SUSPENSION OF ENROLMENT AND TRANSFER BETWEEN PROVIDERS

SUSPENSION OF COURSE ENROLMENT and TRANSFER BETWEEN PROVIDERS BY THE INSTITUTE

1   TIV may choose to defer, temporarily suspend a student's enrolment on the following grounds:

  (a)   compassionate circumstances
  (b)   compelling circumstances;
  (c)   misbehaviour by the student; or
  (d)   personal critical events including natural events such as tsunami, earthquake.

The same process will be followed as specified in Policy and Procedure for Deferring or Suspending Enrolment by the Students and Cancellation/Termination of Course by the Students

2   For Students applying to transfer to TIV from other education providers

TIV Delegate will proceed following the normal process of enrolment. In general, the process is as follows:

  * TIV Delegate will conduct Pre-Training Interview with the student
  * The result of the Pre-training Interview will determine the acceptance of the student in the Institute
  * Administration Officer will request from student to provide a copy of Statement of Attainment to determine course credit and will be assessed in accordance with the course credit procedure.

For more details, please refer to Policy and Procedure Student Admission at TIV Clause 9 of PPM.

3   For Students who want to transfer to another provider prior to completing their course at TIV must follow the procedure

  * Student to formally apply for a withdrawal by completing the Application to Defer, Suspend or Cancel Enrolment (Form 054) and submit to the Domestic/VTG Department.
  * Domestic/VTG Manager will process the application and ensure that all paperwork and fees are cleared
  * Student will be required to fill in a Request Form (Form 081) to process the Statement of Attainment.
  * Once completed, Statement of Attainment will be printed and sign off by the CEO.

- For Students under VTG Funding contract, relevant student data will be updated on SVTS

4   TIV may also transfer students to another provider due to the following:

- Course withdrawn byT IV (Before the agreed start date)
- TIV is unable to provide the course after course start date (for which the original offer was made)
- TIV closes or ceases to deliver any part of the training product that the student is enrolled in
- The course is not provided or not provided fully to the student because the Institute has a sanction imposed by a government regulator (e.g. ASQA or Skills Victoria) due to suspected breach, breach or irregularity among others.
- The course is not provided or not provided fully to the student because the Institute Funding Contract is terminated for reasons such as but not limited to breach, fraudulent acts or Institute's insolvency.

5   In such above cases mentioned in 4, TIV will ensure to assist students in transferring to another provider.

- A cancellation form will be completed by the students and processed by the Domestic/VTG Department
- Refunds will be made to Students in accordance with the Refund Policy
- If applicable, Statement of Attainment will be processed
- For Students under VTG Funding contract, relevant student data will be updated on SVTS

STUDENT OPTIONS

In relation to the actions taken in above, the following options are available.

1   If TIV chooses to defer, temporarily suspend or cancel a student's enrolment, then the Domestic/VTG Manager will:

(a) inform the student of the Institute's intention; and
(b) inform the student that they have 20 working days to access the complaints and appeals process procedure; and
(d) record the details on the student's file.

2   If the student does not access TIV complaints and appeals process, then the Domestic/VTG Manager will terminate the student enrolment, noting the details on the student's file. Information on SVTS will also be updated.

3   Should the student decide to access the complaints and appeals process, the suspension or cancellation will not take effect until the process is completed.

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