

POLICY: S1.8

WITHDRAWAL, DEFERRAL, EXTENSION, TRANSFER AND REFUND

1.0 INTRODUCTION

1.1 Context

The Australian Institute of Management Education and Training (AIM) is a Registered Training Organisation offering nationally recognised training. AIM provides Training Products in a range of areas such as Project Management, Human Resources, Leadership and Management.

1.2 Purpose

This policy provides the principles which govern student withdrawal, deferral, extensions, transfers from AIM courses and refund of fees paid by students. The related processes are outlined in the Withdrawal, Deferral, Extension, Transfer and Refund Procedure.

1.3 Scope

This policy applies to all prospective students and current students enrolled in AIM's nationally recognised Training Products including where a student accesses government funding or traineeships. This policy applies to all AIM staff and third-party staff involved in processes related to student administration and refunds.

1.4 Scope Exceptions

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

2.0 RESPONSIBILITIES

1. All those referred to under the Scope of this policy are responsible for complying with the terms and its procedure.
2. Specific responsibilities are provided in the AIM Withdrawal, Deferral, Extension, Transfer and Refund Procedure.

3.0 POLICY

3.1 Principles

1. AIM provides prospective and enrolled students with the terms and conditions of their enrolment, including clear information on withdrawal, deferral, course extensions and

transfers, and fee refunds. VET Student Loan students must refer to the specific information related to VSL including Enrolment, Withdrawal and Re-credit.

2. AIM complies with the Standards for Registered Training Organisations (RTOs) 2015 including the Clauses 5.1 to 5.3 related to informing and protecting students.
3. AIM complies with the relevant national and state legislation covering fair trading, competition and consumer affairs.
4. Fees are payable for all AIM Training Products and students are provided with information on course fees and available payment methods prior to enrolment including any applicable fees relating to withdrawal, deferrals, extensions and transfer applications.
5. All requests for withdrawal, deferrals, extensions, transfer and special consideration and refunds must be made in writing to studentsupport@aim.com.au using the appropriate format as determined by AIM and outlined by the Procedure.
6. AIM will acknowledge receipt of the student's request and provide a written outcome of the assessment. Where a student does not submit all required documentation, this may delay the outcome of the assessment.
7. Students are liable for the full fee of the course after the five (5) business day provisional enrolment period has elapsed. The five (5) business day period commences from the time the student is admitted into the course.
8. For students accessing a VET Student Loan, there are different payment conditions. Refer to the [Department of Workplace and Employment Relations VET Information for Students](#) and to the [AIM VSL Information](#) .
9. In certain circumstances AIM may initiate a withdrawal 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.
10. 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.
11. Students may apply for transfer to another AIM Training Product within the Provisional Enrolment Period if the course they wish to transfer to accepts new students and the student meets the entry requirements for that course. If a student transfers within the

five (5) day provisional period, the student will receive a refund if the course they are transferring to is a lower cost. If the student transfers after the five (5) day provisional period and before three (3) months they will:

- a. not receive a refund if the course is of a lower cost; and
 - b. will have to pay the additional cost if the course is higher in cost.
12. Students with a VET student loan must refer to the [VET Student Loans Tuition Fee and Refunds Policy](#) and the [VET Student Loans Withdrawal and Re-Credit Procedure to](#) ensure they are aware of their obligations if they wish to change their study due to changes in their circumstances or other events.
13. A Course Transfer may only be granted once by AIM and the Provisional Enrolment Period will not apply to the new course.
14. Students may only apply for deferral after the Provisional Enrolment Period has lapsed and for a period of up to a maximum of 3 months (90 calendar days). VET Student Loan students need to complete a Progression Form of their deferral which temporarily closes the loan until they advise of their return.
15. Students who are unable to complete their course by the Course End date may apply for an extension based on the following conditions:
- a. A Course Extension beyond the Course End date may be granted in unforeseen circumstances at the discretion of AIM.
 - b. The maximum extension period offered by AIM is six (6) months with a monthly fee of \$200;
 - c. Students must apply for a Course Extension using the AIM Application for Course Extension Form. To obtain the form students can contact the Student Support team at studentsupport@aim.com.au and follow the instructions on the form for submission.
 - d. A request for an extension in a superseded course may not be possible.
 - e. Students with a VET Student Loan will need to fund their extension as it is not covered by the loan.
16. In situations where students apply for Special Consideration, they must meet the criteria noted in clause 3.6 of the Procedure and submit appropriate documentation supporting the application.
17. AIM provides students with an appeal process against decisions made under this Policy and its Procedure. Refer to the AIM Complaints and Appeals [Policy](#) and [Procedure](#).

4.0 DEFINITIONS

- **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 provide students with an extended period of time to complete their course past the Course End Date.

- **Course Deferral**- In some circumstances a student may wish to defer their course enrolment or place their course on hold due to unforeseen events which do not allow continued study.
- **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** - An enrolment is provisional for five (5) business days, allowing AIM time to request additional information and for a student to access their course and ensure it meets their requirements. Students are liable for the full fee after the Provisional Enrolment Period.
- **Special Consideration** - allows for review of extenuating 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
- **Withdrawal** - refers to cancelling enrolment in a course. A withdrawal does not guarantee non-liability of fees.

5.0 REFERENCES AND ASSOCIATED INFORMATION

- Academic Integrity Policy and Procedure
- Admissions Policy and Procedure
- Complaints and Appeals Policy and Procedure
- Credit and Recognition of Prior Learning Policy and Procedure
- Student Code of Conduct
- [Standards for Registered Training Organisations \(RTOs\) 2015](#)
- [VET Student Loans Act 2016](#)
- VET Student Loans Tuition Fee and Refunds Policy
- VET Student Loans Withdrawal and Re-Credit Procedure
- Withdrawal, Deferral, Extension, Transfer and Refund Policy

6.0 APPEALS POLICY OWNERSHIP

Policy Owner	Executive Director AIM
Status	Reviewed on July 2022
Approval Authority	Chief Executive Officer
Date of Approval	13 September 2022
Effective Date	26 September 2022
Implementation Owner	Head of Academic Delivery VET
Maintenance Owner	VET Compliance and Operations Manager
Review Due	11 August 2025
Content Enquiries	Yelena Almeida yelena.almeida@aim.com.au

7.0 AMENDMENTS

Version	Amendment Approval (Date)	Amendment Made By (Position)	Amendment Details
S 1.6	13 September 2022	VET Compliance and Operations Manager	Update of policy as per Scentia governance review and templates
S1.7	20 April 2023	VET Compliance and Operations Manager	Changes to extension information due to course duration changes
S1.8	13 October 2023	VET Compliance and Operations Manager	Updated with reference to VET Student Loans