Community College Services

Approved reasons

D1 Approved reason for non-attendance due to exceptional circumstances includes

D1.1 Illness or disability
D1.2 Death of a close member of the student’s family
D1.3 Financial hardship

D2 For full time on campus students (4-5 days a week required attendance) the designated period would be two consecutive scheduled class attendance weeks.

D3 For student with classes scheduled on a weekly basis, where applicable, the designated period would be four consecutive scheduled class attendance weeks from date of course commencement.

D4 For students who enrol after the commencement of the course, with classes scheduled on a weekly basis the designated period would be two consecutive scheduled class attendance weeks from student’s commencement date.

D5 For students scheduled to attend in blocks, where applicable, the designated period would be two scheduled blocks.

D6 For Flexible Delivery students with classes scheduled on a weekly basis the designated period would be four consecutive scheduled class attendance weeks from student’s commencement date.

Withdrawing from courses

E1 Students are informed of the withdrawal process during the enrolment process, at orientation programs and when students announce their possible departure.

E2 The withdrawal of a student from a course delivered by MADEC may be either student or MADEC initiated.

Student Initiated Withdrawal

E3 Students requests for a withdrawal form from their teacher.

E3.1 If the student fails to attend scheduled classes during the designated period and fails to provide proof of an approved reason, the relevant teacher will advise the student of the Withdrawal Policy regarding student’s attendance and supply the Withdrawal Form if required. A standard letter may be used for this purpose.

E3.2 If the student provides proof of an approved reason and wishes to continue with training, they may continue in the course.
E3.3 If the student fails to provide proof or fails to submit a Withdrawal Form within 15 working days the teacher will complete a Withdrawal Form on the student’s behalf and forward to the Student Records Officer.

E4 The teacher informs the Community College admin staff to check for students identified as having a payment by instalment intending to withdraw from the course.

E5 The student completes the withdrawal form and returns to the teacher. The teacher ensures that their records are amended regarding withdrawals.

E6 The teacher forwards the completed withdrawal form to the Student Records Officer.

E7 The Student Records Officer forwards the completed withdrawal form for authorisation to the

E7.1 General Manager Operations (or delegate) and

E7.2 Community College Manager

E8 The Student Records Officer shall ensure that the withdrawal form is authorised correctly before processing onto the VETTRAK system.

E9 Where a refund is sought a Refund Form is completed by the student and submitted to the Student Records Officer for evaluation against the MADEC Refund Policy.

E10 The Student Records Officer recalculates the fees and forwards the refund form to the Finance Manager to calculate the refund and adjusts records accordingly.

E11 The Finance Manager prepares a refund cheque payment where applicable and payment is made to the student.

E12 If the refund is not applicable the Student Records Officer will advise the student in a timely manner.

MADEC Initiated Withdrawal

E13 If MADEC cancels a course after students have enrolled the relevant teacher will have the students advised or request the Student Records Officer to advise students in a timely manner.

E14 Withdrawal forms and refund forms are completed on behalf of students and a full refund of all fees associated with the course is made to students.

E15 The Community College Manager is responsible to ensure that prospective participants and relevant staff members are notified when courses are cancelled and customers have been selected, enrolled or placed on a waiting list.

E16 The Community College Manager is responsible to ensure that relevant staff members follow the refund and concession of fees policy when students withdraw from a course.

E17 The Chief Executive Officer may terminate an enrolment as a result of a grievance process where appropriate when disciplinary action and grievance procedures have failed to resolve an issue.
Authority
General Manager Operations

Reviewed By
Custodian of this Procedure