

PROVIDER CANCELLATION OF ENROLMENT PROCEDURE

As an approved course Provider, Contour College (Contour) is committed to offering students a procedure in the event that it is required to cancel a student's enrolment in a course or part of a course.

When Contour is unable to offer a student continued enrolment in a course or part of a course, Contour will:

- (a) inform the student concerned of a proposed cancellation of the course or part of a course
- (b) provide the student with at least 28 days to initiate a grievance procedure before the cancellation takes final effect
- (c) provide for the cancellation to take final effect only after any grievance procedure, initiated by the student, has been completed
- (d) set out the circumstances in which fees for the course, or part of a course, will or will not be refunded.

Students who wish to initiate a grievance procedure should refer to Contour's *Grievance and Appeal Procedure*, which outlines the steps required and can be found on [Contour's website](http://www.contourcollege.com.au) (www.contourcollege.com.au).

A written submission, clearly stating whether the action is related to an academic or non-academic issue, should be completed on the appropriate form as outlined in the Procedure. The appropriate form can be obtained from Student Support or [Contour's website](http://www.contourcollege.com.au) (www.contourcollege.com.au).

Actions initiated under the *Grievance and Appeal Procedure* involve a three stage process.