



Deferral, Suspension & Cancellation Policy and Procedures

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Purpose

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

Definitions

DET means Department of Education and Training

Deferral means to postpone commencement of studies.

Suspension is a temporary postponement of studies.

Policy

1. Deferral and suspension of studies

- Requests from students for deferral and 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. 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)
- 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 Career Development and Training is unable to offer a pre-requisite unit

These circumstances are an example of what may be considered compassionate or compelling circumstances however each case will be assessed on its individual merits.

- When determining whether compassionate or compelling circumstances exist, Career Development and Training considers documentary evidence provided to support the claim, and stores copies of these documents in the student's file.
- A retrospective deferment or suspension may be justified if the student was unable to contact Career Development and Training because of a circumstance such as being involved in a car accident.
- Where a student initiates deferral or suspension of enrolment and this is granted, Career Development and Training will suspend an enrolment for an agreed period of time - 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.

2. Provider initiated suspension or cancellation

- Career Development and Training may suspend or cancel a student's enrolment including, but not limited to, on the basis of:
 - misbehaviour by the student (including plagiarism, collusion and cheating)
 - the student's failure to pay an amount he or she was required to pay the registered provider to undertake or continue the course as stated in the written agreement
- Standards of behaviour required are outlined in the Student Handbook.

3. Complaints and appeals

- Where a student accesses the Complaints and Appeals process, Career Development and Training will not notify DET until the internal appeals process is complete unless the student's health or wellbeing, or the wellbeing of others, is likely to be at risk. Where the student chooses to access an external appeals process.

4. Records

- All records relating to deferrals, suspensions and cancellations will be kept on the student's file. This will include all decisions made.



Procedure

1. Student initiated deferral of enrolment

Procedure	Responsibility
<p>A. Process application from student</p> <ul style="list-style-type: none"> • Provide <i>Application for Deferral Form</i> on request to students. • Assist students to complete form as required. 	Admissions Officer
<p>B. 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. • Forward notification of decision within 10 working days of receipt of an application. • Student will be required to sign and return new written agreement. • 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 working days. • A refund of fees paid will be made as per Career Development and Training <i>Fees, Refunds and Charges Policy</i>. 	CEO

2. Student-initiated suspension of enrolment

Procedure	Responsibility
<p>A. Process student request for suspension of studies</p> <ul style="list-style-type: none"> • Notification to SSO suspend enrolment. • Students wishing to suspend their enrolment must apply in writing to Career Development 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 eg. they were involved in a car accident. 	Admissions Officer
<p>B. Assess request for suspension of studies</p> <ul style="list-style-type: none"> • Consider reasons for request for suspension. • Approve cases that fall within compassionate and compelling circumstances as defined in this policy. • If it is unclear when the student will return, wait until the student has advised of the intended date of return 	CEO



Procedure	Responsibility
<ul style="list-style-type: none"> • If the student does not return after a break, it is considered that the student has 'inactively' advised Career Development and Training that they will not be continuing their studies. • Inform student where the request for suspension is refused, 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. Student-initiated cancellation of enrolment (withdrawal)

Procedure	Responsibility
<p>A. Assess student request for suspension of studies</p> <ul style="list-style-type: none"> • Provide student with the <i>Application for Withdrawal Form</i>. Application for Withdrawal forms can be accessed from www.cd.edu.au and also from Reception of Career Development and Training. • Provide assistance to students as required to complete an <i>Application for Withdrawal Form</i>. • Organise meeting with student to discuss reasons for the withdrawal. • Where the student is less than 18 years of age check form to ensure that the parent or legal guardian has supported the request. 	CEO
<p>B. Process application for withdrawal</p> <ul style="list-style-type: none"> • Process applicable refunds in accordance with <i>Career Development and Training's Fees and Refunds Policy and Procedure</i>. • Ensure that student's financial records are adjusted to take account of the cancellation of enrolment as relevant. • Inform all relevant personnel that the student's enrolment has been cancelled. • Advise student in writing that their enrolment has been cancelled. • Record cancellation of enrolment on Student Management System. • Include all documentation in the student's file. 	Admissions Officer



4. Provider-initiated suspension or cancellation of enrolment

Procedure	Responsibility
<p>A. Suspend student</p> <ul style="list-style-type: none">• Inform student in writing that they are temporarily suspended because of misbehaviour 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.• Investigate student misbehaviour that led to suspension decision.	CEO
<p>B. 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.• Where the decision is to cancel the student's enrolment, provide the student with a <i>Notice of Intention to Cancel Enrolment Letter</i> informing them of their right to access the <i>Complaints and Appeals Policy and Procedure</i>.• Where the student accesses the Complaints and Appeals process and the decision following the internal appeals process is to cancel the student's enrolment.	CEO