

## Cancellation of Enrolment Policy and Procedure

### Purpose

This purpose of this policy and procedure is to outline the management process undertaken by ARC Training to detail and enforce the cancellation of a student's enrolment in a nationally recognised qualification.

### Scope

This policy applies to all Students employees and any third parties acting on behalf of Train Australia Pty Ltd trading as ARC Training.

### Definitions

|                           |                                                                                                                                                                                                                                                                                                                          |
|---------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Appeal                    | A request by a student to reconsider a result, a decision or make a complaint regarding their enrolment, course progress and assessment.                                                                                                                                                                                 |
| ASQA                      | Australian Skills Quality Authority.                                                                                                                                                                                                                                                                                     |
| SMS                       | Student Management System.                                                                                                                                                                                                                                                                                               |
| Breach of Student Conduct | Student found to be involved in numerous incidences of committing plagiarism, disruptive behaviour in class, vandalism, assault, theft, indecent or offensive behaviour (bullying/harassing fellow student or ARC staff).                                                                                                |
| Cancellation              | Student's enrolment is cancelled, which is initiated by ARC Training.                                                                                                                                                                                                                                                    |
| Complaint                 | Dissatisfaction expressed about a product or service provided requiring resolution.                                                                                                                                                                                                                                      |
| Extenuating Circumstances | The student during their enrolment period; <ul style="list-style-type: none"><li>• has not responded or returned any or numerous ARC requests to respond.</li><li>• has medical concerns, which lead ARC Training to have concern for the Student's well-being and deferral of studies is no longer an option.</li></ul> |
| Support Person            | A family member, friend or other professional support person other than a qualified legal practitioner to support the Enrolled Student only.                                                                                                                                                                             |

## Aim

To ensure the Cancellation of a Student's enrolment meets the *Standards for Registered Training Organisations (RTOs) 2025* other State and Commonwealth Government funding requirements and all relevant legislation.

1. The Cancellation Policy and Procedure is made publicly available on ARC Training website - [www.arctraining.edu.au](http://www.arctraining.edu.au). All employees receive training to ensure that they understand and adhere to the policy.
2. Prospective students are made aware of the Cancellation Policy and Procedure before enrolling in a course by providing the student the ARC Training Student Handbook and referral to the ARC Training website.
3. ARC Training provides a system to ensure that each enrolled student completes their course within the course duration.
4. To accommodate any such occurrence, students are informed of their responsibilities to conduct themselves in an appropriate manner and maintain contact with the RTO throughout their enrolment.
5. ARC Training has a systematic process that informs the student of the methods on which their enrolment may be cancelled.
6. There are no fees associated with ARC Training cancellation process however, the enrolment/administration fee is a non-refundable fee. Please refer to ARC Training Refund policy for other applicable fees as a result of training or resources provided.
7. Complaint and appeal form to be sent to [training@arctraining.edu.au](mailto:training@arctraining.edu.au) or presented in person at ARC Training office locations;
  - Suite 3, Level 6, 100 George Street, Parramatta NSW 2150
8. Opportunities for improvement that are identified as a result of the complaint and appeal process will be reviewed and recorded as a Continuous Improvement Report or a Corrective Action Request by the Compliance Department Team.

## Procedure

### Cancellation of Enrolment- Breach of Student Code of Conduct

1. ARC Training to initiate the cancellation of an enrolled student from a course or their enrolment on the following grounds:
  - a. When the student was reported by their respective Trainer having demonstrated a serious breach of the Student code of conduct during class, work placement and interactions with ARC Training staff. Examples of Student Breach of Conduct are listed below, note this list will be amended or revised to ensure that unacceptable behaviour are defined and included as part of the list.
    - i. continued disruptive behaviour in class
    - ii. assault
    - iii. theft
    - iv. carrying or possession of unlawful weapons
    - v. vandalism of ARC Training property and other student property
    - vi. indecent and offensive behaviour in class or towards ARC Training Staff
    - vii. intimidation, harassment and/or bullying
    - viii. Continued behaviour of submitting plagiarised response to assessments
2. In the event of a student assaulting another student or others on ARC Training premises or venues, the offending student will be removed immediately and Police will be called to report the event. In addition, students who are found to be carrying unlawful weapons will also be removed and Police will be called to report the offending student. In both cases, the student enrolment will be cancelled immediately.
3. Based on the grounds cited above, the Trainer may recommend to cancel the student's enrolment by notifying the Program Coordinator and/or the Senior Program Coordinator by email or phone call.
4. The Program Coordinator will;
  - Conduct an initial investigation and based on the findings will complete the Cancellation of Enrolment form detailing the evidence or information gathered as a result of the investigation interview.
5. Recommend a date when training will end except for point #2 of the above as this circumstance is an instant student enrolment cancellation.
6. The Program Coordinator will send the completed form to the Senior Program Coordinator to review the recommendation to cancel the student's enrolment.
7. Upon receipt of the completed Cancellation form from the Program Coordinator, the Senior Program Coordinator will determine the merits of the recommendation within seven (7) calendar days from the date that the recommendation was received by;
  - i. Investigating the enrolled student's course progress.
  - ii. Discussion with the relevant ARC Training department managers, team members and stakeholders.
  - iii. If the student is under a Traineeship arrangement, the Senior Program Coordinator will send an email to the B2B Administrator requesting a cancellation form. The Program Coordinator is then to send this to the employer to be signed by the employer and trainee and returned to the Program Coordinator. The B2B Administrator will forward the signed form to STS cc Australian Apprenticeship Support Network (AASN). If the trainee has already left employment, employer is to sign and advise in comments, "trainee abandoned employment" with AASN provider, likewise the form will be sent to STS and AASN.

8. Once an investigation is completed, the Senior Program Coordinator or Program Coordinator will schedule a meeting with the student either in person, via skype or over the phone to discuss the breach of Student Code of Conduct. The Senior Program Coordinator or Program Coordinator will advise the student that;
  - a. He or she may have a support person at any meeting.
  - b. Access and provide a copy of the completed student interview form used by the Senior Program Coordinator during the meeting.
  - c. The meeting will involve the following;
    - i. The reasons for the student Interview
    - ii. Allow and listen to the students' reasoning for the alleged misconduct
    - iii. State the repercussions to the student should the misconduct be proven to be true
    - iv. When and how the student will be informed of the outcome reached by ARC Training
    - v. Student to be sent written notification via SMS of the outcome of the investigation
9. After the meeting, the Senior Program Coordinator will determine if the student:
  - i. Is permitted to continue with the course, and no further action is required. The Program Coordinator will monitor the progress and attendance of the student for thirty (30) calendar days from the date of the student interview.
  - ii. Is not permitted to continue, the Senior Program Coordinator or Program Coordinator will inform the student either in person, or via phone call and in addition send written notification of cancelling their enrolment due to the seriousness of the breach of Student code of conduct.
  - iii. Student has fourteen (14) days from date of receiving written notification to appeal the decision to cancel their enrolment to the Compliance Manager. If the student appeals they will need to follow the complaints and appeal process.
  - iv. If a formal appeal has been lodged, the student's cancellation cannot take effect until the internal process is completed. At this point, this process will be taken over by the Complaints and appeal process.
  - v. If no appeal has been lodged after fourteen (14) days, the Senior Program Coordinator or Program Coordinator will notify the Senior Training and /or Training Administrator to cancel the student's enrolment.
  - vi. Administration Team will cancel the student enrolment in student management system.

### **Cancellation of enrolment due to Student ceased contact, e.g. poor attendance or non-attendance**

1. The Trainer will contact student to discuss poor attendance in the first instance, if poor attendance persists, the Trainer will inform the Program Coordinator to implement intervention measures.
2. The Program Coordinator will contact the student and discuss course progress. The details of the discussion will be recorded in the student file (SMS).
3. The Program Coordinator will recommend cancelling the student enrolment if the student has ceased any contact despite numerous calls or emails sent by the Program Coordinator. As a rule the Program Coordinator has sent a minimum of 3 emails, or text messages or phone calls or combinations of email, text message or phone calls within the term and if the communication sent remain unreciprocated, it will be the determining factor to recommend cancellation of student enrolment.
4. The Program Coordinator to check SMS record to confirm all intervention measures have taken place prior to recommending cancellation of student.

5. Program Coordinator to notify Training Administrator of the intent to cancel the student's enrolment by email. Note: For Traineeship, B2B Program Coordinator will inform B2B Administrator, please refer to section 6.C of Cancellation of Enrolment- Breach of student code of conduct.
6. Training Administrator to notify the student in writing of the following:
  - i. A decision has been made to cancel their enrolment with ARC Training;
  - ii. The date that training will end;
  - iii. Advise of the reasons for the cancellation and the impact on their chosen course; notification of the date which training will end;
    - a. For the units of competency completed a statement of attainment to be issued;
    - b. If they want to return to the course they will need to undertake a new enrolment (note: This depends on the severity of the conduct that resulted to the cancellation of enrolment);
    - c. That the student may appeal the decision to cancel by completing a Complaints and Appeal form and send to [training@arctraining.edu.au](mailto:training@arctraining.edu.au)
7. The student has fourteen (14) days from email notification of the right to appeal the decision to cancel their enrolment by following ARC Training's complaint and appeals processes. If an appeal is lodged; the cancellation of the student enrolment cannot be finalised until the internal process is completed unless extenuating circumstances apply.
8. Once the Senior Program Coordinator has received the notification to cancel the student enrolment from Compliance, the Senior Program Coordinator will notify the Administration Team to cancel the student enrolment.
9. The Administration Team must check the student files to ensure evidence of participation and to record the hours completed by the student (such as on-line participation hours, classroom attendance hours, work placement hours and then record an outcome "40" in SMS submit training activity data to finalise the records.
  - i. Review and update the training plan/individual learning plan with units completed, or commenced but not completed and not commenced (whichever applies)
  - ii. Complete the file checklist and update accelerate to finalise the student file
  - iii. Send Statement of Attainment for Units of Competency attained within 21 days
10. Student completed assessment file is kept on record as per relevant funding bodies and regulator's requirements and
  - i. ASQA at least two years after the student completes the training product
  - ii. Smart and Skilled to be kept on file for 3 years
  - iii. SAS to be kept on file for 7 years
  - iv. ACT to be kept on file for 7 years

Note: Train Australia notes that there is an added obligation to adhere to ACT retention of records policy in the event of the contractual agreement has been terminated.

11. Student records, e.g. enrolment documents and other VET records are kept on file for 30 years as per Australian Quality Framework requirements.

Note: While the above specify how ARC Training will manage and store student file to meet funding bodies requirements, ARC Training overarching management of student records will be based on the AQF requirements of ensuring that relevant student records will be kept on file for 30 years.

## **Requirements of *Standards for Registered Training Organisations (RTOs) 2025***

ARC Training understands that all procedures must comply with the *Standards for Registered Training Organisations (RTOs) 2025*, Australian Consumer Law and all other applicable legislation or Government funding requirements.

### **Responsibility**

The Student Services Manager is responsible for implementing this policy and Procedure.

### **Related Policies and Procedures**

- Assessment Policy and Procedure.
- Consumer Protection Policy and Procedure.
- Complaints and Appeals Policy and Procedure
- Enrolment Policy and Procedure.
- ARC Training Student Handbook.
- Fees & Refund Policy and Procedure.

## Appendix 1

### Enrolment Cancellation Form

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |         |  |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|--|
| <b>1 Application date</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |         |  |
| <p>ARC Training collects, holds, uses and discloses personal information (including sensitive information) in accordance with the Privacy Act 1988, the Australian Privacy Principles and requirements laid down in ARC Training as a service provider to the Commonwealth Government, NSW Department of Industry. As a Student you have the right to: appeal the decision made by ARC Training to cancel your enrolment, access and update or correct the personal information that ARC Training holds about you, and enquire or complain about the way personal information is being handled. For more details, refer to the ARC Training Privacy Policy.</p> |         |  |
| <b>Student Given names</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |         |  |
| <b>Student Surname</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |         |  |
| <b>Contact</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Phone:  |  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Email:  |  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Address |  |
| <b>2. Name of enrolled course to be cancelled:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |         |  |
| <b>Reasons for cancelling enrolment</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |         |  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |         |  |
| <b>3. OFFICE USE ONLY</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |         |  |

| TRAINING DELIVERY TEAM                                                                       |                                |    |                                                                                                                     | ADMINISTRATION    |     |    |
|----------------------------------------------------------------------------------------------|--------------------------------|----|---------------------------------------------------------------------------------------------------------------------|-------------------|-----|----|
| Processed by:                                                                                |                                |    |                                                                                                                     | Processed by:     |     |    |
| Signature:                                                                                   |                                |    |                                                                                                                     | Date:             |     |    |
| Date:                                                                                        |                                |    |                                                                                                                     | SMS file updated? | Yes | No |
| Student contacted to be informed that ARC Training to cancel their enrolment?                | Yes                            | No | Training Plan/Individual learning plan updated with units completed, commenced but not completed and not commenced? | Yes               | No  |    |
| Date of contact                                                                              |                                |    |                                                                                                                     |                   |     |    |
| Method of contact                                                                            |                                |    |                                                                                                                     |                   |     |    |
| <input type="checkbox"/> Phone                                                               | <input type="checkbox"/> Email |    |                                                                                                                     |                   |     |    |
| File note recorded on student file in SMS of enrolment cancellation.                         | Yes                            | No | Updated Training Plan/Individual learning plan sent?                                                                | Yes               | No  |    |
| If a Trainee – Training Service NSW notified within 14 days of notification.                 | Yes                            | No | Date training will end?<br>Date:                                                                                    | Yes               | No  |    |
| Processed and marked all assessment submitted?                                               | Yes                            | No | Is student eligible for fee refund?                                                                                 | Yes*              | No  |    |
|                                                                                              |                                |    | *Refund policy and form sent                                                                                        | Yes               | No  |    |
| Completed assessments returned to the cancelled student?                                     | Yes                            | No | Statement of attainment issued for units of competency achieved?                                                    | Yes               | No  |    |
| Has appeal been lodged?                                                                      | Yes*                           | No | Cancellation Approved?                                                                                              | Yes               | No  |    |
| *If yes – enrolment cancellation cannot be processed till appeal process has been completed. |                                |    | Approved by:                                                                                                        |                   |     |    |
|                                                                                              |                                |    | Submit Training activity data?                                                                                      | Yes               | No  |    |
| Cancellation has been finalised in SMS.<br>Processed by:                                     |                                |    | Date:                                                                                                               |                   |     |    |
|                                                                                              |                                |    | Signature:                                                                                                          |                   |     |    |

## Appendix 2

### Student Interview Form

|                                                                                                                                                                                                                                             |  |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| Student Name                                                                                                                                                                                                                                |  |
| Date of Interview                                                                                                                                                                                                                           |  |
| Signature of Student                                                                                                                                                                                                                        |  |
| Reason for Interview<br>Please tick if applies<br><br><input type="checkbox"/> Student absences<br><br><input type="checkbox"/> Assessment issues<br><br><input type="checkbox"/> Behavioural issues<br><br><input type="checkbox"/> Others |  |
| Outcome of the interview                                                                                                                                                                                                                    |  |
| Follow up meeting required<br><br><input type="checkbox"/> Yes:<br>Write dates for agreed follow up meeting<br><br><input type="checkbox"/> No                                                                                              |  |
| Name of Trainer/Assessor/Program Coordinator                                                                                                                                                                                                |  |
| Date                                                                                                                                                                                                                                        |  |

### **Instruction to Trainer:**

- Please use this form when interviewing students in relation to the following matter:
  - attendance matter- if the student had missed face to face class, or online class or work placement (if applicable)
  - assessment issues- discussion regarding submission dates, or needing some more time or assessment content clarification
  - Behavioural issues- discussion regarding students behavioural issues in class, e.g. non-participation, not cooperative, etc
  - Others- any other issues not covered above
- Please advise student of their rights and responsibilities, including the right to lodge a complaint or appeal as per ARC Training complaints and appeal procedures
- Please ensure that both the Trainer or Program Coordinator and the student sign on the interview form and if required a follow up meeting, kindly ensure that this is done on time.
- All records of student meeting must be documented and submitted at the end of the term to the Program Coordinator,
- All completed form must be stored in the student file.