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## Cancellation, Withdrawal and Deferral Procedure for Students

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### Overview

At Builders Academy Australia (BAA), we understand life can change. This document outlines what cancellation, withdrawal, and deferral mean, how to request them, and what to expect if BAA initiates these actions. We're committed to supporting you through your training journey.

### Definitions

**Cancellation:** Cancelling your enrolment before the course begins.

**Withdrawal:** Leaving your course after it has started.

**Deferral:** Pausing your studies and returning later to continue.

### Who Can Make a Cancellation, Withdrawal or Deferral Request?

You can request a cancellation, withdrawal, or deferral of your enrolment.

In some cases, BAA may initiate a cancellation or withdrawal.

### Thinking About Cancelling Your Enrolment?

If you've enrolled but haven't started your course yet and are thinking about cancelling, it's a good idea to reach out to us first. In some cases, you might not need to cancel—you could transfer to a later intake instead. This can be a great option if you just need more time before starting.

If you've already paid fees, we can discuss whether those can be moved across to your new course start date. Cancelling too close to the start date may affect your eligibility for a refund, so talking with us early gives you the best chance to keep your options open.

Not sure what's best? Contact us to talk it through—we're here to help you make the right decision for your situation.

### Thinking About Withdrawing From Your Course?

If you're considering leaving your course, we understand—sometimes life gets in the way or your goals change. Before you make a final decision, we encourage you to speak with your Trainer or a Student Support Coach. They can help explore options that might keep you moving forward, like extra support, schedule changes, or submitting any final assessments.

If you do decide to withdraw, we'll guide you through the process and explain what it means for your course fees, any government funding you may have received, and how it could affect future study. You may also be eligible to receive a Statement of Attainment for any units you've completed.

Whatever you decide, we're here to help—so don't hesitate to reach out and chat with us first.

## Thinking About Deferring Your Course?

If something in your life is making it hard to continue right now, you may be able to defer your studies for a period of time. At BAA, we'll do our best to help you stay on track—whether that means offering support, adjusting your schedule, or helping you catch up.

If you still feel that deferring is the best option, we'll talk you through any fee implications and what your deferral means for your course. If you don't return to study or need more time away, we'll reach out to check in and help you understand your options moving forward.

## Submitting Final Work Before Withdrawal or Deferral

If you're considering withdrawing or Deferring from your course it's important to know that any units you've commenced but not yet completed will be recorded as withdrawn—unless you're able to submit enough assessment work for us to assess your competency.

Before your withdrawal is finalised, we strongly encourage you to speak with your Trainer or Student Support Coach. They can help identify any outstanding assessment tasks that, if submitted, could allow us to mark the unit and potentially record it as Competent.

Achieving unit competency means:

- You'll receive a Statement of Attainment showing what you completed successfully
- You won't need to re-do those units if you return to study in the future
- It can reduce the time and cost involved if you re-enrol or apply for RPL later

If you're not sure what can be submitted or how to proceed, just reach out—we're here to help you finish what you can.

## Procedure for Student Cancellation, Withdrawal or, Deferral

### How Can You Request a Cancellation, Withdrawal or Deferral?

You can:

- Call us on 1300 534 363
- Email [enquiries@buildersacademy.com.au](mailto:enquiries@buildersacademy.com.au)
- Speak to staff directly

If someone is helping you, such as a parent or support person, they'll need your written permission to act on your behalf.

### What Happens Next?

We'll talk with you to understand your situation and may suggest options to help you stay in your course. Once your cancellation, withdrawal or deferral is confirmed, we'll send you an email. You may be asked to complete a short feedback survey to help us improve our services.

If you defer we'll work with you to set a return date. If you don't return as agreed, we may convert your deferral to a withdrawal. You can always contact us to discuss your options or re-enrol later.

### Refunds and Fee Implications

Eligibility for a refund depends on when you notify BAA. Generally, full refunds are only available if you cancel within the cooling off period. Information on the cooling off period for your program is detailed in your Program Services Agreement. See the Fees, Charges and Refund Policy on our website for full details.

### **Skills First Funding**

If you're studying under the Skills First program, withdrawing may affect your eligibility for future Victorian Government-subsidised training. We'll explain any impacts to you before finalising your request.

Cancellation prior to commencement does not affect your future Funding eligibility.

## **Procedure for Cancellation Withdrawal by BAA**

### **Withdrawal by BAA**

In some situations, BAA may need to withdraw your enrolment:

- Due to misbehaviour resulting in severe breach of BAA's Code of Conduct for Students;
- Non-payment of fees;
- You stop attending classes and we're unable to contact you after multiple attempts
- Ongoing non-submission of assessments;
- You become uncontactable;
- Your program is transitioning to a new program

Before we withdraw your enrolment, we'll try to contact you using all available methods. After the 5th unsuccessful contact attempt, If we still don't hear from you, BAA will communicate with you in writing of our intention to withdraw your enrolment including the reason/s for the decision. You will have 7 days to make contact with BAA before the Withdrawal is actioned.

Remember: we're here to help. If you're struggling, please let us know early so we can support you to stay in your course.

### **Cancellation by BAA**

In some situations, BAA may need to cancel your enrolment:

- You have not attended the induction session and subsequent classes without notifying BAA. BAA staff will aim to contact you and discuss options to commence. Where the reasonable attempts to contact the student fail, the student's enrolment will be cancelled.
- If BAA has not received enough confirmed enrolments to run a course. The decision to cancel a course that has not yet commenced due to low numbers will be made a least one week prior (unless there are unforeseeable issues) by BAA. You will be notified via phone and writing and provided with alternative options. This may include starting the course later, joining a group in a different location or attending via a different delivery method, or going on a waiting list. If you choose not to proceed with an enrolment, fees will be refunded as per the Fees, Charges and Refunds Policy.

### **Refunds and Fee Implications**

Eligibility for a refund depends your individual circumstances. See the Fees, Charges and Refund Policy on our website for full details.

### **Your Right to Appeal**

If you disagree with a decision we've made about your enrolment, you can lodge a complaint or appeal within 20 working days of receiving the decision. Refer to our Grievances, Complaints and Appeals Policy available on the BAA website.

## **Feedback, Complaints and Appeals**

If you ever feel that you've been treated unfairly or are not satisfied with a refund decision, we encourage you to let us know as early as possible.

BAA has a Grievance, Complaints and Appeals Policy that outlines how to provide informal feedback or lodge a formal complaint or appeal. This policy is available on our website. You may choose to remain anonymous.

We treat all feedback with respect and confidentiality, and we aim to resolve issues promptly, fairly, and in a culturally safe manner, accessible to all students and protects students who raise issues. Students may also contact Student Services or their Student Success Coach for assistance in accessing the process.

Our Grievance, Complaints and Appeals Policy is located on the following webpage  
<https://buildersacademy.edu.au/baa-academy-links-and-documents/>

## Further Information

### **What If You're an Apprentice or Trainee?**

If you're an apprentice or trainee, BAA will notify your employer and Australian Apprenticeship Support Network (AASN) provider if your enrolment changes. This is part of our reporting responsibilities and won't affect your current employment without further discussion.

### **What if You're Under 17 Years of Age?**

If you are under 17 years of age and cancel, withdraw or defer, we are required to notify your previous school and the relevant Department Regional Office.

## Need Help?

We're here to support you. If you're unsure or need help:

- Call 1300 534 363
- Email [enquiries@buildersacademy.com.au](mailto:enquiries@buildersacademy.com.au)
- Visit [www.buildersacademy.com.au](http://www.buildersacademy.com.au)

For information regarding refunds, please refer to the BAA Fees, Charges & Refund Policy available on our website.

## Monitoring and Review

This policy is maintained under version control to ensure it remains accurate, relevant, and compliant with all applicable requirements.

It will be formally reviewed on an annual basis by the Compliance Team, in consultation with relevant stakeholders, including Student Support, Training Operations, and Senior Management.

Reviews will ensure that the policy continues to meet the requirements of the Standards for RTOs 2025, Government contracts (e.g. Skills First), and other regulatory or quality frameworks.

In addition to scheduled reviews, this document may be updated earlier in response to:

- Changes in legislation, regulatory standards, or contractual obligations;
- Internal audits or findings from complaints, appeals, or investigations;
- Feedback from students, staff, or third parties that identifies a need for improvement;
- Organisational restructuring or operational changes that affect policy content.

Where relevant, students and stakeholders will be notified of significant changes via internal communications, staff briefings, or updates to the Student Handbook or website.

## Accessibility of Information

BAA is committed to providing support information in accessible formats for students (e.g., plain English, large print, accessible PDFs, translated materials, and formats for assistive technology users).

If required, please speak with your Student Success Coach or Student Services team so we can offer the right support in getting information in an accessible format for you.

We acknowledge the Traditional Custodians of the lands we live on. We pay our respects to all Elders, past and present, of all Aboriginal and Torres Strait Islander nations.