

Deferral, Suspension Cancellation Policy

1. Scope

This policy ensures that A Grade Education and Training meet its legal and ethical requirements in regard to the collection, storage and disclosure of the personal information of individuals.

2. Purpose

The purpose of this policy is to outline the circumstances in which a student can defer, suspend or cancel their enrolment with A Grade Education and Training and where as an RTO, A Grade Education and Training can initiate the suspension or cancellation of the student's enrolment.

Definitions

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 wellbeing. 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;
- a traumatic experience that has impacted on the student which could include involvement in or witnessing of a serious accident or witnessing or being the victim of a serious crime. Such cases supported by police or psychologists' reports;
- where A Grade Education and Training is unable to offer a pre-requisite unit.

Deferral to postpone commencement of studies.

Suspension is a temporary postponement of studies.

3. Guidelines

Policy principles for deferment , cancellation and suspension for Domestic Students

a. Deferral and suspension of studies

- Deferral and suspension of studies will **ONLY** be granted in the situation of compassionate or compelling circumstances as included in the definitions above. The circumstances listed are example of what may be considered compassionate or compelling circumstances and each case will be assessed on its individual merits.
- When determining whether compassionate or compelling circumstances exist, A Grade Education and Training considers evidence of documents have been provided to support the claim, and copies of these documents have been stored in the student's file.
- A retrospective deferment or suspension may be justified if the student was unable to contact A Grade Education and Training because of a circumstance such as being involved in an accident.
- Where a student initiated a deferral or suspension of enrolment and it is **granted**, A Grade Education and Training will suspend an enrolment for an agreed period - to a maximum of 12 months.
- If the deferral is required for longer than 12 months, the student's application will be re-assessed. If the suspension period has expired and the student does not return, the student's enrolment will be cancelled.

b. Cancellation of studies

- A Grade Education and Training may initiate suspension or cancellation of a student's enrolment on the grounds of misbehaviour or for non-payment of fees. The Student Handbook describes the behaviour expected by students, as well as information on plagiarism, collusion and cheating.
- Cancellation of the student's enrolment due to unsatisfactory course progression or attendance will be handled as per A Grade Education and Training Course Progress Policy and Procedures

Procedure –

1. Student initiated deferral of enrolment

a. Process application from student

- An *Application for Deferral Form* will be provided on request to students and if required, assistance will be provided.

b. Assess request for deferral and respond to student

- Reasons regarding the request will be considered for deferral and approve cases that fall within compassionate and compelling circumstances as defined in this policy.
- A notification of decision will be forwarded within 10 working days of receipt of an application.
- Student will be required to sign and return the new written agreement.

2. Student initiated suspension of enrolment

a. Process student request for suspension of studies

- Administration will provide to the student the *Application for Leave of Absence Form* for request for suspension of studies.
- Assistance will be provided to the students in completing an *Application for Leave of Absence Form* as required.

Students wishing to suspend their enrolment must apply in writing to A Grade Education and Training a minimum ten (10) working 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.

b. Assess request for suspension of studies

CEO is responsible for the following:

- Reasons for requesting a suspension of their course will be considered;
- Approve cases that fall within compassionate and compelling circumstances as defined in this policy;
- Where the request for suspension is refused the student will be informed including the reason for refusal and of their rights to access the *Complaints and Appeals process*;
- All decisions on suspension are to be advised to students within 10 working days of receipt of an application.

3. Provider initiated suspension or cancellation of enrolment

a. Student suspension

CEO is responsible to:

- Inform the student in writing that they are suspended because of misbehavior and that that they will need to continue to attend classes except where behavior is considered to be such that the student needs to complete work outside of the class;
- Student misbehavior will be investigated, which led to a suspension decision.

b. Decide on action and decision implementation

CEO is responsible of the following:

- Arrive at an appropriate decision e.g. issue a warning, charge for any damage caused, request a formal apology or suspend or cancel studies;
- If a cancellation of enrolment has been decided, the student will be provided with a *Notice of Intention to Cancel Enrolment Letter* informing them of their right to access the *Complaints and Appeals Policy and Procedure*;
- Students can access the Complaints and Appeals process and the decision following the internal appeals process is to be updated in the *Complaints & Appeals Register*.

Discontinuing Students

- A Grade Education and Training will have to ascertain the reasons for discontinuation of the course is it due to performance of training and assessment services, when the reasons are not around, this support will be provided based on the reason provided by student;
- Students commence the course discontinuation process by submitting a *course discontinuation form*, where the student meets the conditions of discontinuation and provided with documentation. This documentation is kept in student file and file noted on aXcelerate;
- For any training completed and competencies achieved A Grade Education and Training will issue Statement of Attainment for completed units of competencies within 30 days of notification of the discontinuance.

Transferring students

- A Grade Education and Training complies with the process of transferring students both into and out of A Grade Education and Training using relevant forms and collection of documentation as evidence, process and actions;
- Transfer out process;
A Grade Education and Training will advise the enrolled student transfer out process as soon as practicable.
- A Grade Education and Training provides information and assistance to student;
- Review student's records and determine whether they are entitled to receive credit transfer policy of any UOC's previously completed and if eligible as set out in A Grade Education and Training credit transfer policy will grant such credit and;
- Follow recognition process in relation to the student's current competencies and /or prior learning and provide student a reasonable opportunity for a Recognition of Prior Learning according to A Grade Education and Training RPL policy;
- A Grade Education and Training to comply with respect of any transferring student and transfer of student relevant to financial cap where relevant.
- A Grade Education and Training will advise the enrolled student the forth coming terminating of the contract or of ending of the delivery of subsidised training as indicated in Course Discontinuation Form;
Enrolled student will be assisted to continuing training;
- A Grade Education and Training may suggest an alternative provider;
Issuing of Statement of Attainment / Qualification credential reflective of their actual training and assessment progress to date;
- Issuing of current statement of fees and receipts of payments;
- A Grade Education and Training will issue the Training plan with all units of competencies where an outcome has been achieved, commenced but not completed and /or not commenced;
- Ensure to return all the results of any outstanding completed training activities and or assessments to the Enrolled student and;
- All requests and *Course Discontinuation Form* must be kept in student file and file noted
- A Grade Education and Training to keep all requests/notices made including provider fulfilled its obligations as above must be kept;
- Students not satisfied with above processes may seek *Complaint and Appeal process*.