

ENROLMENT WITHDRAWAL AND DEFERRAL

1. PURPOSE

This policy outlines Lexmar Services Pty Ltd (Lexmar Training) commitment to ensuring that the withdrawal and deferral processes for student enrolments are handled accurately, efficiently, and in accordance with the Standards for Registered Training Organisations (RTOs). The policy aims to support students in making informed decisions about their educational journey, while ensuring that all procedures related to withdrawals and deferrals are transparent, timely, and compliant with relevant legislative and regulatory requirements.

2. SCOPE

This policy forms part of Lexmar Training's Quality Management System and applies to all students enrolled in any training program offered by Lexmar Training, and to all staff involved in the administration, management, and support of the enrolment, withdrawal, and deferral processes.

3. POLICY STATEMENT

Lexmar Training is committed to supporting the diverse needs and circumstances of our students by offering flexible options for withdrawal and deferral from their studies. We recognise that students may encounter personal, professional, or academic challenges that necessitate such decisions, and we aim to provide a supportive process that respects these individual needs.

Lexmar Training will actively work with students to explore all available options to continue their studies where possible. A range of student support services will be made available to assist those who indicate their intent to withdraw or defer, ensuring that they are fully informed of their options and the implications of their decisions.

When considering an application to withdraw or defer studies, the following criteria will be met:

- Students must submit a formal written notice of withdrawal or deferral, including a reason for their decision and the effective date.
- Students may be required to settle any outstanding fees in accordance with the **Fees and Refunds Policy Procedure**.
- Students may be eligible for a refund based on the criteria outlined in the **Fees and Refunds Policy Procedure**.
- Students will be provided with a Statement of Attainment for all units where competence has been achieved within 30 days of notification.
- Students will also receive results of any completed assessment activities.

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This policy ensures that the withdrawal and deferral processes are managed fairly, transparently, and in compliance with regulatory requirements.

4. PROCEDURES

Students who wish to withdraw from their enrolment are required to first discuss their decision with Lexmar Training staff, preferably their trainer or assessor. This initial consultation aims to explore the reasons for withdrawal and identify any potential support mechanisms that could assist the student in continuing their studies.

Lexmar Training staff will proactively work with the student to identify challenges and provide appropriate support, including access to academic, personal, or financial counselling. The goal is to encourage the student to defer their studies rather than withdraw, thereby allowing them the opportunity to return to their studies when circumstances permit.

4.1 Deferrals

- a) Students may defer their studies for a period of up to 12 months. Lexmar Training will inform students of the approach of the end date of deferral and provide the necessary support services to allow the student to continue with their learning.
- b) Applications for deferral must be made in writing within 10 working days of the planned start date to lexmarservices@outlook.com. The student remains responsible for all fees, charges, and debts applicable to their program at the time of deferral.
- c) Students who do not recommence training within the 12-month period will be withdrawn from their enrolment as per the procedure below and no financial credits will be applicable.

4.2 Withdrawal Prior to Commencement of Course

- a) Students may withdraw from a program for which they are enrolled, up to three (3) days prior to commencing any learning and/or assessment activities taking place. In this instance, a refund of the full course fees will be made (less a non-refundable administration fee).

4.3 Withdrawal After Commencement of Course

- a) If the program for which a student is enrolled has already commenced, no refund will be granted, and student's may be required to pay any outstanding balance in accordance with Lexmar Training's **Fees and Refund Policy Procedure**.

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4.4 Withdrawal Due to Illness or Hardship

- a) In circumstances of illness and/or extreme hardship, students may withdraw from their program and may be entitled to a pro-rata refund. A written application must be submitted, and the situation discussed with the Lexmar Training.
- b) Any applicable refund will be calculated for the units of study that have not yet commenced only under the following conditions:
 - i. Satisfactory evidence for withdrawal due to illness or hardship must be provided to obtain a refund.
 - ii. A non-refundable administration fee will be deducted from any eligible refund.
 - iii. An application for withdrawal must be made in writing within 10 working days of the planned withdrawal date to lexmarservices@outlook.com
 - iv. Any refund applicable is at the discretion of Lexmar Training.
- c) Deferrals will not be eligible for a refund, however, a credit may be applied and calculated for the units of study that have not yet commenced in accordance with the conditions above.

4.5 Cancelling a Student's Enrolment

- a) Lexmar Training may cancel a student's enrolment under specific circumstances including where the student has:
 - i. Made unsatisfactory progress and all avenues of engagement have been exhausted.
 - ii. Not met the requirements for satisfactory attendance – 80% attendance required.
 - iii. Is not attending the required sessions and has become uncontactable (at least three (3) attempts to contact will be made).
 - iv. Had disciplinary action arising from misbehaviour in violations of the **Code of Conduct** outlined in the **Student Handbook**.
 - v. Not paid the required amount of course fees and/or has defaulted in payments due.
- b) Lexmar Training will inform any student of the intent to cancel their enrolment, as soon as practicable. At which time the student will be provided with 28 days to respond before the cancellation takes effect.

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4.6 Transferring Subsidised Students

- a) Subsidised Students may elect to transfer their enrolment to another training provider. In these cases, we will endeavour to identify alternative providers and will refer students to the relevant training authority.
- b) Students will be issued with a statement of fees and any refund applicable in accordance with Lexmar Training's **Fees and Refund Policy Procedure**. Students will also receive a copy of their training and assessment plan listing all units achieved, completed / commenced and not completed/commenced. Assessment results will also be returned.
- c) A Statement of Attainment recording all successfully completed units will be issued to students within 30 days of their transfer.
- d) In the rare occasion that Lexmar Training must transfer a student to another training provider, the student will be informed as soon as practically possible.

4.7 Student Guarantee

- a) In rare occasions, Lexmar Training may be required to cancel a planned program. In cases such as these, students enrolled at the time of the cancellation announcement will have all fee paid to date refunded.
- b) Students who may have already been assessed as competent for some units in the program will be issued a Statement of Attainment for these units and the cost of issuing the statement(s) will be deducted from the refund total.

5. VARIATIONS

Lexmar Training reserves the right to modify this policy as necessary to comply with changes in legislation or organisational needs.

6. DEFINITIONS

As defined in the Quality Management Strategy.

7. RELATED DOCUMENTS

- Student Enrolment Policy Procedure.
- Delivery of Training Policy Procedure.
- Fee and Refunds Policy Procedure.
- Code of Conduct.

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