

Deferral, Cancellation and Withdrawal

Purpose: *This procedure has been developed to ensure that, Excel Training sets out fair conditions under which a learner, employer or the RTO may withdraw an enrolment to cease all training and assessment activities. Excel Training also acknowledges that at times a learner may need to defer from their commenced studies.*

POLICY STATEMENT

Excel Training is committed to ensuring ethical and fair practices in all areas of operations and management. Excel Training ensures safety for all learners and fairness in process and decision relating to Deferrals, Cancellations and Amendments to learners learning.

Excel Training:

- Ensures all deferral requests are reviewed and considered fairly and based on the learners circumstances and judgements are not based on funding arrangements and or any interests of the RTO;
- Cancellations are reviewed and processed privately and fairly in a timely manner, and where possible, in consultation with the learner;
- Disciplinary action will be taken when necessary to ensure the safety and academic progress of all Excel Training learners;
- Ensures all documentation and communication collected through a deferral, withdrawal and or cancellation will be recorded in the learners file.
- Through a formal agreement with Excel Training Learners may be given permission to defer commencement, or temporarily suspend their studies during the course or be granted a leave of absence. This may only occur on the grounds of:
 - Compassionate or compelling circumstances

POLICY PRINCIPLES

DEFERRAL

Through a formal agreement with Excel Training, learners may be given permission to defer commencement, or temporarily suspend their studies during the course or be granted a leave of absence. This may only occur on the grounds of compassionate or compelling circumstances.

CANCELLATION OR WITHDRAWAL

Excel Training may Cancel or Withdraw a learners enrolment on the grounds of:

- Breach of enrolment conditions
- Where Excel Training becomes aware that fraudulent documents or statements were made to gain enrolment at Excel Training
- Where a learner is considered to provide a threat to the wellbeing of other learners or staff
- Non-payment of tuition fee
- Cheating or plagiarism in submitted assessments on more than one occasion
- Compelling or compassionate circumstances, or
- Misconduct by a learner – This may include but is not limited; acts of discrimination, sexual harassment, vilification or bullying as well as acts of cheating or plagiarism. (*Learners should also refer to the Code of Conduct for behavioural standards*).

PROCEDURE

A learner's enrolment can be deferred or suspended in certain circumstances, by Excel Training, the learner, or by an approved staff member (e.g. manager of employee enrolled in the course). This procedure provides guidelines to:

- Postpone the starting of a course
- Temporary delay of enrolment during a course, and
- Defer or studies for a period of time
- Allow a staff member access to defer an employees
- Withdraw from a course
- Allow a staff member to withdraw an employee

DEFERRALS AND CANCELLATIONS

Learners who wish to defer their enrolment or staff members who wish to suspend their employee's studies must complete the Deferral and Suspension Application and submit it to training@excels.com.au. The form can be found on the website or by request through the above email.

The form must be submitted at least 10 working days before the requested deferral or suspension date or in certain compassionate circumstances (at the discretion of Excel Training), no later than 10 days after the requested deferral commencement date. Any application received later than this date will not be processed.

The learner and staff member (where applicable) will be notified in writing by the Administration and Compliance Officer if their deferral or suspension application has been accepted.

Excel Training may only enable learners to defer or temporarily suspend/ delay their studies, including granting a leave of absence, during the course through a formal agreement in certain limited circumstances such as,

- Compassionate or compelling circumstances (e.g. illness where a medical certificate states that the learner is unable to attend classes), or
- Misconduct by the learner.

Application for deferral or suspension of enrolment based on the two conditions above must have supporting evidence attached. Application with no supporting evidence attached will not be considered.

The learner is in default if the:

- Course starts on the agreed starting day, but the learner does not start the course on that day and has not followed the steps above
- Learner withdraws from the course either before or after the agreed starting day or
- Excel Training refuses to provide, or continue providing, the course to the learner because of one or more of the following events -
 - the learner failed to pay an amount he or she was liable to pay Excel Training, directly or indirectly, in order to undertake the course; or
 - Misconduct by the Learner. which may include –
 - Learners are considered guilty of cheating, plagiarism or otherwise act dishonestly in undertaking an assessment task if they seek to gain advantage by unfair means such as copying another learner's work, or in any way mislead a teacher about their knowledge, ability or the amount of original work they have done. Any suspected acts of this nature will be investigated and the learner will be entitled to natural justice.
 - All learners are expected to comply with Excel Training's Code of Conduct. The Code of Conduct stresses the importance of treating each other fairly, ethically and with respect and dignity at all times. Excel Training expects all learners to behave in a mature and responsible manner. Any breach of the Code of Conduct will be investigated and the learner will be entitled to natural justice.

Where the deferral or suspension is not initiated by the learner, Excel Training must inform learners of its intention to defer or cancel the learner's enrolment and notify the learner that they have 20 working days to access Excel Training's Complaints, Grievance and Appeals process.

If the learner accesses the Complaints, Grievance and Appeals process, the deferral or suspension of the learner's enrolment cannot take effect until the internal process is completed, unless extenuating circumstances relating to the welfare of the learner apply.

Extenuating circumstances' relating to the welfare of the learner may include, but are not limited to the following. The learner:

- is missing

- has medical concerns, severe depression or psychological issues which lead Excel Training to fear for the learner's wellbeing
- has engaged or threatens to engage in behaviour that is reasonably believed to endanger the learner or others, or
- Is at risk of committing a criminal offence.

Any claim of extenuating circumstances will need to be supported by appropriate evidence. Excel Training will keep any documentary evidence on the learner file of the assessment of the application.

WITHDRAWALS

Learners are expected to inform Excel Training in writing if they wish to terminate their enrolment by completing the Withdrawal and Cancellation Application Form. This can be found on the website or by a request email sent to training@excels.com.au

A request from a learner for withdrawal from a course will be processed within 5 working days of receiving the form. The effective withdrawal date will be the date the form is signed off by the RTO Manager or Administration and Compliance Officer.

The learner will receive a confirmation of their withdrawal from the course in writing via an email from the Administration and Compliance Officer.

If the learner leaves the employment of a company that has paid for their enrolment, the employer has the right to withdraw the learner from study.

Excel Training has the right to withdraw a learner if they have been absent for 4 consecutive weeks or if there has been no contact in this time frame. Where a learner has been found guilty of inappropriate behaviour, the RTO will remove them from the course.

Employers are expected to notify Excel Training utilising the Withdrawal and Cancellation Application Form and submitted through to the above email address. Employers will need to provide Excel Training with a viable reason as to why they are withdrawing the learner. Viable reasons may include, but are not limited to the following.

The learner:

- has a medical certificate, stating that they are unable to attend class
- has behaved out of accordance with Excel Trainings policies
- is missing
- has medical concerns, severe depression or psychological issues which lead Excel Training to fear for the learner's wellbeing
- has engaged or threatens to engage in behaviour that is reasonably believed to endanger the learner or others, or
- Is at risk of committing a criminal offence.
- has ceased employment with their organisation

RECORD KEEPING

All documents relating to any of the above matters i.e. deferrals, cancellations and withdrawals must be kept on learner files. This includes, but is not limited to, application forms, notes of meetings with learners and other parties, any evidence supplied by the learner in support of their claim, reports/notes from teachers, letters to learners and minutes of appeal hearings.

To complete the learners' files the Administration and Compliance officer will –

- Ensure all relevant documentation is saved in the learner's individual electronic and hard copy files
- Ensure individual Vettrak file reflects correct data including – personal information, completed assessment dates, files notes etc. The incomplete units will be removed from the learners' occurrence enrolment, a Statement of Attainment will be issued where one or more units have been completed and the Activity Status will be updated.
- Once the Statement of Attainment has been saved in the Learners Electronic File, the File will be moved into the Archive and maintained in accordance with Excel Training's Record Management Policy

The RTO Administration and Compliance Officer will then send the learner an electronic copy of their Statement of Attainment and a hard copy will be sent to their residential address.