

Name: Deferral, Suspension, Transfer & Cancellation of Enrolment Policy

Approved by: Tracey Staniforth

Review by: June 2018

SECTION 1 - INTRODUCTION

PURPOSE

This policy outlines the circumstances in which a student's enrolment can be deferred, suspended, transferred or cancelled by the student or by Practical Outcomes.

SCOPE

This policy is applicable to all Learners.

The current policy is relevant to the following parties:

- National Operations Manager
- Program / Regional / Training Managers
- Trainers
- Business Development
- Administration Staff
- Student Support Officers
- Learners

DEFINITIONS

Word/Term	Definition
Deferral	Postponement prior to commencement of course.
Suspension	Temporary postponement of enrolment during course.
Cancellation	Withdrawal of enrolment in course.
Transfer	To move study modes or class during a course.
Compassionate or compelling circumstances	<p>Generally those circumstances are beyond the control of the student that could have an impact on the student's capacity and/or ability to progress through a course. These could include:</p> <ul style="list-style-type: none"> • Serious illness or injury, where a medical certificate states that the student was unable to attend classes • Bereavement of close family members such as spouse, children, parents or grandparents (where possible a death certificate should be provided). • A traumatic experience which could include but is not limited to: <ul style="list-style-type: none"> • Involvement in or witnessing of an accident or • A crime committed against the student

Extenuating Circumstances	<p>Extenuating circumstances relating to the welfare of the student may include, but are not limited to the following.</p> <p>The student:</p> <ul style="list-style-type: none"> • refuses to maintain approved care arrangements (only for Learners under 18 years of age); • is missing; • has medical concerns, severe depression or psychological issues which lead the provider to fear for the student's wellbeing; • has engaged or threatens to engage in behaviour that is reasonably believed to endanger the student or others; or • is at risk of committing a criminal offence
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LEGISLATIVE CONTEXT

Name	Section
Standards for Registered Training Organisations	1.7, 2.1 – 2.2, 4.1, 5.1 – 5.4

SECTION 2 - POLICY

PRINCIPLES

Student enrolment can be deferred, suspended, transferred or cancelled in limited circumstances by Practical Outcomes or by the student.

Learners have the right to appeal a Practical Outcomes decision, regarding the deferral, transfer, suspension or cancellation of their enrolment.

POLICY

1	Practical Outcomes initiated Suspension or Cancellation
1.1	<p>Suspensions</p> <p>Practical Outcomes can suspend a student's enrolment in the following instances:</p> <ul style="list-style-type: none"> • Student misbehaviour as outlined in the Discipline & Termination section of the student handbook. • As part of an intervention strategy for unsatisfactory course progress • In compassionate and compelling circumstances <p>The length of time a student can have their enrolment suspended at the initiation of Practical Outcomes is at the discretion of the Program / Regional / Training Managers. A student's enrolment cannot be suspended for more than 10 weeks for campus or 3 months for distance and workplace Learners without re-assessing the circumstances that led to the suspension to determine if they are still applicable.</p>
1.2	<p>Cancellations</p> <p>Practical Outcomes may cancel a student's enrolment in the following instances:</p>

	<ul style="list-style-type: none"> • Student demonstrates serious misconduct as outlined in the Discipline and Termination section of the student handbook. • Erratic course progress, for example, consistent unsatisfactory course progress or continuous absence from scheduled course hours. • In the case of Government Funded Learners – failure to show ongoing monthly engagement in units of study • Non-payment of outstanding fees • Failure to return to study after the end of an approved suspension period. • The passing of the course end date where no contact has been made with their trainer to extend this date.
2	Student initiated Deferral, Suspension, Transfer or Cancellation
2.1	<p>Deferral Learners may defer prior to commencement of a course in the following limited circumstances:</p> <ul style="list-style-type: none"> • on the grounds of compassionate or compelling circumstances (at the discretion of the Institute) <p>Learners must request a deferral of the commencement of their course prior to the course commencing. The request must be made in writing to the Course Advisor or Business Development Manager who enrolled you on an Enrolment Variation Form.</p> <p>The length of time a student may have their enrolment deferred is at the discretion of the National Operations Manager but may not exceed 6 months.</p> <p>Deferral does not entitle the student to a refund.</p> <p>A student can vary their enrolment once (by deferring or transferring) without incurring a fee.</p>
2.2	<p>Suspension</p> <p>Once a course has commenced, Learners may request a suspension of their enrolment on the grounds of compelling or compassionate circumstances. Learners must submit an Enrolment Variation Form to their Trainer with documentation attached to support their claim of compelling or compassionate circumstances. The granting of a suspension of enrolment is at the discretion of the Institute.</p> <p>The length of time a student may have their enrolment suspended is at the discretion of the Program / Regional / Training Managers and will depend on the individual circumstances. Suspensions of more than 3 months will not be granted without a re-assessment of the circumstances.</p> <p>Suspension does not entitle the student to a refund.</p> <p>Learners who fail to return to study at the end of an approved suspension period may have their enrolment cancelled.</p>
2.3	<p>Transfer</p> <p>Once a course has commenced, a student may request a transfer to a different study mode i.e. distance, campus or workplace or a different class. Learners must</p>

	<p>submit an Enrolment Variation Form to their Trainer with documentation attached to support their claim of a transfer. The granting of a transfer is at the discretion of the Institute.</p> <p>A transfer does not entitle the student to a refund.</p> <p>A student can vary their enrolment once (by deferring or transferring) without incurring a fee.</p> <p>Please note the transfer fee only applies to Learners changing study modes or classes. It doesn't apply to trainees cancelling or commencing a training contract if they are not changing study modes.</p>
2.4	<p>Cancellation</p> <p>All Learners wishing to cancel their enrolment must apply in writing to their Trainer/Student Support Officer on an Enrolment Variation Form.</p> <p>If the student requests a refund, the Refund Policy will apply.</p>
3	<p>Assessing and recording student requests to defer or suspend</p>
3.1	<p>The Program / Regional / Training Managers/Student Support Officers are responsible for approving student initiated deferrals and suspension.</p> <p>In assessing the request the Manager/Student Support Officer will consider:</p> <ul style="list-style-type: none"> • the evidence provided by the student to demonstrate compelling or compassionate circumstances • the impact these circumstances may have on the ability of the student to continue with their studies • the impact these circumstance may have on the ability of the student to complete the course within the expected duration of study. • the duration of the suspension requested • support options available to the student (e.g. counselling, temporary reduction in course load, specialised Trainer to attend workplace) <p>Learners will be advised by phone or email of the outcome of their request for a deferral or suspension. If a student is dissatisfied with the outcome of a request they can access the complaints and appeals process.</p> <p>All documentation relating to the assessment and outcome of student deferral, suspension and cancellation applications will be kept in the student's file. All discussions undertaken with the student during the processing of the application must be recorded on the Student Management System (WiseNET).</p> <p>Learners are advised to retain their original documents (eg. medical certificates, police Statements) for their own records and submit copies with applications for deferment, suspension or cancellation. Practical Outcomes may ask to see the original documents.</p>
3.2	<p>Completion within course duration</p> <p>Learners have a maximum of 6 weeks after the completion of all classes and work-placements to submit required assessments. After 6 weeks the student's enrolment will be closed and they will be withdrawn from incomplete units.</p> <p>Learners who require an extension of study time must request this in writing from their Trainer before the 6 week completion time has passed. Request for study</p>

	<p>extensions should explain the reason the extension is required and the timeline for completing outstanding units. The Trainer will determine whether or not to grant an extension, and for how long, based on the student's academic performance and the information outlined in the request for an extension.</p> <p>Learners who are dissatisfied with a Trainer decision regarding a request for an extension have 20 working days to access the Practical Outcomes internal complaints and appeals process.</p>
4	Appealing a deferral, suspension, transfer or cancellation decision.
4.1	<p>In cases where cancellation or suspension of the student's enrolment is initiated by the Institute, Learners will be notified in writing of the reason for the cancellation or suspension and given 20 working days to access the Institute's internal complaints and appeals process unless 'Extenuating Circumstances' relating to the welfare of the student exist. If 'Extenuating Circumstances' exist the cancellation suspension can be implemented prior to the 20 days appeal period passing.</p> <p>Appeals will be dealt with expeditiously to minimise any disadvantage to the student in the event that their appeal is upheld. Learners are not permitted to return to class until the process has been finalised. However, at the discretion of the General Manager, Learners may be provided with course material and contact with a Trainer to enable them to continue their studies off-campus during the appeal process</p>

SECTION 3 – PROCEDURE

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SUPPORTING DOCUMENTATION

Forms and Records Management

Register	Retention Time	Retention Location
Complaint Handling Record	7 Years	Archived in Learners file
Letter of Offer/Student Agreement	7 Years	Archived in Learners file
Enrolment Variation Form	7 Years	Archived in Learners file

Related Material

Name	Location	Document Type
Grievance (academic and Non-academic) Policy	Intranet	Policy
Refund Policy	Intranet	Policy
Student Handbook	Intranet	Policy

SECTION 4 - GOVERNANCE

RESPONSIBILITY

Policy Owner	Quality and Continuous Improvement Manager
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VERSION CONTROL AND CHANGE HISTORY

Version Number	Approval Date	Approved by	Amendment
1	28 January 2010	Marcus Sellen	Creation of policy.
2	2 February 2012	Marcus Sellen	Inclusion of 'Extenuating Circumstances' definition and completion within course duration requirements.
3	4 June 2012	Marcus Sellen	Maximum student initiated suspension period reduced to 3 months.
4	5 September 2013	Marcus Sellen	Review of titles & records management.
5	6 October 2014	Marcus Sellen	Inclusion of transfer information, removal of specific international student information & amendment of titles
6	23 September 2015	Marcus Sellen	Review in line with Standards for Registered Training Organisations
7	21 December 2016	Julie Bowry - Needham	Review and amendment to titles
8	19 October 2017	Tracey Staniforth	Review of policy and update to approver. Referencing to learners and amendments to titles.

POLICY & PROCEDURE DIRECTORY REQUIREMENTS

CATEGORY	
Student Management Policy	Intranet

KEYWORDS
Deferral, Suspension, Cancellation, Transfer, Discipline, Extension