

POLICY: S1.9

DEFERRAL, TRANSFER, EXTENSION AND WITHDRAWAL

1.0 INTRODUCTION

1.1 Context

The Australian Institute of Management Education and Training (AIM) is a Registered Training Organisation offering nationally recognised training.

1.2 Purpose

This policy provides the principles that govern student deferrals, transfers, extensions, and withdrawals from AIM courses. The related processes are outlined in the Deferral, Extension, Transfer and Withdrawal 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 Deferral, Extension, Transfer and Withdrawal 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 deferrals, course transfers and extensions, and withdrawals. 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 related to informing and protecting students about changes to their study.
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 deferrals, transfers, extensions, and withdrawal applications.
5. For students accessing a VET Student Loan, there are different payment conditions. Refer to the Department of Workplace and Employ Relations VET Information for Students and to the AIM VSL Information.
6. All requests for deferrals, extensions, transfers, withdrawals, and special consideration must be made in writing to studentsupport@aim.com.au using the AIM form and outlined by the Procedure.
7. AIM will acknowledge receipt of the student's request and provide a written outcome of the request assessment. If a student does not submit all required documentation, this may delay the outcome of the assessment.
8. 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.

3.2 Deferrals

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. AIM will grant a deferral of up to a maximum of three (3) months (90 days).
3. Students cannot apply for a deferral once their original end date has passed.
4. VET Student Loan students need to complete a Progression Form of their deferral which temporarily closes the loan until they advise of their return.

3.3 Extensions

1. 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. Students must apply for a Course Extension at least one month before the course end date 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.

- c. A request for an extension in a superseded course may not be possible.
- d. Students with a VET Student Loan will need to fund their extension as it is not covered by the loan.

3.4 Transfers

1. 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.
2. A transfer request may not always be granted and will depend on course availability and student eligibility.
3. The point at which the transfer request is made may have a financial impact on students and students are encouraged to seek advice from Students Services as early as possible.
4. For students who apply for a course transfer within the five (5) business day Provisional Enrolment Period and if the course they wish to transfer to accepts new students and if the student meets the entry requirements for that course, the following applies:
 - a. If the new course fees are higher, the student will be liable for any additional course fees.
 - b. If the course they are transferring to is a lower cost, the student will receive a refund for the difference.
5. If the student transfers after the five (5) business day provisional period and before three (3) months they will:
 - a. not receive a refund if the new course is of a lower cost; and
 - b. will have to pay the additional cost if the new course is higher in cost.
6. A Course Transfer may only be granted once by AIM and the Provisional Enrolment Period will not apply to the new course.
7. In the event of a course transition, resulting in a student withdrawal from one course and enrolment in another, AIM staff will communicate this to students and offer available options in line with the [Transition and Teach-out Policy](#).

3.5 Withdrawals

1. Students seeking to withdraw from their course are encouraged to contact the AIM Student Support team at studentsupport@aim.com.au prior to applying for withdrawal to clarify their rights and responsibilities in relation to 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. Administration fees and other non-tuition fees as specified by AIM are non-refundable at all times.
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. 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.

3.6 Withdrawal/Cancellation

1. In certain circumstances AIM may initiate a withdrawal or cancellation of a student's enrolment.
2. AIM may cancel a student enrolment for the following reasons:
 - 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.

A student whose enrolment is cancelled by AIM, and who wishes to enrol with AIM in the future may need to demonstrate that circumstances have changed that led to the original cancellation.

3.7 Special consideration

1. Students can apply for Special Consideration if their circumstances change, and it impacts their studies leading to a request for course deferral, extension, transfer, or withdrawal. Each application for Special Consideration is assessed on a case-by-case basis.
2. For Special Consideration to be granted, AIM must be satisfied that the circumstances:

- a. were not pre-existing conditions and were beyond the student's control AND
- b. did not make their full impact on the student until on or after the enrolment commencement date AND
- c. made it impracticable for the student to complete their course or unit.

3.8 Appeals

1. 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

- **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 start date** - is the date on which all the following conditions have been met:
 - The student has accepted AIM's terms and conditions via DocuSign,
 - The student has received their login details to the Learning Portal (myAIM),
 - The student has access to the Learning Portal and can review the first module.
- **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 Deferral** - In some circumstances, a student may wish to defer their course enrolment or place their course on hold due to unforeseen events that 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 a student to access their course and ensure it meets their requirements. Refunds are not payable 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 a student withdrawing from their course 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

- Academic Integrity Policy and Procedure
- Admissions Policy and Procedure
- Complaints and Appeals Policy and Procedure
- Credit and Recognition of Prior Learning Policy and Procedure
- Course Fee Refund 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

6.0 APPEALS POLICY OWNERSHIP

Policy Owner	Executive Director AIM
Status	Reviewed on August 2024
Approval Authority	Chief Executive Officer
Date of Approval	2 September 2024
Effective Date	9 September 2024
Implementation Owner	Head of Academic Delivery VET
Maintenance Owner	VET Compliance and Operations Manager
Review Due	1 August 2026
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

S1.9	2 September 2024	VET Compliance and Operations Manager	Separation of Course Fee refund from Deferral, Transfer, Extension, and Withdrawal policy and procedure. Updates to definitions to improve clarity
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