

Student Variation to Enrolment Policy and Procedure

Date of Implementation – 5 January 2026

Authorisation - Chief Executive Officer

Policy

Withdrawal/Discontinuing

If a current student is thinking of withdrawing/discontinuing from study, the student should contact Rise Education and Training Student Support Team 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 by completing the *Variation to Enrolment Form*.

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

Rise Education and Training ensures there are no financial, administrative or other barriers that would result in a student not being able to withdraw from a course or unit *on or before the withdrawal without penalty /14 day cooling-off period*.

If, on or before a withdrawal without penalty / 14 day cooling-off period, a student gives notice to Rise Education and Training that they wish to withdraw from a course or unit or cancel his or her enrolment in the course or unit, Rise Education and Training ensures the student is not enrolled in that course or unit from the time of notification.

Enrolment in Subsequent Units

Where a student is enrolled in a course or unit with Rise Education and Training and the student withdraws from the unit, Rise Education and Training 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 unit forming part of the course; and
- Ensure the student's written permission is provided before commencing enrolment in a further unit.

Student Transfer Out Process

If a student elects to **transfer to** Rise Education and Training from another registered training organisation, Rise Education and Training provides advice to the student as soon as practically possible.

Where the enrolled student elects to **transfer out**, Rise Education and Training:

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, once all fees are paid pro rata;
- 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.

Rise Education and Training keeps records of all requests/notices of discontinuation or keeps a file note or log of such requests/notices together with evidence of all discontinuations made including evidence that it fulfilled its obligations above.

Extension/Deferment of Training

Students are allocated target dates for completing the units of competency. If the student is having difficulties achieving the timeframes, the student can apply for an extension/deferment of study. Any applicant and enrolled student wishing to be considered for a course extension/deferment must complete the *Variation to Enrolment Form* which will be forwarded to Rise Education and Training CEO for review.

Students can apply for a maximum of 3 months extension. Rise Education and Training may apply an additional delivery and assessment fee of \$100 per month for the extension/deferment, which is set to cover administration and training costs associated with course individual support plans, additional training and assessing.

Extension to Course Completion Date

If a student indicates they wish to apply for a full course extension, the student must apply at least one (1) month prior to the end date of the course. Rise Education and Training retains records of all requests for extensions or keeps a file note of such requests/notices together with evidence of all extension requests made. If a student proceeds with the extension of their studies, Rise Education and Training only permits an extension of no more than two (2) months from the receipt of *Variation to Enrolment Form*.

Rise Education and Training advises students of the fee implications of extension/deferment of study in accordance with *Rise Education and Training Fees Incidental Fees and Charges Schedule – extension/deferment fee*.

Rise Education and Training Right to Cancel Enrolment without Notice

Rise Education and Training have the right to cancel an enrolment without notice, withdrawing the student, if after the extension/deferment period has expired, and the student has not completed the qualification. Students will be deemed to have discontinued their studies with all records and reports processed as per the discontinuance process below.

Discontinuing Student

If a student indicates they wish to discontinue their studies without completing their course, Rise Education and Training ascertains if the reason for discontinuing relates to the performance of Rise Education and Training. If that is the case, Rise Education and Training ensures 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, Rise Education and Training:

- 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 Payment Plan 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.

Rise Education and Training retains records of all requests/notifications of discontinuation (*Variation to Enrolment Form*) or keep a file note or log of such requests/notifications together with evidence of all discontinuations made.

Suspended Enrolment

Where a student is suspended from their enrolled course, no fees will be refunded until Rise Education and Training and the student makes a decision to either continue (no fees will be refunded) or withdraw (partial refund based on the balance of fees remaining against the fees paid to date).

Where Rise Education and Training makes a decision NOT to refund a student's full or partial fees and charges, the decision may be reviewed through Rise Education and Training *Complaints and Appeals Policy and Procedure*.

Rise Education and Training publishes on its website and makes readily available this Student Variation to Enrolment Policy and Procedures.

Key contact details for Variations to Enrolment include:

Student Support Team
07 3108 4133



RTO ID 91823

Publication

This policy is available through publication on the website, www.riseeducation.com.au and in summary within the Student Handbook.

Government Related Documents

Skills Assure Program Schedule 2 – School Based Apprenticeships and Traineeships (SATs)

Skills Assure Program Schedule 3 – Career Start

Skills Assure Program Schedule 4 – Career Boost

Skills Assure Program Schedule 5 – Continuing Students

Skills Assure Program Schedule 7 – Free Apprenticeships for Under 25s

Skills Assure Supplier Policy 2025-2028

Skills Assure Supplier Audit Evidence Requirements 2023-2025

Related Documents

SUPPORTING DOCUMENT Student Handbook

SUPPORTING DOCUMENT Course Payment Plan Agreement

SUPPORTING DOCUMENT Student Variation to Enrolment Form

SUPPORTING DOCUMENT VET Delegation/Responsibility Register

Associated Policies and Procedures

POLICY AND PROCEDURE Commitment to All Legislative and Regulatory Requirements

POLICY AND PROCEDURE Complaints and Appeals

POLICY AND PROCEDURE Access and Equity

POLICY AND PROCEDURE Fees Charges and Refund

Responsible Officer

The responsible officer for the implementation and training for this Policy and Procedure is the Chief Executive Officer.

Document History and Version Control

Version	Date Approved	Approved By	Brief Description
1.0	5 January 2026	CEO	Newly Developed Policy ARCHIVED Student Withdrawals, Deferments, Extensions and Refunds Policy and Procedure