

Procedure Name:	Withdrawal /Extension or Change of course Procedure
Document Number:	V1.4.03 PRO
Approved by:	Course Coordinator VET
Last Approval Date:	April 2022
Review Date:	April 2024
Audience:	UQ College Staff, Students and Community
Contact Officer:	Course Coordinator VET
Related Documents:	Withdrawal/ Extension/ Change of course POLICY Withdrawal/Extension/ Change of course Form

1. Purpose and Objective

The purpose of this policy is to provide UQ College students and staff clear information about the position in relation to course withdrawal, Extension or change of course requests and refund status.

2. Procedure Scope/Coverage

This procedure details how withdrawal and extension/change of course requests applications will be processed. This procedure applies to all the programs of vocational education training conducted by UQ College.

3. Definitions

Withdrawal – Students have the right to voluntarily withdraw from the qualification/course within the enrolment period.

Extension request- circumstances beyond the control of the student may prevent the timely completion of course. **Submission** Course extensions will not be granted to a student unless student can demonstrate genuine evidence to warrant the extension. Examples may include:

- sudden illness or disability
- death of a close family member (parent, sibling, spouse, or child)
- A natural catastrophe etc.

Change of course – student requesting to change from one qualification to another

. Procedure Statement

4.1 Information for Student

- Students may submit their formal withdrawal or extension/change of course request using the application forms or via email
- It is essential that you include:
 - a. a detailed explanation of why you are requesting to withdraw from, or extend or change your course
 - b. Any documentary evidence to support this request e.g. medical certificate etc. (applies only to extension request)
- Course Coordinator will evaluate the:
 - a. content of the information supplied by you in the application including any attached evidence
 - b. any relevant information contained within your student record
- The Senior Academic Manager Foundation and VET Programs or Course Coordinator VET may further investigate the request and may ask for additional evidence.
- A decision in-line with this policy no later than 10 days from the date the original student request to withdraw/extend/change course, with the required documentation, was received and update the student record in the SMS and provide formal written notification to the student of the outcome
- If the withdrawal application is approved, then the college administration coordinator will arrange for the issuance of any Statements of Attainment for course units already completed as necessary.
- Where outstanding fees are payable by you, the UQ College will arrange for a final invoice to be issued to you. No Statements of Attainment will be issued for course units already completed until any outstanding payment is made
- VET Course coordinator will update the student record within the SMS with all relevant information and attach any final summary reports of the outcome.

4.2 Approval

- The Senior Academic Manager Foundation and VET Programs will assess the application based on evidence provided by the student
- The Course Coordinator VET may do a confirmation check of authenticity of evidence. The documentation will be recorded on SMS.
- The student will be advised of the outcome in writing within ten business days from date the form or email/letter is received.
- Students who opt to cancel or withdraw from the UQC VET program will receive notification from the Course Coordinator VET that they might lose complete access to all UQ/UQC services/products if they confirm to cancel/withdraw.
- The Course Coordinator VET will coordinate with the UQC technical team for the below:
 - a. Inform the UQC technical team to update the student status as “Archive” in UQC database to stop the student from accessing UQ services including UQ Blackboard
 - b. The UQC Technical team will develop a process/guideline to initiate removing student access from UQC O365 and download/backup the PST files – storage means to be determined
- All communication and correspondence will be recorded on SMS

Version History				
Review Period:		2 years from date of last approval		
Version Number:	Approved by:	Approval Date:	Effective Date:	Sections Modified:
1.0	VET Program Coordinator	16.04.2019	16.04.2019	Approval of new procedure
2.0	Senior Academic Manager Foundation and VET Programs	23.03.2022	23.03.2022	Change in position names to align to organisational chart