

## DEFERRAL, CANCELLATION & WITHDRAWAL POLICY

The purpose of this policy is to provide a consistent and fair process for assessing, approving, and recording a withdrawal, deferral of study or amendment of study options for Students. This includes keeping documentary evidence of the Deferral, Cancellation or Withdrawal Assessment of the application in the Student 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 Students and fairness in the decision making relating to Deferrals, Cancellations and Amendments to Students education.

Rexcel Training:

- Ensures all deferral requests are reviewed and considered fairly based on the Student circumstances and judgements are not based on funding arrangements or any financial interest of the RTO.
- Cancellations are reviewed and processed fairly and in a timely manner, and where required, in consultation with the Student.
- Ensures all documentation and communication collected through deferral, withdrawal and or cancellation will be recorded in the Students file.
- Disciplinary action will be taken, if the safety or academic progress of Students has been compromised.

### Deferral

Students 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.

### Student initiated Deferral, Cancellation or Withdrawal

- The Student must submit the request for withdrawal in writing and preferably include the Deferral/ Cancellation form or the Withdrawal form.
- Withdrawal requests are to be made to the RTO Manager and or Compliance and Administration Officer by the Student.

**Cancellation of Enrolment** - Rexcel Training may cancel a Students enrolment due to:

- Breach of enrolment conditions.
  - The Student doesn't attend training sessions and has become uncontactable for 4 consecutive weeks, Rexcel training will initiate and process a withdrawal from the course.
  - Fraudulent documents or statements were made to gain enrolment at Rexcel training.
  - Where a Student is considered to be a threat, to the wellbeing of other students or staff.
  - Non-payment of tuition fees.
  - Cheating or plagiarism in submitted assessments where this has previously been addressed.
  - Compelling or compassionate circumstances.
  - Misconduct by a Student 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 (students should also refer to the anti-bullying and harassment policy).
- Where deferral, suspension or cancellation is initiated by Rexcel Training, Students will receive a notice of Intention to Defer, Cancel or Withdraw the Enrolment. This notice will clearly identify that a

Student will be given 20 working days to access Rexcel Training's internal complaints and appeals process.

- When the appeals process is initiated, the Student's enrolment will be maintained until the internal appeals process is complete, unless extenuating circumstances apply.
- Extenuating circumstances relating to the welfare of a Student may include, but is not limited to: The Student:
  - o Is missing.
  - o Has medical issues/severe depression/psychological issues which lead Rexcel training to be concerned for their well-being.
  - o Has engaged/threatened to engage in behaviour which it is reasonably considered, may endanger the Student themselves or others.
  - o 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:

- Students must be treated fairly, with dignity and with due regard to their privacy.
- Students 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.
- Disciplinary action imposed will consider the nature and the extent of the misconduct.
- A history of alleged misconduct. However, a Student's second offence may be penalised more severely than their first offence.
- Each case will be dealt with individually and according to its circumstances with the provision that the first instance of misconduct will be penalised leniently, than subsequent instances of misconduct.
- The CEO may impose the penalty of permanent exclusion from Rexcel Training in the case of physical or verbal abuse of a Student, Visitor or Rexcel Training Staff, repeated or severe misconduct, or in the case of criminal acts.
- Rexcel Training aims to ensure that Students continue to have access to their course throughout this process. However, Rexcel Training reserves the right to exclude a Student 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 Student excluded from attending classes.

### **Records management**

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