

<b>Policy Name:</b>	<b>DEFER, SUSPEND OR CANCELLATION</b>
<b>Policy No.</b>	<b>E2.0</b>
<b>Issued:</b>	20 March 2023
<b>Reviewed:</b>	

### **Purpose**

To provide a consistent, fair and transparent approach to the deferment, suspension or cancellation of training.

### **Areas Affected**

Current and prospective students of accredited and non accredited training

### **General**

Current and prospective students are informed of this policy through HITsa's website, enrolment forms, student handbook and induction.

This policy should be read in conjunction with HITsa's COURSE FEES policy, with particular reference to "Refunds".

### **Cancellation**

Learners may withdraw from their course at any time.

Learners are required to contact their RTO CoOrdinator via email or phone to advise of their intent to withdraw from training

The RTO CoOrdinator will forward a REQUEST TO CANCEL / DEFER / SUSPEND TRAINING form for the student to complete.

When returned by the student, this form will be forwarded to the Business Manager for approval.

The CoOrdinator will process the cancellation in the student management system.

Learners that withdraw from a course may be eligible for a refund, refer to the Course Fees Policy.

Where a learner has withdrawn from a course after commencement and have been deemed competent in one or more units of competency, the learner is entitled to a Statement of Attainment.

### **Deferral**

Students may request to defer the commencement of their studies or temporarily suspend their enrolment after commencement, where they have a good reason to do so

Such reasons may include

- serious illness or injury, supported by the medical certificate states the student's inability to attend classes
- bereavement of close family members such as parents or grandparents
- unexpected change to personal circumstances, which may include illness of a family member, loss of employment, change in living arrangements
- a traumatic experience eg. witnessing of a serious accident; witnessing or being the victim of a serious crime, and this has impacted on the student

HITsa Business Managers will use their professional judgment to assess each case on its merits and may refer it to the Executive Officer for final discretion and decision. When determining whether compassionate or

compelling circumstances exist, HITsa will consider documentary evidence provided to support the claim and will keep copies of these documents in the student's file.

Circumstance	Acceptable Evidence
Serious illness or injury	Medical letter or certificate
Death of close family members	Death Certificate
Witnessing or being the victim of a serious crime	Police report outlining involvement in a serious crime or accident; or medical reports
Involvement in, or witnessing of a serious accident or other traumatic experience	Police outlining involvement in a serious crime or accident; or medical reports
HITsa was unable to offer a prerequisite unit	t No evidence required

A student may request to defer or suspend their training using the REQUEST TO CANCEL / DEFER / SUSPEND TRAINING form. This form must be submitted at the earliest opportunity. This application must include in detail the 'compassionate or compelling circumstances' to support their application to temporarily defer of the commencement of their studies or temporarily suspend their enrolment after commencement.

A request to defer the commencement of training must be received prior to the first class. If notice is not received, the student's enrolment into the course will remain active, and the student will be marked as absent from the scheduled class. Any form received after the commencement of training will be deemed to be a request to suspend training.

HITsa will apply the following principles to assess applications

- Review all applications and make a determination of approval or rejection within 5 working days
- Ensure the student is informed in writing of the outcome of their application
- In the case of a student application being rejected, in the written notification to the student, inform them of their ability to access the 'Complaints and Appeals Policy' if they wish to appeal the decision.
- Maintain all documentation related to the deferral or suspension application in the student's file.

HITsa may deny a request for deferment/suspension if an applicant has overdue fees, or is in breach of the Student Code of Behaviour'.

### Provider Initiated Deferral

HITsa may defer a student's enrolment where the course is not being offered at the proposed date, site, or any other reason HITsa deems necessary to cancel the course.

In such cases, a refund shall be processed as required or alternative course(s) offered.

Please refer to the 'Course Fees ' Policy for further details.

If the rostered trainer is absent from work, and a replacement trainer cannot be sourced, HITsa will be obliged to cancel the day's training. Students will be advised by text and phone call at the earliest opportunity prior to the scheduled commencement time. The class will be rescheduled.

### Provider Initiated Suspension or Cancellation

HITsa may suspend or cancel a student's enrolment on the basis of, including but not limited to

- Serious misconduct by the student, as outlined in the student handbook
- The learner fails to return to study after an approved deferral
- The learner fails to submit overdue assessments by the end of the Falling Behind process
- The learner fails to contact or respond to contact attempts by the end of the re-engagement process
- The student's failure to pay an amount he or she was required to pay to HITsa to undertake or continue the course as stated in the student's enrolment documentation
- Where the learners' enrolment is cancelled, the RTO will issue a Statement of Attainment for any units that the learner has successfully completed,

Where HITsa decides to suspend or cancel the student's enrolment, the student will be informed in writing of the intention to suspend or cancel the student's enrolment and the reason(s) for doing so. The student will have 20 working days to appeal the decision, as per HITsa's 'Complaints and Appeals Policy'. The student's enrolment will not be cancelled or suspended until after this appeal period has passed. Where the student enrolment is to be suspended, the length of the suspension must be included. Where the enrolment is to be cancelled, the effective date of the cancellation (at least 20 working days from the date of the letter) must be included. Copies of communication will be sent to the student's Employer, Apprenticeship Broker or Job Service Provider if relevant. HITsa will copy all documentation on the student's file.

### **Falling Behind**

Refers to process of supporting learners who have missed due dates for submitting assessments. HITsa RTO CoOrdinators closely monitor learner engagement. Where the learner does not submit work by the due date, HITsa will commence the falling behind process as follows -

- The CoOrdinator will set a resubmission date taking into account the amount of work required and personal circumstances of the learner. The CoOrdinator may discuss deferral as an option with learner at this point.
- If the work is not submitted by the due date, the CoOrdinator will discuss re-training needs with the learner and schedule this. Alternatively, a new due date will be set, being a 1 week extension.
- If either the work is not submitted OR the student has not made contact three weeks from this new due date, the RTO CoOrdinator will escalate the to the Business Manager.
- The Business Manager will connect with the learner to offer support and to confirm they are aware the work is outstanding.
- The Learner is informed that Falling Behind Letter will be sent out after a week if submission isn't made.
- The CoOrdinator generates first Falling Behind Letter providing 2 weeks' time to submit overdue assessments
- If submission isn't attempted, the CoOrdinator generates second Falling Behind Letter providing 2 weeks' time to submit overdue assessments. –
- If submission isn't attempted, the CoOrdinator sends the learner details back to the Business Manager to initiate cancellation of enrolment.

### **Re-engagement**

HITsa will attempt to connect with disengaged learners by phone, email and text. Where HITsa is not able to get in contact with the learner for 4 weeks or the learner fails to return to study after the end of an approved deferral period, the RTO coordinator will commence re-engagement process:

The CoOrdinator will make further attempts to contact for 1 week.

After 1 week of no contact, the RTO CoOrdinator generates first Re-engagement letter advising learner to respond by 2 weeks.

After 2 weeks of no contact, the RTO CoOrdinator generates second Re-engagement letter advising learner to respond within 2 weeks.

If learner doesn't respond within 2 weeks, the CoOrdinator sends the learner details to the Business Manager to approve cancellation of enrolment.

**END**

Date	Version	Amendment(s)
20.03.23		Original Document