

## VSL Cancellation Policy and Procedure

### **Overview**

MVJ Enterprises Pty Ltd t/a Perth College of Beauty Therapy, YES College may cancel a student's enrolment in certain limited circumstances as outlined in this policy and procedure. Where the College initiates the process, the affected student will be informed of the proposed cancellation and given at least 28 days to initiate grievance procedures before the cancellation takes effect.

### **Definitions**

For the purposes of this document the following applies:

**The Act** refers to the *VET Student Loans Act 2016*

**Student/s** refers to all persons enrolled in a unit of study who are, or would be entitled to VET STUDENT LOANS assistance; and

**Potential Students** refers to all persons seeking to enrol in a VET unit of study that meets the course requirements and who are, or would be, entitled to VET STUDENT LOANS assistance.

YES College may cancel a students' enrolment in the following instances:

- Where a student demonstrates serious misconduct in line with the Student Misconduct Policy; or
- It is clear that the student will not meet the requirements of the course or unit of study and has made no reasonable steps to rectify the situation. YES College's student services team are responsible for identifying students in this category and will do so by reviewing attendance records, academic progress records, contacting the student directly and communicating with the students Trainer.

The Operations Manager is the staff member responsible for initiating cancellation procedures.

Where the Operations Manager initiates the process, the affected student will be informed of the proposed cancellation and given at least 28 days to initiate grievance procedures before the cancellation takes effect. The cancellation will not be finalized until all internal and where necessary, external grievance processes have been finalized.

Where the cancellation takes effect before the census day for the unit of study:

- 100% of tuition fees paid for that unit will be refunded to the student; and
- The student will not incur a VET STUDENT LOANS debt.

Where the cancellation takes effect after the census date for that unit of study:

- No refund is applicable; and/or
- The student will incur a VET STUDENT LOANS debt.

### **Records Management**

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Version: 2.0

Implemented: 30<sup>th</sup> August 2019

To be reviewed: 30<sup>th</sup> August 2021

Responsibility: Operations Manager

RTO Code: 0249, CRICOS Provider Code: 03282E

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All details relating to the cancellation will be kept in the students file and retained for a minimum of 5 years.

**Publication**

The *VSL Cancellation Policy and Procedure* will be made available to Students and Potential Students through publication on our website [www.yescollege.com.au](http://www.yescollege.com.au).