

## PROCEDURE: S1.9- P1.3

### DEFERRAL, TRANSFER, EXTENSION AND WITHDRAWAL

#### 1.0 INTRODUCTION

##### 1.1 Related Policy

Deferral, Extension, Transfer and Withdrawal Policy

##### 1.2 Purpose

This procedure outlines the responsibilities and processes involved in the application, assessment, and processing of AIM student deferral, extension, transfer, and withdrawal requests.

##### 1.3 Scope

This procedure applies to all prospective and current students enrolled in AIM's nationally recognised Training Products including where a student accesses government funding or traineeships. This procedure applies to all AIM staff and third-party staff involved with administering and assessing deferral, extension, transfer, and withdrawal requests.

##### 1.4 Scope Exceptions

The procedure only applies to nationally recognised Training Products, not to unaccredited training.

#### 2.0 RESPONSIBILITIES

1. Students are responsible for following and complying with this procedure and its policy.
2. AIM staff are responsible for complying with the requirements of this procedure as it applies.

#### 3.0 PROCEDURE

##### 3.1 Changes

1. Students wishing to change aspects of their enrolment, that is apply for a deferral, extension, transfer, or withdrawal must make the application as soon as possible in accordance with the policy by writing to [studentsupport@aim.com.au](mailto:studentsupport@aim.com.au) and by completing the relevant form.

2. AIM will acknowledge receipt of the student's request and provide a written outcome of the assessment. If a student does not submit all required documentation, this may delay the outcome of the assessment.

### 3.2 Deferral

1. Students can only apply for a deferral once the Provisional Enrolment Period (five business days) has elapsed. No requests for a course deferral will be considered within the provisional enrolment period.
2. Students must apply for a deferral using the AIM Application for Deferral Form. The form can be obtained by contacting the AIM Student Support team at [studentsupport@aim.com.au](mailto:studentsupport@aim.com.au) and submitting it following the instructions on the form.
3. VET Student Loan students also need to complete and submit a Progression Form of their deferral.
4. The AIM Student Support team will review the application, finalise the outcome within ten (10) business days, and email this to the student.
5. Where a deferral request is granted, the AIM Student Support team will apply the status on the student's record. During the deferral period, the student's enrolment will be inactive, and the student will not be able to participate in training, nor have access to the AIM Learning Management System.
6. Where a deferral request is not approved, AIM will inform the student in writing of the reasons and provide alternate options.
7. The AIM Student Support team will remind deferred students when their deferral is due to lapse.

### 3.3 Extension

1. A student must apply for a Course Extension at least one month before the Course End Date.
2. The maximum extension period offered by AIM is six (6) months with a monthly fee of \$200.
3. Students must apply for a Course Extension using the AIM Application for Course Extension Form which can be obtained by contacting the Student Support team at [studentsupport@aim.com.au](mailto:studentsupport@aim.com.au) . They should follow the instructions provided on the form for submission. Students with a VSL will need to fund the extension as it is not covered under their loan.
4. The faculty team will review the application, consider the student's unforeseen circumstances and course progression, and finalise the outcome within ten (10) business days. This will be communicated to the student via email.

### 3.4 Transfer

1. Students wishing to transfer to another course, and who are eligible, must do so within the periods outlined in the policy to avoid additional potential fees.
2. A course transfer can only be granted once and within the first three months of study. No requests for course transfer will be considered after three months.
3. Students will need to complete a new application form and meet the entry requirements for the new course.
4. The Registrar's team will review the student's eligibility to meet the entry requirements for their intended course, and if applicable confirm any possible credit transfer. The outcome must be finalised within ten (10) business days.
5. The AIM student support team will communicate the outcome of the course transfer request to the student via email.
6. If VSL students transfer to a new course, they must contact AIM Student Support at [studentsupport@aim.com.au](mailto:studentsupport@aim.com.au) to complete the Withdrawal form by the census day so that they do not incur a VETSL debt for that course. VSL students will, in addition, need to update their loan and course status with DEWR by completing the Progression Form that effectively closes out their loan with the old course and starts a new one with the new course. Refer to the [VET Student Loans Withdrawal and Re-Credit Procedure](#) for more information.
7. In cases where students have been notified that their current course is undergoing teach-out as it is superseded, AIM may allow students to apply to upgrade their course to the latest version. This will be subject to the new course version being on AIM's scope and open for enrolments. If the students' course end date is beyond the teach-out date, a transfer fee does not apply. If the course end date is before the teach-out date course, additional fees may apply. AIM will assess each application on an individual basis. See the Transfer and Transition [Policy](#) and [Procedure](#).

### 3.5 Withdrawal

1. Students can withdraw from their course at any time but they are encouraged to contact the AIM Student Support team at [studentsupport@aim.com.au](mailto:studentsupport@aim.com.au) prior to applying for withdrawal to clarify their rights and responsibilities about returning to study at a later date or eligibility for a refund of course fees.
2. If a student withdraws within the five (5) business day provisional period, they are eligible for a full refund of fees.
3. If the student withdraws after the five (5) business day provisional period and is eligible for a refund under Special Consideration, they may still be charged an administration fee of \$500.
4. Students must apply for course withdrawal using the AIM Application for Withdrawal Form. Students can contact the Student Support team at [studentsupport@aim.com.au](mailto:studentsupport@aim.com.au) and follow the instructions provided on the form for submission.

5. Students with a VET student loan must also complete the [Department of Employment and Workplace Relations Progression form](#) in addition to the AIM Withdrawal form.
6. The AIM Student Support team will acknowledge receipt of the form within 48 hours of receiving it. The withdrawal will be processed within seven (7) business days and communicated to the student via email. If the student is also applying for a refund and seeking Special Consideration, the outcome can take up to 21 days.
7. Where a student has completed any Units of Competency, and course fees have been paid, the student will be issued a Statement of Attainment.

### 3.6 Withdrawal/Cancellation Initiated by AIM

1. In certain circumstances AIM may initiate a withdrawal or cancellation of a student's enrolment. This will occur if:
  - a. there is non-payment of fees; or
  - b. serious academic, general misconduct or breach of the AIM Student Code of Conduct; or
  - c. the student fails to submit required documentation to AIM or submits falsified documentation; or
  - d. the student does not complete the course by the Course End Date and does not apply for a course extension, or
  - e. the student does not meet course progress requirements, or
  - f. state funding or traineeship requirements are not met; or
  - g. expiry of the Commitment ID (CID) date for students subsidised under the NSW Smart and Skilled program.
  - h. VSL students do not progress through the course as per the AIM policy on student progression and do not meet their [student obligations](#) under VET Student Loans.
2. The Head of Faculty will recommend students for cancellation and send this to the Registrar for cancellation.
3. The Registrar will check the student details and cancel the students in the student management system once confirmed.
4. AIM will provide students with recognition of any units of competency completed at the time of withdrawal, on the provision that any pending fees are paid.
5. The Registrar will initiate the Statement of Attainment for the students who have completed one or more units.

6. Prior to the cancellation of a student's enrolment, AIM staff will communicate this to a student in writing detailing:
  - a. the reasons AIM intends to cancel a student's enrolment.
  - b. the student's right to the AIM internal complaints and appeals process.

### 3.7 Special Consideration

1. Students must apply for Special Consideration by contacting the AIM Student Support team to obtain information on the process and supporting documentation required.
2. To grant Special Consideration, AIM must be satisfied that special circumstances applied to that student and that the circumstances:
  - were no pre-existing conditions and were beyond the student's control AND
  - did not make their full impact on the student until on or after the enrolment commencement date AND
  - made it impracticable for the student to complete their course or unit.
3. Special Consideration generally cannot be considered in the following circumstances:
  - changing jobs/resignation or termination from the student's job
  - increased workload at a student's job/ changing work hours.
  - moving address
  - change of mind
  - finding the course more challenging or time-consuming than what the student expected and
  - the course is no longer relevant to the student's needs.
4. Each application for Special Consideration is assessed on a case-by-case basis.
5. Requests for Special Consideration related to withdrawals must be received within thirty (30) calendar days of the student withdrawing from their course.

### 3.8 Appeals

1. Students who seek to appeal AIM's assessment outcome of their deferral, extension transfer, or withdrawal application or AIM's intention to cancel their enrolment must do so within thirty (30) calendar days of receiving their written outcome from AIM.
2. The appeal will be handled in accordance with the process and timelines of the [Complaints and Appeals Policy](#).

## 4.0 DEFINITIONS

- **Cancellation** - refers to cases where AIM cancels a student enrolment as the student has not met the terms and conditions of their enrolment.
- **Course** - a program of study that may consist of a nationally recognised qualification, accredited course, skill set, or unit of competency.
- **Course End Date**- The course End Date is calculated based on a student's enrolment date and the nominated course duration at the time of the student's enrolment.
- **Course Extension**- a Course Extension provides students with an extended period to complete their course past the Course End Date.
- **Course Start date** (enrolment date) is the date on which all the following conditions have been met:
  - You have accepted AIM's terms and conditions via DocuSign,
  - You have received your login details to the Learning Portal (myAIM),
  - You have access to the Learning Portal and can review the first module.
- **Course Transfer** - refers to an internal transfer to another accredited course that is currently offered by AIM and that is accepting new student enrolments.
- **Provisional Enrolment Period** - refers to the five (5) business day (cooling off) period from the enrolment start date to allow a student to review the course and confirm it meets their needs. Refunds are not payable after the Provisional Enrolment Period.
- **Special Consideration** - in deciding on, for example, requests for course extensions, special consideration allows for review of the circumstances which the student alleges were not the fault of the student, impacted on them, and made it impracticable for them to complete the course.
- **Training Product** - a nationally recognised training package qualification, skillset, unit of competency, or accredited course qualification, skillset, unit of competency, accredited course
- **Withdrawal**- refers to a student withdrawing from their course for various reasons and completing the Withdrawal form. Formally withdrawing enables a student to reapply to study in the future if desired. A withdrawal does not guarantee a refund.

## 5.0 REFERENCES AND ASSOCIATED INFORMATION

- Admissions Policy and Procedure
- Complaints and Appeals Policy and Procedure
- Course fee Refund Policy
- Credit and Recognition of Prior Learning Policy and Procedure

- Student Code of Conduct
- Standards for Registered Training Organisations (RTOs)
- [VET Student Loans Act 2016](#)
- VET Student Loans Tuition Fee and Refunds Policy
- VET Student Loans Withdrawal and Re-Credit Procedure
- [VET Student Loans Progression Form Fact Sheet](#)
- [VET Student Loans Information Booklet](#)

## 6.0 POLICY/PROCEDURE OWNERSHIP

Policy Owner	Executive Director AIM
Status	Reviewed in August 2024
Approval Authority	CEO
Date of Approval	2 September 2024
Effective Date	9 September 2024
Implementation Owner	Head of Academic Delivery VET
Maintenance Owner	VET Compliance and Operations
Review Due	1 August 2026
Content Enquiries	Yelena Almeida <a href="mailto:yelena.almeida@aim.com.au">yelena.almeida@aim.com.au</a>

## 7.0 AMENDMENTS

Version	Amendment Approval (Date)	Amendment Made By (Position)	Amendment Details
S1.6- P 1.0	13 September 2022	VET Compliance and Operations Manager	Update of policy as per Scentia governance review and templates
S1.7 - P1.1	20 April 2023	VET Compliance and Operations Manager	Changes to extension information due to course duration changes
S1.8 - P1.2	13 October 2023	VET Compliance and Operations Manager	Updated with reference to VET Student Loans
A1.9-P1.3	2 September 2024	VET Compliance and Operations Manager	Separation of Course Fee refund from Deferral, Transfer, Extension, and Withdrawal policy and procedure