registered Training Organisation.

## Re-enrolling

In a very rare and specific case where a student wants to enrol in a part of an approved course with Global Training Institute and earlier withdrew from a part of the course undertaken with Global Training Institute, the student must re-apply to undertake part of an approved course and must follow all current enrolment processes and meet all entry requirements in accordance with our *Student Entry Procedure*.

## Procedure

Although Students will be given 28 days notice in writing, we will make every reasonable attempt as best as we can at the time to help our students to reengage or defer their course.

The Procedure for Withdrawals, Cancellations, Deferral and Dismissals will be followed. Both this policy and associated procedures are subject to continuous improvement.

## Related Documents

*Student Entry Procedure*