

DEFERRAL, CANCELLATION & WITHDRAWAL POLICY

The purpose of this policy is to provide a consistent and fair process for assessing, approving and recording a withdrawal or deferral of study and/or amendment of study options for Learners. This includes keeping documentary evidence of the Deferral, Cancellation or Withdrawal Assessment of the application in the Learner's file.

Policy Statement

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

Rexcel 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 financial interest 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 Rexcel Training Learners;
- Ensures all documentation and communication collected through a deferral, withdrawal and or cancellation will be recorded in the Learners file.

Deferral

Through a formal agreement with Rexcel 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 extenuating circumstances and will be assessed on a case by case basis.

Cancellation of Enrolment

Rexcel Training may cancel a learner's enrolment for:

- breach of enrolment conditions
- where fraudulent documents or statements were made to gain enrolment at Rexcel Training
- where a Learner is considered to be a threat to the wellbeing of other Learners or staff
- non-payment of tuition fees
- cheating or plagiarism in submitted assessments where this has previously been addressed
- compelling or compassionate circumstances, or
- Misconduct by a learner. Misconduct includes (but is not limited to) behaviour such as acts of discrimination, sexual harassment, vilification or bullying as well as acts of cheating or plagiarism (Learners should also refer to the anti-bullying and harassment policy.
- Where deferral, suspension or cancellation is initiated by Rexcel Training, Learners will receive a notice of Intention to Defer, Cancel or Withdraw the Enrolment. This notice will clearly identify that a learner will be given 20 working days to access Rexcel Training's internal complaints and appeals process.
- When the appeals process is initiated, the Learner's enrolment will be maintained until the internal appeals process is complete, unless extenuating circumstances apply.
- Extenuating circumstances relating to the welfare of a Learner may include, but are not limited to:
The learner:

- is missing
- has medical issues/severe depression/psychological issues which lead Rexcel Training to be concerned for their well-being
- has engaged/threatened to engage in behaviour which it is reasonably considered, may endanger the learner themselves or others
- Is at risk of committing a serious criminal offence.

Rexcel Training Initiated Deferral, Cancellation or Withdrawal - Disciplinary Action

Procedural fairness will apply in all cases. This includes and is not limited to:

- Learners must be treated fairly, with dignity and with due regard to their privacy.
- Learners are to be regarded as innocent of the alleged misconduct until they have either admitted to or been found by proper inquiry to have so behaved.
- Past misconduct is not evidence that a Learner has behaved in the same manner again. However a Learner's second offence may be penalised more severely than their first offence.
- Each case is dealt with on its own merits and according to its own circumstances with the provision that the first instance of misconduct will be penalised more leniently than subsequent instances of misconduct.
- Learners will be informed that their learner visa may be affected.
- Withdrawal requests are to be made to the RTO Manger and or Compliance and Administration Officer by the learner
- If in the event a learner does not attend training sessions and has become uncontactable for 4 consecutive weeks, Rexcel Training will initiate and process a withdrawal from the course.
- Disciplinary action imposed will take into account the nature and the extent of the misconduct.
- The CEO may impose the penalty of permanent exclusion from Rexcel Training in the case of physical or verbal abuse of a Learner, Visitor or Staff of Rexcel Training, repeated or severe misconduct, or in the case of criminal acts.
- Rexcel Training aims to ensure that Learners continue to have access to their course throughout this process. However, Rexcel Training reserves the right to exclude a Learner from attending classes during this period i.e. for investigative purposes.
- In all cases, Rexcel Training will approach the process with the best interests of all parties and will endeavour to provide course materials and/or assessments to any learner excluded from attending classes.

Records management

- All information and correspondence in relation to a withdrawal/deferral/amendment application will be securely filed in the Learner's file.