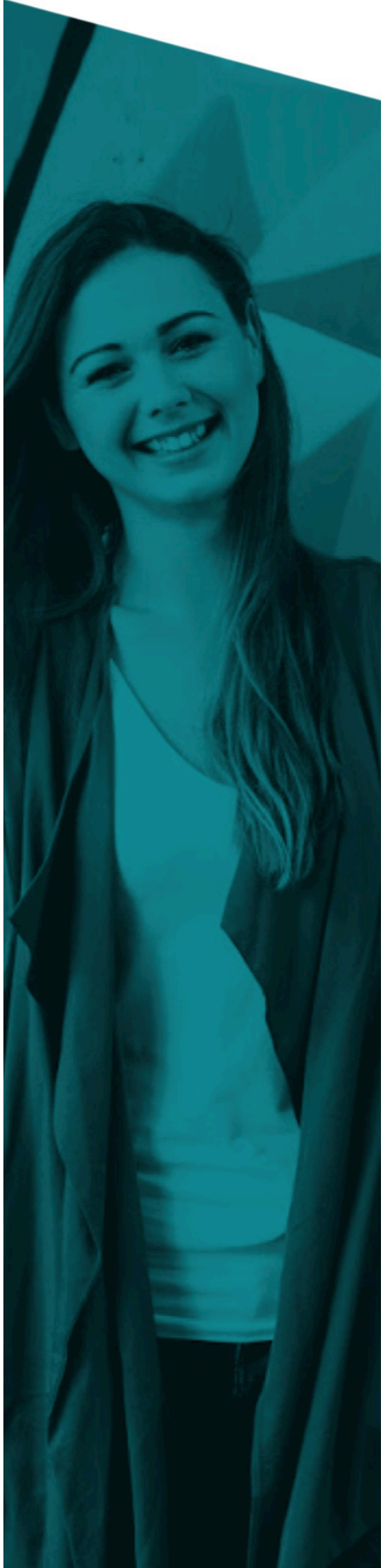




Deferral Procedure





Purpose

The purpose of this policy is to outline the process for students who wish to defer from a course or unit of study.

Definitions

Deferment refers to officially delaying the commencement of a course or a VET Unit of Study. Deferral will not affect the course duration.

Special Circumstances, covering a range of unexpected, extenuating and compassionate circumstances, are those which were outside the control of the student and/or for which there was no opportunity to prepare in advance. Special circumstances may include, but are not limited to:

- medical circumstances: an unexpected illness, a recurrence of a chronic illness or an accident
- a disability or illness for which a variation has already been made will not be accepted unless the disability has been compounded by an unexpected change, or an additional condition
- hardship or trauma such as the death or serious illness of a close family member, severe disruption to domestic arrangements, being a victim of crime or an accident
- religious observance or obligations
- formal legal commitments
- military service
- service with a recognised emergency management service
- representing MCI or MCI Institute
- unforeseen and significant employment related circumstances such as an overseas or interstate move at short notice

Scope

This policy is relevant to all MCI and MCI Institute enrolled students.



References

Standards ISO 9001:2008 sections 5.2, 7.2
Standards for NVR Registered Training Organisations 2015, Standard 5
Smart and Skilled Contract, Smart and Skilled Operating Guidelines, paragraph 8.

Responsibilities

The responsibility for implementing the requirements of this procedure rests with the Operations Managers.

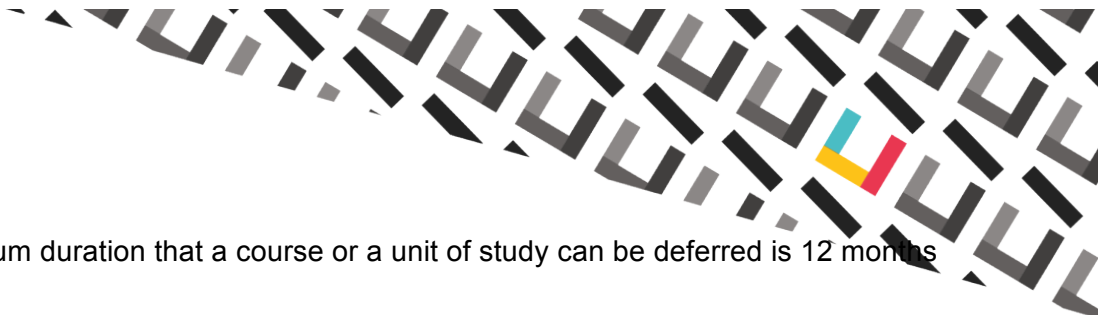
Procedure

1. Overarching principles

- A student seeking to defer from a course or unit of study must complete the Deferral Application Form.
- The permission to defer a course or unit of study cannot be granted for more than 12 months.
- Students wishing to defer for longer are required to withdraw from a course / unit of study and re-enrol at a more suitable time
- Students are only able to defer a course or unit of study once, unless they are able to demonstrate special circumstances.

2. Procedure – Courses which are VET FEE-HELP enabled

- a) Students seeking a deferral from a course or unit of study must submit a Deferral Application Form before or on census date.
- b) The Operations Manager or delegated nominee will review the application. The decision to approve a deferral application will be made at their discretion
- c) The deferral may be granted as follows:
 - When a student wishes to defer their course or a VET unit of study commencement up to 2 months, the student need to apply for the deferral by completing and submitting the Deferral Form on or before census day.
 - Deferral up to two months can be only granted once for a particular VET unit of study.
 - Subsequent deferral application can be only lodged under the special circumstances, as defined in this procedure.
 - When a student wishes to defer their course for more than 2 months, the student need to complete and submit the Deferral Form and evidence supporting the special circumstances.

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- Maximum duration that a course or a unit of study can be deferred is 12 months in total.
 - d) If the student is granted a deferral before the first census date, no VET FEE-HELP debt for will be incurred by the student.
 - e) Students that lodge their deferral application after the first census date but before the next census date, will only incur a VET FEE-HELP debt for the VET unit(s) of study they completed.
 - f) Applicants are notified about the decision regarding their application within 5 business days.
 - g) Student who have their deferral granted:
 - Will not have access to the Learning Management System (LMS), academic and /or educational support during the deferral period.
 - Will be contacted by MCI within 5 business days after the deferral end date to arrange a course or a VET Unit of Study commencement process and access to LMS and academic / educational support services.
 - h) Where MCI makes a decision NOT to defer the course that decision may be a subject to review as per MCI Complaint, Grievances and Appeals Procedure.

3. Procedure – Courses which are not VET FEE-HELP enabled

- a) Students seeking a deferral from a course or unit of study must submit a Deferral Application Form
- b) Applications will be entered into the student management system upon receipt and a copy will be kept on the student's file
- c) The Operations Manager or delegated nominee will review the application. The decision to approve a deferral application will be made at their discretion.
- d) Students who lodge their application form more than 30 days before the course start date will be granted a deferral without penalty
- e) Students who lodge their application form 0-30 days before the course start date or after the course start date may be granted a deferral without penalty at the discretion of the Operations Manager or delegated nominee. Any fees already paid may be carried over until the students return, be refunded or students may remain liable for the fees according to the Refund Policy
- f) Deferrals beyond the maximum period will not be approved, unless special circumstances can be demonstrated
- g) Where MCI makes a decision NOT to defer the course that decision may be a subject to review as per MCI Complaint, Grievances and Appeals Procedure.



4. Procedure – The Smart and Skilled enabled courses

- a) MCI is required to assist students to continue training where possible. Students who wish to defer their training should first speak to a course advisor about their concerns regarding their training.
- b) If a student decides to proceed with a deferral from a course or unit of study, the student must submit a Deferral Application Form.
- c) Applications will be entered into the student management system upon receipt and a copy will be kept on the student's file.
- d) The Operations Manager - Corporate (or delegated nominee) will review the application. The decision to approve a deferral application will be made at their discretion
- e) MCI will advise the student of the fee implication of deferring their course.
- f) Students who do not recommence the course within a 12 month period of deferral will be reported as discontinuing students. Refer to the Withdrawal Policy for further details



Records

The following records shall be generated and kept in the Student Management System for a period of 5 years:

- Completed deferral form and any supporting documents
- Notifications and correspondence regarding deferral sent to students

Key links

- Forms and/or documents required for this procedure: Course Deferral Form – Click [here](#).

Document revision history and version control

Version	Summary of changes	Author	Approved by	Effective date
V 2.2	Process reviewed and updated to reflect current practices and organisational structure	Quality & Compliance Manager		23/06/2016