

VPS13 DEFERRAL, SUSPENSION OR CANCELLATION/WITHDRAWAL OF ENROLMENT POLICY AND PROCEDURE – DOMESTIC STUDENTS

Abbreviations:

ATMC (The Company)	Australian Technical and Management College
CEO	Chief Executive Officer
eCoE / CoE	electronic Confirmation of Enrolment / Confirmation of Enrolment
CRICOS	Commonwealth Register of Institutions and Courses for Overseas Students
DET	Department of Education and Training
DHA	Department of Home Affairs
ELICOS	English Language Intensive Courses for Overseas Students
LMS	Learning Management System
PRISMS	Provider Registration and International Student Management System
RTO	Registered Training Organisation
SVTS	Skills Victoria Training System
The National Code	The National Code of Practice for Providers of Education and Training to Overseas Students 2018.
VET	Vocational Education and Training

Policy

1 Purpose

The purpose of this Policy and Procedure is to set out ATMC’s framework for effectively managing domestic student deferment, suspension and cancellation of study in a manner compliant with mandated standards, and which supports academic quality and fosters good practice

2 Scope

This Policy and Procedure applies to domestic students, staff and members of decision-making bodies.

3 Principles

- 3.1 The management of domestic student deferment, suspension and cancellation of study is fair, equitable, reasonable, transparent, and consistent;
- 3.2 Clear, comprehensive, accurate and easily accessible information on domestic student deferment, suspension and cancellation of study is published on the website and in the Student Handbook; and
- 3.3 ATMC takes proactive and pre-emptive action to address systemic issues identified through the review of instances of domestic student deferment, suspension and cancellation of study.

4 Policy Statements

4.1 Fairness, Equity, Reasonableness, Transparency and Consistency

- ATMC is committed to ensuring its activities are free from bias and unlawful discrimination.
- ATMC's processes and practices relating to its students exemplify fairness and reflect due process.
- ATMC's management of students must be equitable. This takes into account the particular circumstances and characteristics of students.
- Decision-making must be reasonable.
- Decisions take appropriate account of all relevant information and circumstances.
- The deliberations will arrive at conclusions based on sound reasoning:
 - It is prompt,
 - Objective, and
 - Straightforward.
- Decision outcomes result from consistently applied criteria, allowing for the fact that a changing regulatory environment may lead different decision outcomes over time.

4.2 Communication

- Fairness, equity and transparency underpin the effective communication of information regarding domestic student deferment, suspension and cancellation of study.
- ATMC ensures that clear, comprehensive, accurate and easily accessible information is available on the website, and in the Student Handbook.

4.3 Review and Improvement

- ATMC's approach to the management of domestic student deferment, suspension and cancellation of study is regularly reviewed, utilising feedback from students and staff, advice from external experts, and benchmarking with processes and practices at other institutions.
- Issues identified in the review process, including issues concerning compliance with mandated standards and the proper application of this Policy and Procedure, are expeditiously addressed.
- Identified opportunities for improvement are considered and pursued where feasible.

Procedure

5 Student-Initiated Deferment, Suspension and Cancellation of Study

5.1 Overview

- 5.1.1 Domestic students may apply to defer their study if they are unable, or do not wish, to:
 - 5.1.1.1 Commence their course on the scheduled course commencement date.
- 5.1.2 Domestic students may apply for voluntary suspension of their study for a specified period.
- 5.1.3 Domestic students may voluntarily withdraw from a course at any time.
- 5.1.4 The maximum time allowed for a deferment or voluntary suspension of study is one year.

5.2 Deferring Commencement

- 5.2.1 Domestic students wishing to defer the commencement date of their course must apply to the VET Manager in writing using the Deferral Form prior to the relevant course start date.
- 5.2.2 In the event that the request for deferment is approved, the student will be advised in writing of the decision within five (5) working days.
- 5.2.3 Administrative staff will enter the information regarding the deferment on the Student Management System.
- 5.2.4 The request for deferment of commencement of study, any accompanying documentation, and a copy of the written advice to the student of the decision will be placed on the student's file.
- 5.2.5 If a student has received an offer, they may be eligible to apply for a deferral.
 - 5.2.5.1 Deferrals are not available in all courses and are strictly limited in some others.
 - 5.2.5.2 If the course they have received an offer in is deferrable, they will have the option to defer their place when they accept the offer.
- 5.2.6 Acceptable reasons for deferment are detailed in Appendix 1 and Appendix 2.

5.3 Voluntary Suspension of Study

- 5.3.1 Voluntary suspension of study is known as Leave of Absence. Domestic students wishing to take a Leave of Absence from their study must apply to the VET Manager in writing using the Application for Leave of Absence for Domestic Students Form. Financial and academic penalties may apply.
- 5.3.2 The VET Manager will make an appointment to meet with the student to discuss their request, advise the student if there are any fees owing to ATMC and discuss how payment would be settled or transferred and will also check if there are any library books, learning resources or other items on loan to the student and discuss potential arrangements for their return.

- 5.3.3 In the event that the request for Leave of Absence is approved, the VET Manager will advise the student in writing of the decision within five (5) working days.
- 5.3.4 Administrative staff will enter the information regarding the Leave of Absence on the Student Management System.
- 5.3.5 The Administration staff will:
 - 5.3.5.1 Ensure that the student's financial records are adjusted to take account of the period of suspension of study;
 - 5.3.5.2 Email the relevant staff advising them that the student has suspended their study so that records can be updated, and any necessary arrangements made; and
 - 5.3.5.3 Make a diary entry to set a reminder for when the student is due back.
- 5.4 **Voluntary Withdrawal from a Course**
 - 5.4.1 Students wishing to voluntarily withdraw from their course will advise the VET Manager in writing using the Application for Withdrawal for Domestic Students Form of their intention to withdraw. Financial and academic penalties may apply.
 - 5.4.2 A copy of the request and any supporting documentation, along with any comments from the VET Manager, is placed on the student's file.
 - 5.4.3 Administration staff will cancel the student's enrolment in the Student Management System.
 - 5.4.4 The Administration staff will:
 - 5.4.4.1 Ensure that the student's financial records are adjusted to take account of the cancellation of enrolment.
 - 5.4.4.2 Email relevant staff advising them that the student's enrolment has been cancelled so that records can be updated, and any necessary arrangements are made.
- 5.5 **ATMC-Initiated Suspension and Cancellation of Study**
 - 5.5.1 The cancellation of enrolment process refers to the initiation of cancelling a domestic student's enrolment in their course by ATMC.
 - 5.5.2 ATMC may initiate cancellation of a domestic student's enrolment on the following grounds, but not limited to:
 - 5.5.2.1 Misbehaviour by the student;
 - 5.5.2.2 Student's failure to pay an amount they are required to pay ATMC to undertake or continue the courses stated in their Letter of Offer; or
 - 5.5.2.3 A breach of course progression requirements by the student.
 - 5.5.3 ATMC's decision to initiate cancellation of a domestic student's enrolment will be in accordance with and follow the procedures of:
 - 5.5.3.1 The Academic Honesty and Misconduct Policy and Procedure;

- 5.5.3.2 The Refund Policy and Procedure;
- 5.5.3.3 The Attendance, Progression and Exclusion Policy and Procedure; and
- 5.5.3.4 The Student Code of Conduct.
- 5.5.4 Students are advised in writing of ATMC's intention to cancel their enrolment and the detailed reasons for this decision.
- 5.5.5 Students are advised in writing of their right to appeal this decision through the Student Complaints and Appeals Policy and Procedure.
- 5.5.6 Students have twenty (20) working days from the date their intention to cancel has been received to submit their appeal.

6 Responsibilities

6.1 The Chief Executive Officer

- 6.1.1 Effectively discharging the decision-maker role assigned to the CEO in this Policy and Procedure and aligned Policies and Procedures;
- 6.1.2 Ensuring that the system in place for managing domestic student deferment, suspension and cancellation of study complies with mandated standards;
- 6.1.3 Ensuring that the system in place for managing domestic student deferment, suspension and cancellation of study is regularly reviewed, identified deficiencies expeditiously addressed, and opportunities for improvement pursued where feasible.

6.2 The VET Manager

- 6.2.1 Effectively discharging the decision-maker role assigned to the VET Manger in this Policy and Procedure and aligned policies and procedures.

6.3 Staff

- 6.3.1 Acting in accordance with this Policy and Procedure; and
- 6.3.2 Seeking any advice required to properly and effectively meet their responsibilities in relation to this Policy and Procedure.

Definitions:

Deferment	<p>Only applies prior to a student commencing their selected course of study, it is when a prospective student delays the commencement date of their study.</p> <p>Deferment cannot be applied for or be approved once a student has commenced their chosen course of study.</p>
Suspension	<p>When a student, who has already started yet has not completed their study, requires a leave of absence. If approved, their training plan is suspended with the clear intention that the student will recommence at an agreed date in the future (i.e. temporary suspension).</p>
Cancellation/ withdrawal	<p>When a student is removed from the current course enrolment before they have formally completed the planned training. This student will not be eligible for any subsequent courses for which they may also be registered. A cancellation/withdrawal can be initiated by the student or ATMC</p>
Compulsory study period	<p>A compulsory study period is one in which the student must enrol unless granted a deferment or suspension from enrolment or leave of absence under Standard 9 (Deferring, suspending or cancelling the student's enrolment). A compulsory study period does not include periods in which the student can elect to undertake additional studies.</p>
Critical incident	<p>A traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury.</p>
Enrolment	<p>Is where a student has been issued with a CoE to confirm acceptance by ATMC and is occupying a place in the CRICOS registered course for which the student was accepted and is progressing towards the completion of the course requirements. The period of enrolment includes scheduled breaks between study periods</p>
Leave of absence	<p>Is where a student has a requirement to miss scheduled training for reasons other than specified for a deferment or suspension of studies</p>

Legislation

- CRICOS Standards Fact Sheets
- [Education Services for Overseas Students Act 2000](#)
- [ELICOS Standards 2018](#)
- [National Code of Practice 2018](#) – Standards 9 and 10
- [National Vocational Education and Training Regulator Act 2011](#)
- Relevant State Government funding agreements
- [Standards for Registered Training Organisations 2015](#)

ATMC Related Documents

- Domestic Admissions Policy and Procedure
- Attendance Policy and Procedure
- Cancellation/Withdrawal Application Form
- Complaints and Appeals Policy and Procedure
- Deferral or Suspension Forms
- Notification of Non-Attendance Form
- Student Code of Conduct
- Student Leave Application Form
- Refund Application Form
- Refund Policy and Procedure

Version Control

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V1.1	December 2019	Review, feedback and input and update of general information	VET Manager	December 2021
V1.2	March 2023	Removed reference to International students	Compliance Manager	March 2025
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APPENDICES

Appendix 1

Acceptable reasons for deferral, suspension or leave of absence – requested by student:

ATMC may decide to accept an application from a student for deferral of commencement, suspension or cancellation/withdrawal of study on the following grounds:

Acceptable reason	Procedure
Where ATMC was unable to offer a pre-requisite unit, or the overseas student has failed a prerequisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol.	Deferment or cancellation/withdrawal
Inability to begin studying on the course commencement date due to delay in receiving a student visa.	Deferment or cancellation/withdrawal
Inability to begin studying on the course commencement date due to serious illness or injury, where a medical certificate states that the overseas student was unable to attend.	Deferment or cancellation/withdrawal
Inability to begin studying on the course commencement date due to bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided).	Deferment or cancellation/withdrawal
Inability to begin studying on the course commencement date due to major political upheaval or natural disaster in the home country causing a delay and this has impacted on the overseas student's commencement of studies.	Deferment or cancellation/withdrawal
Bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided).	Suspension or leave of absence
Major political upheaval or natural disaster in the student's home country causing anxiousness of the student and this has impacted on the overseas student's studies.	Suspension, leave of absence or cancellation/withdrawal of studies
Traumatic experience whilst studying which could include: <ul style="list-style-type: none"> • Involvement in, or witnessing of a serious accident; • Witnessing or being the victim of a serious crime, and this has impacted on the overseas student (these cases should be supported by police or psychologists' reports); • Is a witness or is a victim of any fatality or serious injury; • Is a victim of a serious traffic collision (local & off shore); • Is witness to a murder or suicide; • Is a witness or victim of physical / sexual assault or domestic 	Suspension, leave of absence or cancellation/withdrawal of studies

Acceptable reason	Procedure
violence; <ul style="list-style-type: none"> • Is a victim of severe verbal or psychological aggression; • Victim of a fire; • Victim of explosion or bomb threat; • Victim or witness of a hold up or attempted robbery; • Victim or witness of serious threats of violence; • Has been affected by storms or natural disasters (local); • Is affected by drug or alcohol abuse. 	

Appendix 2

Acceptable reasons for leave of absence, suspension or cancellation / withdrawal – requested by the student:

ATMC may decide to accept an application from a student for a leave of absence or suspension or cancellation / withdrawal of study for the following reasons:

Reason provided by student for approval	Procedure
Student wanting to return home to visit family for non-emergency reasons e.g. family reunion, wedding of immediate family member where the time period is less than four (4) weeks	Leave of absence application
Student wanting to have break from studies for that will exceed the published holiday period by ATMC	Suspension where the time period is more than four (4) weeks or leave of absence where the time period is less than four (4) weeks
ATMC not able to offer a pre-requisite unit required to start or complete a course of study	Suspension, leave of absence or cancellation/withdrawal of studies
Experiencing financial difficulties whilst studying	Suspension or cancellation/withdrawal
Experiencing dissatisfaction of study conditions	Cancellation/withdrawal or transfer to another provider
Poor academic progress causing the student to not to be able to continue current enrolment	Cancellation/withdrawal of enrolment or re-enrolment