



C-3.6 Withdrawal without academic penalty and with fee reversal procedure

1. Purpose

To set out the processes for [AVA CVP Students](#) to withdraw from a [Course](#) without academic penalty and/or with fee reversal.

2. Scope

This policy applies to all [AVA CVP Students](#).

[Census Dates](#) are published in the [Important Dates](#) section of the AVA CVP website.

3. Procedure Overview

3.1 Withdrawal prior to the Census date

An [AVA CVP Student](#) may withdraw without financial or academic penalty from [Courses](#) prior to the published [Census Date](#).

The incomplete [Course\(s\)](#) from which the [AVA CVP Student](#) withdrew will not contribute to the AVA Chartered Veterinary Practitioner [Accreditation Program](#).

3.2 Withdrawal after the Census Date

An [AVA CVP Student](#) can request a late withdrawal from a [Course\(s\)](#) (i.e., that occurs after the [Census Date](#)). Academic and financial penalties will be applied.

A withdrawal with academic and financial penalty will be recorded against the [Course\(s\)](#) from which the [AVA CVP Student](#) withdrew late and will be included in the assessment of an [AVA CVP Student's](#) measure of progression.

The [Course\(s\)](#) from which the [AVA CVP Student](#) withdrew late will not contribute to the AVA Chartered Veterinary Practitioner [Accreditation Program](#).

3.2 Special Circumstances

An [AVA CVP Student](#) can request to withdraw without financial and/or academic penalty if they can demonstrate that exceptional circumstances beyond their control exist as outlined within the *B/3.5 Assessment of special circumstances procedure*.

4. Procedures

4.1 Withdrawal without academic penalty only

- 4.1.1 AVA CVP Students wishing to withdraw from Course(s) without academic penalty only must do so before the specified date for the relevant Study Period published in the Important Dates section of the AVA CVP website. A Final Grade reflecting withdrawal without academic penalty will not be granted retrospectively.
- 4.1.2 AVA CVP Students must submit their request by email to education@ava.edu.au .
- 4.1.3 AVA CVP Students who receive a penalty that affects their marks due to Academic Misconduct will not be permitted to withdraw without academic penalty from the associated Course.
- 4.1.4. AVA CVP Students who withdraw from a Course(s) after the Census Date will still incur financial liability for that Course(s).

4.2 Withdrawal without academic penalty and with fee reversal

- 4.2.1 AVA CVP Students who are unable to access required study resources should withdraw from their Course(s) by the Census Date of the relevant Study Period.
- 4.2.2 AVA CVP Students who withdraw from their Course(s) after the Census Date may, on the basis of Special Circumstances, apply to the AVA to have their:
 - academic penalty waived; and
 - up-front payment of a Course fee refunded; or
 - up-front payment of a Course fee held in credit for up to 12 months.

The AVA may, at its sole discretion, determine whether Special Circumstances are satisfied and whether the AVA CVP Student meets the relevant criteria outlined within the *B/3.5 Assessment of special circumstances procedure*.

- 4.2.3 To be eligible for a waiver of academic penalty and reversal of fees, AVA CVP Students must apply in written format, within 12 months of the withdrawal date, or, if the AVA CVP Student has not withdrawn, within 12 months of the end of the period of study in which the Course was or was to be undertaken.

An AVA CVP Student cannot apply if they have successfully completed the Course.

- 4.2.4. Applications must be submitted for assessment to the AVA to be assessed by the AVA CVP Academic Program Director (or nominee).
- 4.2.5. Applications are to be submitted by email to education@ava.com.au. A statement and sufficient documentation to support the claim is to be included. All documentation must be either original or certified original copies.

Details of required supporting documentation are outlined under the *B/3.5 Assessment of special circumstances procedure*.

- 4.2.6 [AVA CVP Students](#) will be advised of the outcome of their request to withdraw from a [Course](#) without academic penalty and with fee reversal within 30 calendar days of receipt of the request at the AVA. [AVA CVP Students](#) will also be advised of their right for a review of the [Decision](#) if they are dissatisfied with the outcome.
- 4.2.7 If a request to withdraw from a [Course](#) without academic penalty and with fee reversal is approved, the AVA will either refund any up-front payment, or hold the up-front payment in credit (up to 12 months). For refunds of up-front tuition fees refer to the *C/6.2 Refund of student fees policy and procedure*.
- 4.2.8 If an [AVA CVP Student](#) is dissatisfied with the outcome of the application they may exercise their right to have the [Decision](#) reviewed in accordance with the *C/8.1 Student grievance resolution policy and procedure*.
- 4.2.9 [AVA CVP Students](#) who are not satisfied with the outcome of their request to waive academic penalty with fee reversal must apply for a [Review of Decision](#) in accordance with the *C/8.1 Student grievance resolution policy and procedure* within 28 calendar days from the date of the [Notice](#) of the [Decision](#).
- 4.2.10 A nominee of the AVA independent of the [AVA CVP Academic Program Director](#) or nominee (who reached the original [Decision](#)), will act as the reviewing officer and will be appointed by the [AVA Chief Executive Officer](#).

The responsibilities of the reviewing officer include:

- acknowledging receipt of the request for review;
- providing [Notice](#) to the [AVA CVP Student](#) within 45 calendar days of receiving the review application, of the reviewer's [Decision](#) and the reasons for making the [Decision](#).

- 4.2.11 The AVA will retain all original documentation in accordance with usual record keeping practices.

5 References

Nil.

6 Schedules

This policy must be read in conjunction with its subordinate schedules as provided in the table below.

7 Policy Information

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| Accountable Officer | AVA Chief Executive Officer |
| Responsible Officer | Head of Education and Events |
| Policy Type | AVA Education |
| Policy Suite | Section C – Student Support and Administration |

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| Subordinate Schedules | Nil |
| Approved Date | 4 December 2023 |
| Effective Date | 4 December 2023 |
| Review Date | 30 April 2026 |
| Relevant Legislation | Nil |
| Related Policies | C-3.2 Enrolment policy and procedure C-6.2 Refund of student fees policy and procedure C-8.1 Student grievance resolution policy and procedure |
| Related Procedures | B-3.5 Assessment of special circumstances procedure B-8.2 Student appeals procedure |
| Related forms, publications and websites | AVA Chartered Veterinary Practitioner Website |
| Definitions | <p>Terms defined in the Definitions Dictionary</p> <p>Academic Misconduct Academic Misconduct encompasses all behaviours, including doing as well as attempting to do, any of the acts, omissions or activities that constitute Academic Misconduct: involving the misrepresentation of academic achievement; or undermining the core values (honesty, trust, fairness and respect) of Academic Integrity; or breaching Academic Integrity; whether intentional or unintentional.</p> <p>Accreditation Program The sequence of study leading to the completion of mandatory training.</p> <p>AVA The term 'Association' or 'AVA' means the Australian Veterinary Association Limited.</p> <p>AVA Chief Executive Officer The AVA Chief Executive Officer is the individual appointed by the AVA Board who is ultimately accountable for the AVA's business decisions.</p> <p>AVA CVP Academic Program Director The AVA CVP Academic Program Director is the professional responsible for academic administration of the AVA CVP Accreditation Program.</p> <p>AVA CVP Student A person who is admitted to the AVA CVP Accreditation Program offered by the AVA and is:</p> |

- currently enrolled in one or more Courses; or
- not currently enrolled but is on an approved Leave of Absence or whose Admission has not been cancelled.

Census Date

The date on which the AVA CVP Students Enrolment related requirements must be finalised in line with the AVA CVP Important Dates. The AVA must, for each Course of study it provides or proposes to provide during a year, determine for that year, a particular date to be the Census Date for the Course. AVA CVP Students are responsible for meeting the Census Date deadline and must check that all Enrolment and payment details are correct on or before the Census Date.

Course

A discrete element of a program, normally undertaken over a single Teaching Period, in which the AVA CVP Student enrolls, and on completion of which the AVA CVP Student is awarded a grade.

Decision

A determination made by an AVA employee, contractor or other authorised delegate in the course of their duties on behalf of the AVA.

Final Grade

A Final Grade is a code that normally represents the outcome of the Assessment of an AVA CVP Student's performance against the learning objectives of a Course but may reflect the outcome of an applicable administrative process.

Important Dates

AVA published dates that are significant for an AVA CVP Student to meet. These dates may include Course commencing and completion, last date to add Courses, last date to withdraw from Courses without financial (and/or academic) penalty, gazetted public holidays, teaching breaks, and release of results.

Notice

A Notice from the AVA is a document whether physical or electronic.

A Notice may be:

- given by hand to the addressee or delivered to the address provided by the addressee to the AVA; or
- sent by registered or pre-paid mail to the address provided by the addressee to the AVA; or

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| | <ul style="list-style-type: none"> • sent by electronic communication to an AVA CVP Student during the period of Enrolment until the completion of their program; or • sent by electronic communication to the email address provided to the AVA by an addressee not enrolled at the AVA. <p>A Notice is taken to be received if:</p> <ul style="list-style-type: none"> • given by hand to the addressee or delivered to the address provided to the AVA by the addressee; or • sent by registered or pre-paid mail - three business days after the date of posting; or • sent by electronic communication - at the time that would be the time of receipt under the Electronic Transactions Act 1999 or its succeeding legislation. • A Notice that would be deemed to have been received out of business hours or on a business day will instead be deemed received on the next business day. <p>Review of Decision A merits review of a Decision made by the AVA in relation to an AVA CVP Student matter where the relevant policy or procedure relating to the matter allows for a review of Decision. The Review of Decision will be undertaken in accordance with the Student Grievance Resolution Procedure.</p> <p>Special Circumstances Matters which are, in most cases, beyond the control of an AVA CVP Student and which will impact their capacity to progress with their planned program of study or meet a submission deadline. In some legislation, Special Circumstances are referred to as “compassionate and compelling circumstances”</p> <p>Study Period The period during which a Course is offered.</p> <p>Definitions that relate to this policy only Nil.</p> |
| Keywords | Academic Progression, CVP, Enrolment, Leave of Absence, Probation, Exclusion, Withdrawal, Courses |
| Record No | |

Complying with the law and observing AVA Policy and Procedure is a condition of working for, and volunteering with, the Australian Veterinary Association.