Students Transferring, Deferring or Withdrawing

1.1.1. Withdrawals

If a current student is thinking of withdrawing from study, the student should contact the Ascet Tech student Support Centre for specific support and advice on their individual situation.

If a student wishes to withdraw from a unit/subject or a course, they can do so at any time.

Notification of withdrawal can occur in any written form, including but not limited to email, fax, letter or form.

Key contact details for withdrawal include:

1300 655 544
info@ascet.edu.au
161 Victoria Parade
Collingwood VIC 3066

Ascet Tech ensures there are no financial, administrative or other barriers that would result in a student not being able to withdraw from a VET unit of study on or before the census date.

If, on or before a census date, a student gives notice to Ascet Tech that he or she wishes to withdraw from a VET unit of study or cancel his or her enrolment in the VET unit of study or VET course of study or cancel their request for Commonwealth assistance, Ascet Tech ensure the student is not enrolled in that VET unit of study or VET course of study from the time of notification.

Notification of withdrawal can occur in any written form, including but not limited to email, fax, letter or form.

Enrolment in subsequent units

Where a student is enrolled in a VET unit of study with Ascet Tech and the student withdraws from the unit, Ascet Tech will:

- Write to the student via personal email address (and personal mail address if needed) seeking confirmation whether the student wishes to continue any enrolment in any other VET unit of study forming part of the course; and
- Ensure the student's written permission is provided before commencing an enrolment in a further Unit of Study.

Ascet Tech publishes on its website and make readily available its withdrawal procedures.

Ascet Tech does not charge a student any fine, penalty or fee to allow the student to withdraw from a course or unit of study.
1.1.2. Student Transfer Out Process

If a student elects to transfer to Ascet Tech from another registered training organisation, Ascet Tech provides advice to the student as soon as practically possible.

Where the enrolled student elects to transfer out, Ascet Tech:

- Provides options for continuing training, which may include:
  - Refers the student to relevant government authorities to identify an alternative RTO who can provide Subsidised Training;
  - The enrolled student opting to remain and continue training on an alternate basis or arrangement; or
  - Suggesting an alternative Provider.
- Issues Statements of Attainment/Qualification credentials reflective of their actual training and assessment progress to date;
- Issues an updated Training Plan listing all units of competency where an outcome has been achieved, commenced but not completed and/or not commenced;
- Ensures any refunds owed are paid;
- Return results of any outstanding completed training activities and/or assessments to the student;
- Submits any government reporting required; and
- If the student is an Apprentice or Trainee, follows the process required for the change of RTO named on the Training Contract.

Ascet Tech keeps records of all requests for/notices of discontinuation or keep a file note or log of such requests/notices together with evidence of all discontinuations made including evidence that it fulfilled its obligations above.

1.1.3. Student Transfer In Process

A student transferring in to Ascet Tech is treated as a new student and Ascet Tech carries out all standard enrolment processes.

1.1.4. Students Deferring Training

If a student indicates that they wish to defer their studies, Ascet Tech makes every effort to assist students to continue training where possible.

If a student proceeds with the deferral of their studies, Ascet Tech only permit a deferral of no more than twelve (12) months from the date of receipt of notice from the student.

Ascet Tech advises students of the fee implications of deferring their studies in accordance with the individual’s relevant fee arrangements.

Students who do not recommence studies within a twelve (12) month period of deferral are considered to have discontinued their studies with all records and reports processed as per the discontinuance process below.

Ascet Tech keeps records of all requests for/notices of deferral or keep a file note or log of such requests/notices together with evidence of all deferrals made.

1.1.5. Discontinuing students

If a student indicates they wish to discontinue their studies without completing their course, Ascet Tech ascertains if the reason for discontinuing relates to the performance of Ascet Tech.

If that is the case, Ascet Tech ensure that reasonable efforts are made to address concerns of the student related to the delivery and assessment of training.

If a student proceeds to discontinue their studies, Ascet Tech

- Attempts to obtain formal notification from the student of the date their studies will end;
- Provides any refund of any applicable fee;
- Gives the exiting student a Course Fees Agreement that includes all fees applied and any fees refunded, if applicable;
- Issues the student with a Statement of Attainment and associated transcript for completed units of competency;
- Updates the Training Plan listing all units of competency where an outcome has been achieved, commenced but not completed and/or not commenced;
- Provides the updated Training Plan to the student;
- Returns results of any outstanding completed training activities and/or assessments to the student;
- For Apprentices or Trainees, notifies the relevant AAC and government authorities within 14 days of notification of the discontinuation of training; and
- Finalises any other government reporting requirements.

Ascet Tech keeps records of all requests for/notices of discontinuation or keep a file note or log of such requests/notices together with evidence of all discontinuations made.

1.2. Deferring or Suspending Studies

Ascet Tech enables students to defer or temporarily suspend their studies, including granting a leave of absence, during the course through formal agreement in certain limited circumstances.

To defer or suspend enrolment means to temporarily put studies on hold (adjourn, delay, postpone).

A student may request a temporary deferment or suspension to his or her enrolment on the grounds of compassionate or compelling circumstances. Ascet Tech may also initiate suspension of a student’s enrolment due to misbehaviour of the student.

1.2.1. Deferring or Suspending Studies Process

Ascet Tech only defers or temporarily suspends the enrolment of the student on the grounds of:

- Compassionate or compelling circumstances (for example, illness where a medical certificate states that the student is unable to attend classes); or
- Misbehaviour by the student; or
- At Ascet Tech’s discretion.

Students may apply for deferment or suspension of their studies if they have good reason for doing so (compassionate or compelling circumstances). Ascet Tech may choose to grant or decline any student’s request for deferment or suspension of studies.

Compassionate or compelling circumstances are generally those beyond the control of the student and which have an impact upon the student’s course progress or wellbeing. These could include, but are not limited to:

- Serious illness or injury, where a medical certificate states that the student was unable to attend classes;
- Bereavement of close family members such as parents or grandparents (Where possible a death certificate should be provided);
- Major political upheaval or natural disaster requiring emergency travel and this has impacted on the student’s studies; or
- A traumatic experience which could include:
  - Involvement in, or witnessing of a serious accident; or
  - Witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists’ reports).

Suspension due to misbehaviour

Ascet Tech informs any student of its intention to suspend or cancel the student’s enrolment where the suspension or cancellation is not initiated by the student.

This notification includes that the student has 20 working days to access the registered provider’s internal complaints and appeals process. If the student accesses the internal complaints and appeals process, suspension or cancellation of the student’s enrolment does not take effect until the internal process is completed, unless extenuating circumstances relating to the welfare of the student apply.