

1. Purpose

This policy relates to students enrolled by the Colleges of Niche Education Group Pty Ltd (Niche) including:

- Australasian Academy of Cosmetic Dermal Science (AACDS)
- Australian College of Beauty Therapy (ACBT)
- Australian College of Specialist Make-Up (ACSM)
- Australasian College of Massage & Myotherapy (ACMM)

and to any current Training Partner Organisations (TPOs) where applicable.

This policy ensures that all withdrawals, cancellations, and re-enrolment processes are effectively managed.

2. Definitions

Census Date: A published date, set by the provider, no earlier than 20% of the way through a VET Unit of Study.

Enrolment Contract: The signed agreement between the Student and the RTO. This document contains reference to this, and other policies as required by the enrolment type.

Student: a person enrolled or seeking to enrol in any course or unit of study. Individuals can be either a domestic or overseas student.

Training Partner Organisation (TPO): any organisation that provides services on behalf of Niche, including training, assessment, related educational and support services, and/or any activities related to the recruitment of prospective students. As the lead Registered Training Organisation (RTO) under such arrangements, Niche is responsible for ensuring all services provided are in accordance with statutory obligations.

Tuition Fees: Fees paid for a course or Unit of Study.

Unit of Study: A unit of study approved for VET Student Loan that a student may undertake, for which the student may access VET Student Loan assistance to pay for all or part of their tuition fees.

VET Student Loans (VSL): is a loan scheme that assists eligible full fee-paying students studying an approved vocational education and training (VET) qualification to pay their tuition fees.

VSL Eligible Student: refers to all persons enrolled or seeking to enrol in a unit of study that meets the course requirements under subclause 45(1) of Schedule 1A of the Act who are an Australian citizen, the holder of a permanent humanitarian visa who will be resident in Australia for the duration of their VET units of study or a New Zealand citizen holding a Special Category Visa that also satisfy the additional eligibility criteria.

3. Responsibility

The Chief Executive Officer (CEO) is responsible for implementation of this policy and procedure and ensuring all staff and TPOs are fully trained in its operation and students are made aware of its availability prior to their enrolment in a course.

4. Policy

Niche Education Group is committed to providing students with information regarding enrolment options applicable to their chosen course prior to their enrolment and takes a consistent, fair, and transparent approach to the processing of student enrolments, including during withdrawal, cancellation, and re-enrolment.

This policy outlines

- the approach that students must take to
 - withdraw from a course or part of a course
 - re-enrol into a unit or course previously not completed
- the approach and steps Niche will take to
 - process a request for withdrawal
 - cancel an enrolment
 - process an application for re-enrolment

5. Procedure

5.1. Withdrawal

Information about the option to withdraw and seeking advice on how it will affect the student can be made at any time by contacting the student support team.

A student can withdraw from a unit of study at any time after enrolment.

All withdrawals from a unit or course of study will not be actioned until and unless advice has been received in writing from the student indicating their intention.

Withdrawal requests can be emailed to the enrolments team on the appropriate support email located in the enrolment contract or by completing the **Application to Withdraw Enrolment**.

The withdrawal date will be the date the request in writing is received and this will be used to determine eligibility for refunds and re-credits.

Where applicable withdrawal requests received after the advised census date may not be eligible for a refund.

Please refer to the **Fees, Charges, Refund, and Re-Credit Policy** for information on the financial impacts of withdrawal from a course.

Once withdrawals are processed a written confirmation will be provided to the student.

5.2. Cancellation

Cancellation of enrolment is an internal process completed by the RTO.

An enrolment may be cancelled for the following reasons:

- The RTO is unable to deliver the agreed course.
- Student misconduct and / or breach of policy or procedure
- Student failure to communicate for an extended period
 - The RTO will attempt various methods of communication over a period of no less than 3 months before determining failure to communicate
- Student failure to meet financial obligations

All students will be informed in writing of a proposed cancellation of enrolment.

The student will have at least 28 days from the receipt of notification to contact the RTO and either advise of their intention to continue enrolment or initiate the **Complaints and Appeals Policy** before the cancellation has effect.

If an appeal is made, the cancellation will not take effect until those processes have been completed.

If the RTO initially informs a VSL eligible student of a proposed cancellation **prior** to the census date, the student will not incur fees for the relevant unit of study and any amounts paid will be refunded.

If the RTO initially informs a VSL eligible student of a proposed cancellation **after** the census date and the student has been an active and genuine student past the census date refund of tuition fees is not guaranteed and is at the discretion of the RTO.

Please refer to the **Fees, Charges, Refund, and Re-Credit Policy** for more information on the financial impacts of cancellation from a course.

5.3. Re-Enrolment

A student may apply to re-enrol into a course or part of a course that they had previously withdrawn from by emailing the enrolment department.

The student will receive and need to complete an **Application for Re-Enrolment Form**.

Once the application is returned the Enrolment Officer will arrange a re-enrolment interview. The purpose of this interview is to ensure that the student is suited to continue study, provide updates on any policies and procedures, and determine any required support needs.

Please see the **Student Recruitment and Enrolment Policy and Procedure** for more information.

All re-enrolments will be charged as outlined in the **Enrolment Contract**.

6. Further Points of Contact

The following external bodies may also be consulted:

- Department of Fair Trading (Ph: 13 32 20)
- Consumer Protection Advice Line (Ph: 1300 30 40 54)
- Commonwealth Ombudsman (<https://www.ombudsman.gov.au/>)
- Australian Skills Quality Authority (<https://www.asqa.gov.au/>)

7. Related Policies and Procedures

- Enrolment Contract
- Fees, Charges, Refund and Re-Credit Policy
- Application to Withdraw Enrolment
- Complaints and Appeals Policy and Procedure
- Application for Re-Enrolment Form
- Student Recruitment and Enrolment Policy and Procedure

8. Publication

This policy will be made available on the RTO [website](#) and will also be made available during pre-enrolment processes.

Version Control	
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