

Withdrawal & Deferral Policy & Procedure

Purpose

The purpose of this policy is to outline the process for students who elect to defer or withdraw from a course, or unit of competency.

Scope

This policy applies to all students enrolled with CEAV Institute.

Responsibility

It is the responsibility of the RTO Manager to implement this Policy and Procedure and ensure staff undertake the processes outlined.

It is the RTO Manager's responsibility to:

- Approve or reject the student's request to withdraw/defer from their course/training program.
- Advise the Student in writing (letter) of the decision that has been made regarding their request to refer /defer from their course.

Definitions or Reference Documents

- **Standards for Registered Training Organisations 2025 (RTOs)** – a set of standards set endorsed by the Council of Australian Governments (COAG) Industry and Skills Council to provide national consistency in the regulation of the VET sector using a standards-based quality framework and a risk-based approach to promote quality flexibility and innovation in VET
 - promote Australia's reputation for VET locally and overseas
 - promote a VET system that meets Australia's social and economic needs
 - protect students undertaking or proposing to undertake VET in Australia
- **Deferral** Postpone enrolling in a course, withdraw from a course.
- **Suspension** - Temporary putting on hold studies during the course after which the student may recommence study. Suspension may not necessarily come because of misbehaviour. This will not necessarily push out the completion date
- **Cancellation** - a cessation or end of enrolment in a course
- **Compassionate & Compelling circumstances** – conditions which are beyond the control of the student and may impact the student's course progress and/or well-being. Examples of these circumstances are as follows:
 - Where students do not receive their visa in time to arrive at CEAV Institute
 - Serious illness or injury – where a medical certificate states the student was unable to attend classes
 - Bereavement of close family members
 - Major political upheaval or natural disaster in the student's home country requiring emergency travel and this has impacted the student's studies.
 - A traumatic experience i.e., involvement in or witnessing a serious crime or accident and has an impact on the students.
 - Where the Registered Provider was unable to offer a prerequisite unit
 - Other reasons may be considered but must have compelling documentary evidence to support the request.

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Policy

CEAV Institute's policy is to assess all student withdrawal, cancellation and deferral requests based on particular factors that need to be taken into consideration. These are that the student requesting a withdrawal/deferral has an accurate understanding of what the withdrawal/deferral represents to their study options or that it is suspected that they are seeking withdrawal/deferral only due to failure to meet academic progress or attendance.

Procedure

Student Initiated Withdrawal Process

- If a student no longer wishes to continue in their course they must formally withdraw. This includes where the student:
 - Accepts an offer from another institution
 - For any other reason, decides to discontinue their course
- Students seeking a withdrawal must complete the Withdrawal Form and return the completed form to the RTO Manager, or their designated member of staff. Where required, all applications for withdrawal must have relevant or written or supporting documents such as:
 - A Letter of Offer from another Training Provider
 - If the Student is under 18, their parent or guardian must support their request in writing
- The RTO Manager will review and approve or reject the student's application. Each application will be treated on its merits as withdrawal is not automatic. Once the decision has been made the outcome must be recorded in the Student Management systems by the RTO Administration Team.
- The RTO Administration Team will amend the student's training plan to reflect the date of withdrawal, document withdrawal in the File Notes in the Student's file and file the Withdrawal Form under the Enrolment sub folder in the Student's file.
- The student will be advised in writing (email) of the outcome by CEAV Institute within 10 working days.
- Any due fees shall be refunded or invoiced in accordance with CEAV Institute's **Fees, Charges and Refund Policy and Procedure**
- The student's file will be audited by Administration to identify if the student has achieved competency for any of the units they have enrolled in up to the date of withdrawal as per CEAV Institute's **File Management Policy and Procedure**
- Qualifications are issued in accordance with the **Issuance of Qualifications Policy and Procedure**
- If a student withdrawal application is rejected, then the student will have the option to appeal the decision within 20 working days after receiving the notification as per CEAV institute's **Complaints and Appeals Policy and Procedure**

Student Deferral Process

- Students can defer from a course:
 - Before they commence their course
 - During a course
- Students seeking to defer from a course must complete the Deferral Form and return the completed form to the RTO Manager, or their designated member of staff.

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- The RTO Manager will review and approve or reject the student's application. Each application will be treated on its merits as deferral is not automatic. Once the decision has been made the outcomes must be recorded in the Students Record in the Student Management System by the RTO Administration Team.
- The RTO Administration Team will amend the student's training plan to reflect the date of deferral, document deferral in the File Notes in the Student's file and scan and download the Deferral Form into the Student's Record in the Student Management System and file the copy under the Enrolment sub folder in the student's file.
- If a student wishes to defer their course before it commences and commence on another date, any training fees paid will be refunded however students need to be aware that when they decide to commence the course, training fees may have changed.
- Students who defer after the course has commenced will not be refunded any fees paid. Refer to CEAV Institutes ***Fees, Charges and Refund Policy and procedure***
- Once permission is granted for Deferral, the student will no longer be allowed to participate in any part of the course. Students who defer may apply to re-enrol at CEAV Institute at a future date according to the Enrolment Policy and Procedure.
- A student has 12 months in which to recommence their studies, from the date of Deferral.

CEAV Institute initiated student cancellation

- CEAV Institute may defer a student's commencement on the following grounds:
 - When a course is not offered
- CEAV Institute may suspend or cancel a student enrolment on the following grounds:
 - When a student is deemed to be in breach of the Student Code of Conduct
 - When a student is deemed as not making satisfactory course progress and fails to comply with the requirements of the Individual training plan – note – suspension due to unsatisfactory course progress.
 - Submission of fraudulent evidence or documents to CEAV Institute
 - When the student is continually absent from scheduled course hours
 - Non-payment of outstanding fees
- CEAV Institute must inform current students of an institutional intention to suspend or cancel the student enrolment.
- In the cases where suspension or cancellation of the student's enrolment is initiated by CEAV Institute, students will be notified and given 20 working days to access CEAV Institute's ***Complaints and Appeals Policy and Procedure***

There will be no change in enrolment status until the appeals process is completed unless extenuating circumstances relating to the welfare of the student apply.

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Procedures Continued

- The RTO Manager (or their designated member of staff) will collect supporting evidence such as non-academic progress, poor attendance from VETtrak, and academic or non-academic misconduct as per evidence provided to make the decision.
- If the RTO Manager approves the request to suspend a student's studies or cancel their enrolment, CEAV Institute will write to the student informing them of their intention to suspend or cancel the student's enrolment, the reasons for the decision and advise the student that if they wish to appeal the decision, they have 20 working days to access CEAV Institute's **Complaints and Appeals Policy and Procedure**.
- A copy of the letter and supporting evidence along with the RTO Manager's documented decision is scanned and downloaded and placed on the student's file
- If the student chooses to access CEAV Institute's Complaints and Appeals procedure, CEAV Institute will maintain the student's enrolment until the internal grievance process is completed including extenuating circumstances relating to the welfare of the student. Extenuating circumstances relating to the welfare of the student may include but are not limited to the following. The student:
 - Is Missing
 - Has medical concerns, severe depression or psychological issues which lead CEAV Institute to fear for the student's wellbeing.
 - Has engaged or threatens to engage in behaviour that is reasonably believed to endanger the student or others; or
 - Is at risk of committing a criminal offence
- Any claim of extenuating circumstances will need to be supported by appropriate evidence
- CEAV Institute is not required to continue providing learning opportunities throughout the 20 working days when the student is allowed to appeal the decision and during the internal complaints and appeals process. Based upon the nature of the misconduct, CEAV Institute will decide, on a case-by-case basis, whether to allow the student to continue to attend class, make alternative study arrangements for the student, or deny the student access to study opportunities. In making such a decision CEAV Institute will consider whether denying the student learning opportunities throughout the 20-day appeal period and during the internal complaints and appeals process may disadvantage the student in their subsequent studies should the appeals process find in their favor.
- If the student chooses not to appeal the suspension of study or cancellation of their enrolment, or has unsuccessfully exhausted all internal appeal processes, the suspension of study or cancellation of enrolment will be formally processed. The RTO Manager will ensure that the following tasks are undertaken:
 - The student's financial records are adjusted to take account of the period of suspension or cancellation of enrolment, if applicable
 - Inform relevant personnel advising them that the student's studies have been suspended or their enrolment has been cancelled so that records can be updated, and the student's computer access and e-mail account are suspended until the student recommences their studies or cancelled, as applicable.
 - Make an entry in the Student's Record in VETtrak for a reminder for when the student is due back if applicable.
 - Issuance of a Statement of Attainment within 30 days if any competencies have been successfully completed as per CEAV Institute's **Issuance of Qualifications Policy and Procedure**

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Extension of Duration of Studies

Some students who have been suspended or deferred their studies may require an extension to the duration to complete their course if they cannot complete the course requirements because of:

- Compassionate or compelling circumstances (such as illness where medical certificates state that the student was unable to attend classes or where the registered provider was unable to offer a pre-requisite unit)
- CEAV Institute implementing its intervention strategy for students who were not able to meet satisfactory course progress
- Once an approved deferment or suspension of study has been granted, the student will be notified in writing (via email) and their course completion date extended if appropriate. If it is not appropriate for the student to return and continue their course, the student will be advised/encouraged to re-enrol in other courses and will only be required to complete the units of competency not yet undertaken.
- If this is not an option for the student, the student will be issued a statement of attainment for any units of competency successfully completed and a refund of any pre-paid fees that have not been used will be provided to the student.

Reporting withdrawals – Government Funded Contracts

- CEAV Institute is required to report withdrawals of any student participating in courses funded by the Government.
- CEAV institute must report funded Student's withdrawals and deferrals from a program or subject in accordance with the requirements in the Victorian VET Student Statistical Collection Guidelines, by the earlier of:
 - two months after the date of withdrawal; or
 - the final data submission date for the data collection year

Refer to CEAV Institute's ***SVTS Data Reporting Policy and Procedure***.

Meeting the requirements of the VET Quality Framework

- Standards for Registered Training Organisations 2025:
Standard 3 Clauses 3.1 – 3.4

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Related Documents

- Complaints and Appeals Policy and Procedure
- Complaints and Appeals form
- SVTS Data Reporting Policy and Procedure
- Records Management Policy and Procedure
- Withdrawal/Deferral Form
- Issuance of Qualifications Policy and Procedure
- Fees, Charges and Refund Policy and Procedure
- Student Course Handbook
- Victorian VET Student Statistical Collection Guidelines

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Document Version Details	
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Legislation	Relevant Websites
Commonwealth	
National Vocational Education and Training Regulator Act 2011, including the July 2020 amendments	https://www.legislation.gov.au/Details/C2020C00250
Australian Privacy Principles	https://www.oaic.gov.au/privacy/australian-privacy-principles
Commonwealth Privacy Act 1988 and Amendments	https://www.legislation.gov.au/Details/C2014C00076
Public Records	https://www.legislation.vic.gov.au/in-force/acts/public-records-act-1973/041
Victorian	
Education and Training Reform Act 2006	https://www.legislation.vic.gov.au/in-force/acts/education-and-training-reform-act-2006/091
Victorian Privacy Act 2008	https://www.vic.gov.au/privacy-vicgovau
Privacy and Data Protection Act 2014	https://www.legislation.vic.gov.au/in-force/acts/privacy-and-data-protection-act-2014/027