

Withdrawal, Deferral, Suspension and Extension Policy and Procedure

Distribution:	All staff and students
Related Documents:	<p>Related Policy, Procedures and Guidelines</p> <ul style="list-style-type: none"> • PnP - Attendance Policy and Procedure • PnP - Satisfactory Progress Policy • PnP - Student Disciplinary Policy and Procedure • PnP - Code of Practice • PnP - Code of Conduct Policy • PnP - Complaints & Appeals Policy • PnP - Accuracy and Integrity of Marketing Procedure • PnP - Fees, Charges and Refunds Policy and Procedure • Victorian Registration and Qualification Authority (VRQA) – Skills VIC Apprenticeship & Traineeship Guidelines • Victorian Registration and Qualification Authority (VRQA) – Cancelling an apprenticeship or Traineeship • Department of Youth Justice, Employment, Small Business and Training (DESBT) – User Choice QLD Policy <p>Related Forms</p> <ul style="list-style-type: none"> • Cancellation and Withdrawal Form • Fees and refund Form • Complaint and Appeals request form <p>Related Documents & Registers</p> <ul style="list-style-type: none"> • Student Handbook • How to - VETtrak - Manage Cancellations & Withdrawals
Legislative Context:	<ol style="list-style-type: none"> 1. Consumer affair ombudsmen 2. ASQA Withdrawal 3. State Training Authority Contractual Requirements 4. ASQA Standard, chapter 3 Support and Progression – Clause 6.1 to 6.6 – Managing Complaints and appeals
Alignment	
Standards for Registered Training Organisations (RTOs) 2015	
<p>Clauses 5.1 to 5.3—Informing and protecting students, Clauses 1.7, 5.4 and 6.1 to 6.6—Supporting and informing learners; managing complaints and appeals</p>	

Withdrawal, Deferral, Suspension and Extension Policy and Procedure

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Introduction

The Training College upholds the principle that all students seeking to withdraw from a program of study are clearly informed of the steps required. The Training College has open, fair, and transparent procedures that are based on clearly defined criteria for making decisions.

1. Purpose

The purpose of this policy is to outline the circumstances in which a student can defer, suspend, or cancel their enrolment. Where The Training College can initiate the suspension or cancellation of the student's enrolment. This ensures compliance with Standard 9 of the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018.

2. Scope

The scope of this policy and procedure is organisation wide, including all enrolments in national and recognised units of competence, accredited courses, skill sets or qualifications.

3. Responsibilities

This procedure is the responsibility of all The Training College staff, clients, and students.

Definitions

Cancelation is the Training college decision to cancel an enrolled student from a course, to which will be reported to all respective Government Training Bodies.

Extension is when the student applies for short extensions of their course enrolment for up to 28 days for 12 months or over Accredited Courses. Students must request for a short extension at least 28 days before the course end date. Course Extensions may be granted for unavoidable work commitments; family, cultural, religious, or elite sporting commitments known in advance; and other unexpected circumstances outside a student's control.

Withdrawal is a student driven decision to discontinue their course and withdraw from their enrolment, to which will be reported to all respective Government Training Bodies.

Sanction refers to the temporary removal of a student from his or her regular educational setting for a violation of college policies or rules. During sanction, a student is not allowed to attend the Training College or attend college activities for a set length of time.

Deferment/defer is a process where you choose to delay starting your study/enrolment until a later date. For the treatment of deferment, the Training College will make detailed notes on its student management system VETtrak and list the current enrolment as **Cancelled > CAN 51** as per the How to - VETtrak - Manage Cancelations, Deferral and Suspension guide.

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Suspension is a process where you choose to temporarily cease your course attendance, once the course has commenced, until a later date. For the treatment of suspension, the Training College will make detailed notes on its student management system VETtrak, and list the current enrolment as **Cancelled > CAN 52** as per the How to - VETtrak - Manage Cancellations, deferral, and suspension guide.

Policy administration

1. Provider initiated cancellation

- a. The Training College may cancel a student's enrolment including, but not limited to, on the basis of:
 - Misbehaviour
 - plagiarism, collusion and/or cheating
 - failure to pay an amount owing to the Training College to undertake or continue the course as stated in their Written Agreement
 - a breach of course progress or attendance requirements by the overseas student, as specified in The Training College's Course Progress and Attendance Policy and Procedures.
- b. Standards of behaviour required are outlined in the International Student Handbook
- c. Where The Training College cancels a student's enrolment, before imposing cancellation The Training College will inform the student in writing of that intention and the reasons for doing so and advise the students of their right to appeal, as per PnP – Complaints, Grievances and Appeals, within 20 business day.

2. Student initiated withdrawal

Withdrawal is a student driven decision to discontinue their course that can be initiated any time during the course. If, for any reason, students need to withdraw from a course, they must contact The Training College, preferably in writing and complete the Withdrawal, Deferral and Suspension form.

A withdrawal will be considered effective from the date of first written contact (letter or email). However, withdrawal is not considered granted until all paperwork has been completed by the student and processed by The Training College. Once received, withdrawals may take up to 21 days to process. Any refunds will be actioned as per the Fees, Charges and Refunds Policy and Procedure.

3. Withdrawing from Apprenticeship and Traineeship programs

3.1 Skills VIC Funding

Student can withdraw from Skills VIC funding for traineeship and apprenticeship if they meet one of the following conditions:

- They have completed the training and assessment requirements of your qualification.
- They have transferred to another training provider or employer.
- They have cancelled your training contract with your employer.

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- They have been deemed ineligible for funding by the Department of Education and Training Victoria.

Student should notify the Training College and the Victorian Registration and Qualifications Authority (VRQA) of your withdrawal at their earliest convenience. Student can also contact an Apprenticeship Support Officer (ASO) for independent advice on [withdrawing from their Apprenticeship programs](#). [Further information can be found from this link](#).

3.2 User Choice QLD Funding

Eligible Queensland apprentices and trainees can receive a public funding contribution towards the cost of training and assessment services. Student who wishes to withdraw from the Apprenticeship / Traineeship programs must ensure to follow the Training College's **cancellation and withdrawal policy**, which states that:

- You must notify your training provider in writing of your intention to withdraw or cancel your enrolment.
- You may be eligible for a refund of any fees paid depending on the timing and circumstances of your withdrawal or cancellation.
- You must return any training materials or equipment provided by your training provider.
- Your training provider must report your withdrawal or cancellation to the department within 14 days.

Student should notify the Training College and Department of Youth Justice, Employment, Small Business and Training (DESBT) of their withdrawal as their earliest convenience. Student can also contact an Apprenticeship Support Officer (ASO) for independent advice [on withdrawing from their Apprenticeship programs](#). [Further information can be found from this link](#).

4. Student requesting Withdrawal and Deferral

Course deferral means to delay the commencement of a course. This is usually done before the course has started or before the student has enrolled in the course. For example, a student may request a deferral if they have not received their student visa in time or if they have personal reasons to postpone their studies

Students may request a deferral of their course prior to the course commencing by contacting the Training College 10 working days before the commencement of the course. Where there is an emergency that compels the student to defer their course, the minimum submission deadline of 10 working days may be waived.

Student may defer the commencement of study for up to eight (8) weeks calculated from their course commencement's date. Students must complete the Application for Withdrawal form, and only complete the deferral section of the form and submit the request to The Training College's student support and administrative team.

All submissions of Withdrawal and Deferral will be evaluated on a case-by-case basis at the discretion of The Training College's Academic Committee decisions.

Where a student-initiated deferral of their enrolment is granted, the Training College will suspend an enrolment for an agreed period of time - to a maximum of 8 weeks. If the deferral is required for longer

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than 8 weeks, the student's application will be re-assessed. If the agreed deferral period has expired and the student does not return to enrol, the student's enrolment will be cancelled.

5. Students requesting suspensions

Course suspension means to temporarily delay the enrolment once the course has commenced. This is usually done after the student has enrolled in the course and has started attending classes. For example, a student may request a suspension if they have compassionate or compelling circumstances that prevent them from continuing their studies, such as illness, injury, bereavement, or trauma.

Requests from students for suspension of studies will only be granted in compassionate or compelling circumstances which are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing.

Compassionate or compelling circumstances are generally those beyond the control of the student and which have an impact upon the student's course progress or well-being. These could include, but are not limited to:

- Serious illness or injury, where a Medical Certificate states that the student was unable to attend classes.
- Bereavement of close family members such as parents or grandparents (where possible a Death Certificate should be provided)
- Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; or
- A traumatic experience which could include:
 - Involvement in, or witnessing of, a serious accident; or
 - Witnessing or being the victim of a serious crime that has impacted on the student (these cases should be supported by police or psychologists' reports).

When determining whether compassionate or compelling circumstances (Extenuating circumstances) exist, The Training College considers documentary evidence provided to support the claim, and stores copies of these documents in the student's file.

Students can only suspend course attendance for compassionate or compelling circumstances as listed above and only for a maximum of four (4) weeks. Approved suspension might be taken on one occasion or in multiple occasions; however, cannot exceed four (4) weeks.

In the case of exceptional circumstances (supported by documented evidence), longer suspensions of additional four (4) weeks may be granted at the discretion of The Training College's management. These are typically managed by cancelling the current enrolment and documenting the reasons in VETtrak.

Upon return of the student a new enrolment can be commenced at a date that is agreed by the student and the Training College's Academic Committee.

6. Student requesting Course Extension

A one-month (4 weeks) extension may be granted to students who have completed 60% of their course work or higher on all required components of their course. This extension is for the purpose of completing the final assessment requirements only, where student must request for an extension at least 28 days before the course end date.

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The Training College is not obliged to extend the period of a student enrolment if the student has not completed the course in the allocated time. A course extension will not be approved if the student has not made reasonable and consistent progress in submitting and completing course assessments.

Approval of Course extension requests will not be given to students in a superseded course if the extension would extend their expiry date to less than one month prior to the transition date.

Students wish to apply for a Course Extension will be required to provide all supporting documentation as well as the completed a Course Extension request form.

7. Informing Students

The Training College will, in accordance with the *Accuracy and Integrity of Marketing Procedure*, ensure that all students are informed of their rights and responsibilities in relation to the deferment, suspension or withdrawal of their enrolment.

Students will be informed using the communication pathways described in the *Accuracy and Integrity of Marketing Procedure* and will be aware of the Withdrawal, Deferral and Suspension Policy and Procedure prior to enrolling in any course of training.

8. Document Handling and Record Keeping

All documentation relating to the assessment of student deferral, suspension and withdrawal applications will be kept in the student's file as detailed in the *Records Management Procedure*.

All discussions undertaken with the student during the processing of the application must be recorded as they occur.

9. Complaints and Appeals

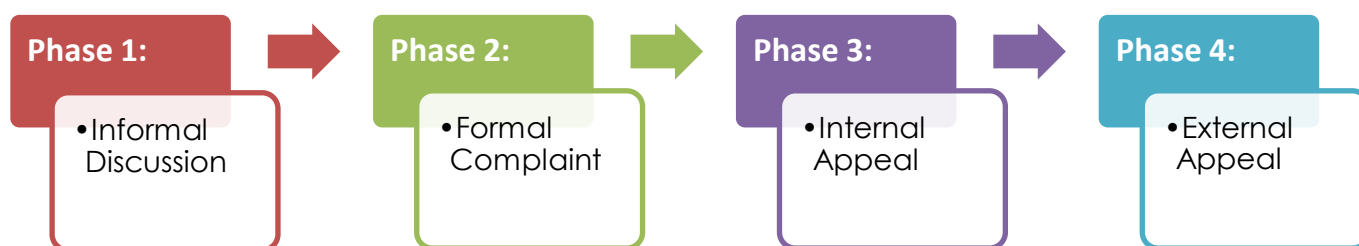
Students who are not satisfied with the outcome of their application are entitled to appeal by completing the on-line Student Appeal Form – the procedure for appeals is also outlined in PnP – Cancellation, suspension, Deferral, Withdrawal and Extension.

Process

The Training College's Student Complaints and Appeals Policy and Procedure applies to all grievances and complaints managed by the Training College, either informally or formally.

Procedure:

There are four (4) phases in the Training College Student Complaints and Appeals Policy & Procedure:



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All students or potential students can access each of the four phases of PnP – Complaints, Grievances and Appeals Policy at any time. However, it is strongly recommended that each Phase of the policy is completed before escalating to the next Phase.

A copy of The Training College's Student Complaints and Appeals Policy and Procedure can be found on <https://www.The Training College.edu.au/about-us/policies-forms>

Procedure

1. Student who wishes to withdraw from their course must contact the training college at their earliest convenience. When emailing the withdrawal request, the student should include the following details in the email:
 - a. a detailed explanation of why you are requesting to withdraw from, suspend or extend your course and/or request a refund
 - b. any documentary evidence to support this request e.g., medical certificate, travel documents etc.
2. Students who call the Training College to make a withdrawal will be requested to complete an electronic Course Withdrawal form.
3. The Training College's Administration staff will evaluate the:
 - a. content of the information supplied by you in the application including any attached evidence
 - b. any relevant information contained within your student record (such as the course commencement date which is required to calculate the number of days from this date that you submitted your application) Withdrawal Policy and Procedure
4. The Quality and Development Manager will further investigate the matter by conducting a telephone consultation with the course coordinator to determine whether there are any extenuating circumstances that need to be considered
5. The Quality and Development Manager may contact you if any part of the matter requires further clarification
6. The Administration Manager will decide in-line with this policy no later than 10 days from the date the original student on-line application, with the required documentation, was received and update the student record in the SMS and provide formal written notification to the student of the outcome
7. If the withdrawal application is approved, the Administration Manager will arrange for the issuance of any Statements of Attainment for course units already completed
8. Where a refund of course fees is to be paid to you, this will be processed under the Training College's Refund Policy and Refund Procedure
9. Where outstanding fees are payable by you, the Administration Manager will arrange for a final invoice to be issued to you. No Statements of Attainment will be issued for course units already completed until the outstanding payment is made
10. The Administration staff will update the student record within the SMS with all relevant information and attach any final summary reports of the outcome, which can be accessed by the student through VETtrak Student Portal.

Student initiated Deferral of enrolment

Procedure	Responsibility
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1	<p>Process application from student</p> <ul style="list-style-type: none"> Provide application for deferral form on request to students Assist students to complete form as required 	Administration Officer
2	<p>Assess request for deferral and respond to student</p> <ul style="list-style-type: none"> Consider reasons for request for deferral and approve cases that fall within compassionate and compelling circumstances as defined in this policy Where the deferral is approved, the student and the course end date are affected, a new training Plan is created through VETtrak and sent to the student along with a new Written Agreement to reflect the new commencement date Forward notification of decision within 10 business days of receipt of an application Student will be required to sign and return new Written Agreement Where the request for deferral is approved and does not affect the end date of the course enrolment (i.e., it is a short period of deferment), although a new Training Agreement will not be required, a notice of deferral will be recorded in VETtrak Where the request for deferral is refused, the student will be informed of the decision including the reason for refusal, as well as their right to appeal the decision within 20 business days. The refusal of the request for deferral will be entered into VETtrak and SVTS and the Training cancelled. VRQA will contact the student regarding the status of their visa A refund of fees paid will be made as per PnP – Refund Procedure 	Administration Manager

Student initiated suspension of enrolment

#	Procedure	Responsibility
1	<p>Process student request for suspension of studies</p> <ul style="list-style-type: none"> Provide student the Application for Leave of Absence Form for request for suspension of studies Provide assistance to students in completing an Application for Leave of Absence Form as required Students wishing to suspend their enrolment must apply in writing to The Training College a minimum 10 business days prior to the requested suspension date. Note, however, that suspension may be granted retrospectively where the student was unable to contact the organisation to inform them of the suspension in their studies e.g., they were involved in a car accident. 	Administration Officer
2	<ul style="list-style-type: none"> A student who wishes to suspend their course will need to complete and sign the Deferral or Suspension Application Form. The application will need to be supported by documentary evidence The Administration Manager will assess and decide to approve/ refuse the application based on the grounds of the written request. In making this decision the Administration Manager may consult with The Training Coordinators and the Trainer to assess student's course progression records, and they may also consult the Quality and Development Manager examine compliance of the withdrawal request The Administration Manager will also ensure that compassionate and compelling circumstances (which are beyond control of the student) are assessed where evidence of their validity is provided An incomplete application (for example, an application is not correctly completed, or no relevant supporting evidence is attached) will not be processed/ might be refused. The student may be permitted to re-apply the suspension request If the application is approved, the Administration Manager will record the student's suspension on VETtrak as soon as practicable after a decision on suspension has been finalised and recorded. 	Administration Manager

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Student initiated cancellation of enrolment (withdrawal)

#	Procedure	Responsibility
1	<p>Assess student request for suspension of studies</p> <ul style="list-style-type: none"> Provide student with the Application for Withdrawal Form Provide assistance to students as required to complete an Application for Withdrawal Form Organise meeting with student to discuss reasons for the withdrawal. 	Administration Officer
2	<ul style="list-style-type: none"> A student who wishes to cancel an enrolment must contact the Training College's administration team at their earliest convenience Student who calls the Training College to request a course cancellation must complete and sign the Application for Withdrawal Form and submit it to the Training College's administration team. The application will need to be supported by documentary evidence such as a letter of offer from another provider or other documentary evidence Student who requests their course withdrawal via email, do not need to complete the Application for Withdrawal form The Administrative Manager will assess and decide to approve/ refuse the application based on the grounds of the written request In making this decision the Administrative Manager may consult with the Training Coordinator, the Trainer and the Quality and Assurance Manager The Administration Manager will assess all cancellation applications based on specific factors that need to be considered. The factors are that the student requesting a transfer has an accurate understanding of what the transfer represents to their study options or that it is suspected that they are seeking transfer only due to failure to meet academic progress or attendance. The Administrative Manager will make any final decision as to whether to refuse a cancellation from a course of study for any student. The student will be advised in writing of the outcome by the Administrative Coordinator within 10 working days If a student requests the cancellation of their enrolment a refund arrangement as per the Written Agreement between the Training College and the student may be triggered. Students who cancel their enrolment and believe they are eligible for a refund must also apply for a refund according to the provisions in the Written Agreement Fees shall be refunded in accordance with the Training College's Fees and Refund Policy and Procedures that are available on the Training College's website After a decision has been made, the outcome is written and recorded and placed in the student's individual file, together with the application form. VETtrak will also be updated by the Administration Manager 	Administration Manager

Provider initiated suspension

#	Procedure	Responsibility
1	<p>Suspend the student</p> <ul style="list-style-type: none"> Inform student in writing that they are temporarily suspended and that that they will need to continue to attend classes except where behaviour is considered to be such that the student needs to complete work outside of the class In VIC, notify VRQA within 14 days of the suspension via a course variation in SVTS and VETtrak of the suspension as per the instruction's user guide In QLD, notify DESBT within 14 days of the suspension via a course variation in QTIS and VETtrak of the suspension as per the instruction's user guide Investigate student behaviour that led to suspension decision Refer to Fees and Refunds Policy and Procedures if the suspension is in relation to failure to pay an amount owing. 	Administration Manager

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2	<p>Decide on action and implement decision</p> <ul style="list-style-type: none"> ▪ Arrive at an appropriate decision e.g., issue a warning, charge for any damage caused, request a formal apology, or suspend or cancel studies ▪ Refer to Fees and Refunds Policy and Procedures if the suspension is in relation to failure to pay an amount owing ▪ Where the decision is to cancel the student's enrolment, provide the student with a Notice of Intention to Cancel Enrolment Letter informing them of their right to access the Complaints, Grievances and Appeals Policy and Procedure ▪ Where the student accesses the Complaints and Appeals process and the decision following the internal appeals process is to cancel the student's enrolment, VRQA will be informed via SVTS. 	Administration Manager
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Major Version History

Date	Reason for change	Modified / Approved By (Role & initials)
6/1/2019	Policy review & update to new format	CEO / AW
10/8/2021	Policy review & update format	QAM / AJ
23/02/2022	Policy review & update format	Q&D / AJ
02/03/2022	Policy review & update format	Q&D – AJ CEO - AW
03/03/2022	Policy review & update - ACCEPTED	CEO - AW
07/03/2022	Terms update: Cancellation to Withdrawal	Q&D - AJ
1/9/2022	Definitions updated to include Withdrawn – Official, Apparent & Deferred for reporting in AVETMIS files	CEO /AW
14/04/2023	Updated the following sections: Introduction, definitions, policy content and procedures.	Quality and Development Manager
22/08/2023	Update performed for the following: P4, section 3 (3.1, 3.2) P5, section 4 P6, section 5 P6, section 6 P8, PROCEDURE, Procedure Tables	Quality and Development Manager

Flow Chart

N/A