

# No.3.1.14: Deferral, Suspension or Cancellation of Student, Policy and Procedure

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## Policy Context

This policy relates to:	
Registration Manager	Australian Skills Quality Authority (ASQA)
Conditions of Registration	VET Quality Framework (VQF)
Codes and Standards	ESOS National Code 2018 – Standard: 3.3.5; 8.16.3; 9.1; 9.4; 9.5; 9.6; Standards for RTOs 2015 – Standard: 1.7; 6.2; 6.3; 6.4; 6.5;
Legislation or other requirements	National Vocational Education and Training Regulator Act 2012

## Purpose

The purpose of this policy is to ensure that RTO has documented procedures for assessing, approving and recording a deferment or suspension of study. It also covers student access to complaints and appeals mechanisms if RTO initiates a suspension or cancellation of enrolment against a student's wishes.

## Objective

The objective of this Policy and Procedure for RTO is to ensure that RTO:

- provides guidelines for suspending, deferring or cancelling student enrolments with the Institute in accordance standard.
- outline the relationship between the RTO and the enrolled student, and define the obligations of both parties for the duration of the enrolment
- provide policy and procedure for assessing, approving and recording a deferment of the commencement of study or suspension of study for a student.
- inform students before the enrolment about grounds on which their enrolment be deferred, suspended or cancelled.

For the purposes of this policy, the term "RTO" refers to the Registered Training Organisation.

### **Scope**

This policy applies to all prospective and enrolled students

### **Policy Statement: Our Commitment**

RTO is committed to maintaining compliance with all regulatory, legislative and contractual requirements.

Specifically, we will:

- Ensure that all students complete their course on time;
- Extend the student's course under compassionate or compelling circumstances;
- Provide the implementation of intervention strategies for students at risk of not meeting satisfactory course progress; or
- Comply with the requirements of granting of an approved deferment or suspension of study as per standard.

### **General Process**

<b>Policy aspect</b>	<b>RTO Implementation</b>
Compliance with legislation and general requirements	<p>RTO's Management and staff are committed to assessing and recording all deferments, suspensions or cancellations of study, ensuring that in the process students are informed of their rights to appeal and provided with due care and support when required.</p> <p>This policy/procedure provides information on the grounds in which a student's enrolment may be deferred, suspended, or cancelled.</p> <p>The following procedures will ensure that RTO follows the required processes when either a student or RTO, wishes to defer, suspend, or cancel a student's enrolment.</p> <p>Students are able to initiate deferral, suspension or cancellation of their studies only in limited circumstances or may have their enrolment suspended by RTO due to misbehavior.</p>

Deferment/Suspension	<p>To defer or suspend enrolment means to temporarily put studies on hold (adjourn, delay, postpone).</p> <p>A student may request a temporary deferment or suspension to his or her enrolment on the grounds of compassionate or compelling circumstances. A provider may also initiate suspension of a student's enrolment due to misbehavior of the student.</p>
Student Initiated Deferral, Suspension or Cancellation of Enrolment	<p>Students may be able to temporarily defer the commencement of their studies or suspend their enrolment after commencement where they have a good reason to do so.</p> <p>RTO is only able to temporarily defer or suspend the enrolment of the student on the grounds of compassionate or compelling circumstances.</p> <p>These circumstances could include but are not limited to:</p> <ul style="list-style-type: none"> <li>• Serious illness or injury, where a medical certificate states that the student was /is unable to attend classes;</li> <li>• Bereavement of close family members such as parents or grandparents (Where possible a death certificate should be provided);</li> <li>• Major political upheaval or natural disaster requiring emergency travel, and this has impacted on the student's studies; or</li> <li>• A traumatic experience which could include: <ul style="list-style-type: none"> <li>o involvement in, or witnessing of a serious accident; or</li> <li>o witnessing or being the victim of a serious crime, and this has impacted on the student</li> </ul> </li> </ul>

	<p>(these cases should be supported by police or psychologists' reports)</p> <ul style="list-style-type: none"> <li>• Where the RTO is unable to offer a pre-requisite unit</li> </ul> <p>Please Note: The above are only some of examples of what may be considered compassionate or compelling circumstances. The CEO will use their professional judgment to assess each case on its individual merits. When determining whether compassionate or compelling circumstances exist, RTO will consider documentary evidence provided to support the claim and should keep copies of these documents in the student's file.</p> <ul style="list-style-type: none"> <li>• A student wishing to defer an enrolment must do so prior to commencement of their course. <ul style="list-style-type: none"> <li>o Students must complete a Deferment/Leave application and submit to the Student Support Officer (SSO). Where possible, the student should meet with the SSO to discuss the reasons for the application.</li> <li>o This application to defer must include 'the compassionate or compelling circumstances' to support the temporary deferral of the start date of their studies.</li> <li>o There should be no outstanding fees owing as this could result in the application being rejected.</li> </ul> </li> <li>• A student wishing to temporarily suspend their studies after commencement must complete a Deferment/Leave Application and submit to the SSO. Where possible, the student should meet with the SSO to discuss the reasons for the application.</li> </ul>
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	<ul style="list-style-type: none"> <li>o This application for suspension of study (leave of absence) must include the 'compassionate or compelling circumstances' to support the temporary suspension of studies.</li> <li>o There should be no outstanding fees owing as this could result in the application being rejected.</li> </ul> <p>The SSO will:</p> <ol style="list-style-type: none"> <li>1. Review all applications for deferral or suspension and determine if the applications are to be granted or rejected.</li> <li>2. On receiving a request for course study deferment, RTO will ensure that the student is aware of our appeals process.</li> </ol>
Deferment Request Responses	<p>Following consideration of an application for deferment, the Admissions Department will:</p> <ul style="list-style-type: none"> <li>▪ Ensure the student is informed in writing of the outcome of their application for deferral or suspension (leave of absence).</li> <li>▪ In the case of a student application being rejected, the student will receive written notification (via email) within 10 working days of the application being assessed. This will also inform the student of their ability to access the appeals process if they wish to appeal the decision.</li> <li>▪ Maintain all documentation in relation to the deferral or suspension application on the students file.</li> </ul>
Student Initiated Cancellation	<p>A student may cancel her/his enrolment where s/he has decided to discontinue studying with RTO.</p>

	<p>There should be no outstanding fees owing as this could result in the application being rejected.</p> <p>Students wishing to cancel their enrolment must complete a 'Course Withdrawal - Cancellation form' and submit to the SSO. Where possible, the student should meet with the SSO to discuss the reasons for the application.</p> <p>The SSO will submit all applications to the Admin Department who will then:</p> <ol style="list-style-type: none"> <li>1. Review all applications for Course Withdrawal/Cancellation and determine if the applications are to be granted or rejected.</li> <li>2. On receiving a request for Course Withdrawal/Cancellation, RTO will ensure that the student is aware of our appeals process.</li> </ol>
Cancellation Request Responses	<p>Following consideration of an application for Course Withdrawal/Cancellation, the Admissions Department will:</p> <ul style="list-style-type: none"> <li>• Maintain all application documentation for the cancellation of enrolment on the students file.</li> <li>• Ensure the student is informed in writing of the outcome of their application for cancellation within 10 working days of the application being assessed.</li> <li>• In the case of a student application being rejected, the written notification to the student will also inform of their ability to access the appeals process if they wish to appeal the decision.</li> </ul>

	<p>Students will be required to refer to their written agreement and the Refunds Policy and Procedure for details of the refund arrangements in place where an enrolment is cancelled.</p>
<p>Provider Initiated Deferral, Suspension or Cancellation of Enrolment</p>	<p>Provider Initiated Deferral</p> <p>RTO may defer an enrolment where the course is not being offered at the proposed date, site, or any other reason that RTO deems necessary to cancel the course. In such cases a refund shall be processed as required or alternative courses offered.</p> <p>Please see 'Provider Default' within the Refund Policy and Procedure.</p> <p>Provider Initiated Suspension or Cancellation</p> <p>RTO may suspend or cancel a student enrolment where they have not paid fees as documented in their written agreement or has behaved in a manner that is not appropriate for an education setting such as misbehaviour.</p> <p>This may include (but is not limited to):</p> <ul style="list-style-type: none"> <li>• Disrespecting others including discrimination for any reason</li> <li>• Intimidating students or staff</li> <li>• Refusing to work in a safe, clean, smoke free, orderly and cooperative environment</li> <li>• Damaging or misusing RTO or other students' personal property (including computer files and student work)</li> <li>• Criminal actions</li> <li>• Failure to pay fees when due</li> </ul>

	<ul style="list-style-type: none"> <li>• Failure to make satisfactory progress (Refer to Student Progress Policy &amp; Procedures)</li> <li>• Other actions deemed unsuitable by the CEO.</li> </ul> <p>If the registered provider initiates a suspension or cancellation of the overseas student's enrolment, before imposing a suspension or cancellation the registered provider must:</p> <ul style="list-style-type: none"> <li>• inform the overseas student of that intention and the reasons for doing so, in writing</li> <li>• advise the overseas student of their right to appeal through the provider's internal complaints and appeals process, in accordance with Standard 10 (Complaints and appeals), within 20 working days.</li> </ul> <p>When there is any deferral, suspension or cancellation action taken under this standard, the registered provider must:</p> <ul style="list-style-type: none"> <li>• inform the overseas student of the need to seek advice from Immigration on the potential impact on his or her student visa</li> <li>• report the change to the overseas student's enrolment under section 19 of the ESOS Act.</li> </ul>
Suspension or Cancellation Responses	<p>In receiving a report of misconduct, the SSO or CEO shall:</p> <ul style="list-style-type: none"> <li>• Validate the actions of all staff involved seeking further advice, verbal or written.</li> </ul>



	<ul style="list-style-type: none"> <li>• Where necessary, seek further advice from the student(s) involved maintaining an unbiased approach to the student(s) involved.</li> <li>• Discuss with management and decide whether an enrolment suspension or enrolment cancellation is warranted.</li> <li>• Inform the student that their misconduct has resulted in a report being made to management.</li> <li>• Ensure that the student is aware that they may access RTO's internal complaints and appeals process.</li> <li>• Inform the student in writing should a decision to suspend or cancel their enrolment be made, they have 20 working days to appeal following the decision.</li> <li>• If the student lodges an appeal, the suspension / cancellation cannot take effect until the internal appeal process has been completed, unless extenuating circumstances relating to the welfare of the student apply.</li> </ul> <p>Following the suspension or cancellation, the Admissions Department will:</p> <ul style="list-style-type: none"> <li>• Maintain all documentation for the suspension or cancellation of enrolment on the students file.</li> </ul> <p>The suspension or cancellation of the overseas student's enrolment under Standard 9.3 cannot take effect until the internal appeals process is completed, unless the overseas student's health or wellbeing, or the wellbeing of others, is likely to be at risk.</p>
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PROCEDURE for Re-enrolment	<p>If a student wishes to re-enrol at RTO after they have withdrawn or been cancelled from a course, they are required to submit an Application for Enrolment to the Student Support Officer.</p> <p>Each application will be re-assessed on a case by case basis and the student will be informed of the decision in writing.</p>
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## Procedures

	Procedure Steps	Responsibility	Reference
1	<p>The evidence will vary according to the situation and the Student Support Officer/Administration must use their best judgment in determining what is sufficient.</p> <p>In the event of uncertainty, they should seek advice from a senior member of staff.</p> <p>For example, a student requesting to defer because of close family illness (e.g. Mother) must produce a medical certificate showing illness is legitimate and an intention to return.</p> <p>When the cancellation relates to changing from one course to another, then the process will also include processing a new enrolment form as per the Enrolments and Admissions Policy.</p> <p>Before making a decision, the Student Support Officer/Administration should consult with CEO to confirm</p>	Compliance Manager	In discussions with CEO

	<p>that all payments are up to date or acceptable arrangements have been made.</p> <p>All documentation including the request, the supporting evidence and the output must be printed and filed in the relevant drive.</p> <p>The process, once sufficient evidence is supplied should take no more than 7 working days, preferably less.</p> <p>If the request is denied, then the student must be advised in writing and informed of their right to appeal in accordance with the Policy - Complaints and Appeal</p>		
2	Discussion with PEO, RTO Administration	Compliance Manager	
3	All requests and the outcome of that request must be recorded in the Student Management System on the server.	Compliance Manager	

### **Continuous Improvement**

This procedure is designed to ensure that the student support services policy and procedure is in place and the delivery of our courses across the RTO and qualifications ensure management become aware of:

- Common threads relating to the compliance and quality assurance.
- Repeat issues
- Any general adverse trend that needs correcting

### **Confidentiality and Privacy Statement**

For more Information, please refer to our Privacy and Confidentiality Policy.

### **Publication**

This policy once approved, will be available to all students and staff by accessing RTO Intranet or on request. This policy will also be available through RTO's website as well.

This policy and procedure will form part of the information distributed and communicated during staff orientation.

### **Review processes**

The policy will be reviewed annually by the Compliance Manager .

## Section 4: Training and assessment

<b>Policies and procedures:</b>	<b>Mapping</b>		<b>Comments</b>
Policy 4.1.1: Educational Resources and Equipment Policy	SRTOs 2015	1.3(c); 1.6(a); 2.4;	
	ESOS National Code 2018	6.1.5; 11.2.5;	
Policy 4.1.2: Student Excursion Policy and Procedure	SRTOs 2015	1.3(b); 1.3(c); 1.3(d); 1.7;	
	ESOS National Code 2018	2.1.10; 5.3.4; 6.3; 6.5; 6.6;	
Policy 4.1.3: Industry Engagement Policy and Procedure	SRTOs 2015	1.3(c); 1.6(a); 2.4;	
	ESOS National Code 2018	6.1.5; 11.2.5;	
Policy 4.1.4: Training and Assessment Standards Policy and Procedure	SRTOs 2015	1.1; 1.2; 1.3; 1.4; 1.5; 1.6; 1.8; 1.9; 1.10; 1.11; 1.12; 1.13; 1.22; 1.23;	
	ESOS National Code 2018		
Policy 4.1.5: Assessment Policy and Procedure	SRTOs 2015	1.1; 1.2; 1.3; 1.4; 1.5; 1.6; 1.8; 1.9; 1.10; 1.11; 1.12; 1.13; 1.22; 1.23;	
	ESOS National Code 2018		
Policy 4.1.6: Requirements	SRTOs 2015	1.3(a); 1.6(b); 1.13; 1.14; 1.15; 1.16; 1.20(b); 1.22; 1.23; 1.24; 6.1(a);	

for Trainer and Assessor Policy and Procedure	ESOS National Code 2018		
	ESOS National Code 2018		
Policy 4.1.8: Transition and Teach Out Policy and Procedure	SRTOs 2015	1.26; 1.27;	
	ESOS National Code 2018		
Policy 4.1.9: Plagiarism and Cheating Policy and Procedure	SRTOs 2015	1.7; 5.2(d); 5.2(e)ii;	
	ESOS National Code 2018	8.9.1;	
Policy 4.1.10: Industry Consultation Policy and Procedure	SRTOs 2015	1.5; 1.6; 1.11(a)i; 1.11(b)i;	
	ESOS National Code 2018		
Policy 4.1.11: Validation Plan Policy and Procedure	SRTOs 2015	1.9; 1.11; 1.25; 2.2(b);	
	ESOS National Code 2018		
Policy 4.1.12: Assessment Validation and Moderation Policy and Procedure	SRTOs 2015	1.9; 1.11; 1.25; 2.2(b);	
	ESOS National Code 2018		
	SRTOs 2015	1.7; 1.8; 1.9; 1.11; 1.25; 2.2(b); 5.2(d); 5.2(e)ii;	

Policy 4.1.13: Assessment Principles	ESOS National Code 2018	8.9.1;	
Policy 4.1.14: Qualification Development Policy and Procedure	SRTOS 2015	1.11; 1.11(a)i; 1.11(b)1; 1.25; 1.26; 1.5; 1.6; 1.7; 1.8; 1.9; 2.2(b); 3.1; 5.2(d); 5.2(e)ii;	
	ESOS National Code 2018	8.9.1;	