

13.2 Withdrawal, Deferment, Termination of Enrolment or Cancellation.

This section of the handbook gives guidance on Basair Aviation College's policies and procedures for the following scenarios;

- **Withdrawals;** When a student who has commenced a course of study decides that they do not want to continue with the course.
- **Deferment;** When a student who is currently studying decides that they would like to postpone their study for a defined period of time (a return date is required.)
- **Termination of Enrolment;** When a student's enrolment in the course is terminated by the College due to the student failing to meet the required benchmarks of the course, overdue tuition fees, the student becoming disengaged with the course or unacceptable misconduct.
- **Cancellation;** When a student was enrolled in a course that has not yet started and the student decides they do not want to commence the course.

13.2.1 Withdrawal

We recognise that the Diploma of Aviation courses can be challenging, and that students frequently have complex and busy lives outside of the College. Therefore, sometimes students can feel overwhelmed by the course demands and decide to withdraw from the course.

If a student is considering withdrawing, we recommend they initially discuss this with their instructor before finalising their decision (but be conscious of any approaching Census Date and try to decide either way before that date.) We hope that all students that come through our front door graduate from the course and go on to have successful careers in aviation. If a student is struggling, then there may be ways the College or their instructor can provide assistance.

If a student does decide to withdraw from a course, they should follow the procedure;

- Complete the withdrawal form located at;
 - <http://www.basair.com.au/ContentImage/files/Cancellation%20of%20enrolment%20form%20for%20website.pdf>
- Email the completed form to enrol@basair.edu.au
- The withdrawal date will be the later of either the date the withdrawal form is received via email, or the date the student has nominated as the withdrawal date on the form.

Withdrawal of Students Accessing Vet Student Loans

Basair Aviation College is committed to ensuring there are no financial, administrative or other barriers preventing students enrolled in a VET course of study from withdrawing before or on a Census Date.

When a student's withdrawal date is ***before or on the Census Date***, the student;

- Will not incur a Vet Student Loan debt for that unit of study.
- Will receive a refund, without having to apply for one, for any up-front tuition fee payment on or before the Census Date for the specified unit of study from which they are withdrawing.
- Will not be charged an additional penalty or fee to allow them to withdraw from a VET unit of study.

When a student withdraws from a unit of study ***after the relevant Census Date***, the student will not be eligible for any refund for tuition fees paid for that Unit of Study. However, they will avoid incurring tuition fees and / or Vet Student Loans debt for any further Units of Study in the course.

Re-enrolment in a VET unit of study

Basair Aviation College will not enrol students who have previously withdrawn into either a previously commenced VET unit of study or any subsequent units of study without written instruction from the student. Students who wish to re-enrol after previously withdrawing from a course are required to email enrol@basair.edu.au and state their request to re-enrol and specify their planned return date to training and the unit(s) of study for which VSL is requested.

Withdrawal of International Students

Basair Aviation College's refund policy for students on a student visa is as follows. Please note that it applies to those who have not been deemed ineligible for a refund due to the breaching of conditions on their visa or students who have had their enrolment cancelled by Basair Aviation College due to poor course progress, misconduct or disengagement from the course..

- Students are not eligible for a refund where ESOS tuition assurance arrangements have been activated and the student has elected the ESOS course assurance option for that study period
- Students are eligible for a refund of all tuition fees paid for a study period if they formally withdraw from the course on or before the Census Date for that study period
- Where a student withdraws from a study period after the relevant Census Date, the student will not be eligible for any refund for tuition fees paid for that study period
- The Census Date for each study period is included in the letter of offer to the student

All refunds will be paid to the bank account nominated by the student within 20 working days.

13.2.1 Student Deferment.

Students are permitted to defer the commencement of a Unit of Study, however they are required to complete the courses within the following time-lines;

- Diploma of Aviation (Commercial Pilot Licence) – Full Time : within 2 years from commencement.
- Diploma of Aviation (Commercial Pilot Licence) – Part Time : within 3 years from commencement.
- Diploma of Aviation (Instrument Rating) – Full Time : within 1 year from commencement.
- Diploma of Aviation (Instrument Rating) – Part Time : within 18 months from commencement.
- Diploma of Aviation (Instrument Rating) – Full Time : within 5 months from commencement.

To request a deferment, students need to complete the request form located at;

13.2.2 Termination of Enrolment

Basair Aviation College may terminate the enrolment of a student from a course due to;

- A student failing to achieve the benchmarks set for a Unit of Study, or
- A student's tuition fees are overdue, or
- A student has become disengaged in the course and their attendance is not satisfactory (see section on Attendance in this Handbook for more information),
- Misconduct by the student (see section on Misconduct in this Handbook for more information)

The benchmarks for each Unit of Study are listed in the student's Letter of Offer and in the course section of this Student Handbook.

The purpose of the benchmarks is to provide an indication of a student's likelihood of success in a career in aviation. If a student is not able to achieve the performance level set in the benchmark (for example, to achieve 3rd Solo within 25 hours) then it is less likely that the student will be successful in pursuing a career in aviation compared to a student that achieves the benchmarks. The College will therefore suspend a student's enrolment in the course to avoid the student from incurring tuition fees when they are less likely to get an economic return from.

Termination of Enrolment from Basair Aviation College does not prohibit a student from pursuing an aviation course at another provider.

Termination of Enrolment Process

If it is determined that the student's enrolment in the course should be terminated for one of the reasons listed above, the student will be sent a letter of intent to terminate their enrolment.

The letter will;

- Include a brief summary of the reasons for concern and any intervention process.
- Include a date when enrolment will be closed, to give students at least 28 days to initiate grievance procedures before the termination of enrolment takes final effect.
- Be signed by either the CEO, Chief Pilot / COO or the HoO (Head of Operations).
- Be scanned and emailed to the students email address and the original copy will be sent to the student's mailing address via registered post.

The cancellation of a student's enrolment will take final effect only after any grievance procedures initiated by the student have been completed.

Appealing a Decision to Terminate Enrolment

Students will be given 28 days to decide if they would like to appeal the College's decision to terminate their enrolment.

If a student decides that they would like to appeal the decision, the student should follow the Grievance and Appeals process outlined in this Handbook. This process must be commenced before the expiry of the 28 day notice period.

If a student does not appeal the decision to have their enrolment terminated, then the student will receive a letter after the expiry of the 28 day notice period to confirm their enrolment has been terminated.

Refund / Re-Credit of Tuition Fees after Enrolment is Terminated.

Basair Aviation College will either refund tuition fees paid by the student or re-credit their Vet Student Loans account an amount equal to the value of any portion of training in the relevant Unit of Study that was not scheduled for the student prior to the termination.

Note that refunds and re-credits will not be given for sessions (flights, briefings, lectures, assessments) which were booked for the student but that the student failed to attend. Refunds and re-credits will only be given for sessions where there was not a booking for a curriculum session made prior to the termination.

The refund / re-credit will be done within 20 days after the termination of enrolment.