



WATERFORD COLLEGE

Deferment, Suspension or Cancellation Policy and Procedures Manual

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DEFERMENT, SUSPENSION OR CANCELLATION POLICY

Aim

The aim of this policy and procedure is to define the system used to meet the requirements of:

- SNR 16.1, 16.5, 17.1, 17.2, 17.4

Requirements

The provision of education and training services to students in Australia is regulated by the Standards for NVR Registered Training Organisations (SNR), the Australian Qualifications Framework (AQF) and the regulatory body.

Responsibility

The Training Manager, Student Services and Records Manager, and Finance Manager are responsible for implementation of this policy and to ensure that staff is aware of its application and implement its requirements and procedures.

Definitions

Deferment or **Suspension** - temporarily put studies on hold (adjourn, delay, postpone). A student may request a temporary deferment or suspension to his or her enrolment on the grounds of compassionate or compelling circumstances. The Institute may also initiate suspension of a student's enrolment due to misbehaviour of the student.

Suspension of enrolment may not necessarily be due to misbehaviour – suspension of enrolment may also be initiated by the student.

Method

Students will be informed prior to enrolment of the grounds on which their enrolment may be deferred, suspended or cancelled through the Student Handbook course enrolment literature, and student induction.

Students wishing to defer the commencement of studies, temporarily suspend or cancel their studies must apply to do so in writing to the Institute. Students should use the Student Request - Deferral, Suspension or Cancellation Form. Students may either submit by hand, email, fax, or if necessary, telephone the Institute and advise of their intention to defer, suspend or cancel their studies.

Copies of all documentary evidence will be placed in the student's file.

Student Initiated Deferment, Suspension or Cancellation

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Students may apply for deferment, suspension or cancellation of their studies, if they have good reason for doing so. For example:

- Compassionate or compelling circumstances

Without attempting to define the term compassionate or compelling circumstances, the Institute will consider whether the student's application is the result of circumstances beyond the control of the student. For example:

- Illness, injury, or a trauma that impacts on the student
- Serious illness or death in the family
- Where the Institute is unable to offer a pre-requisite unit

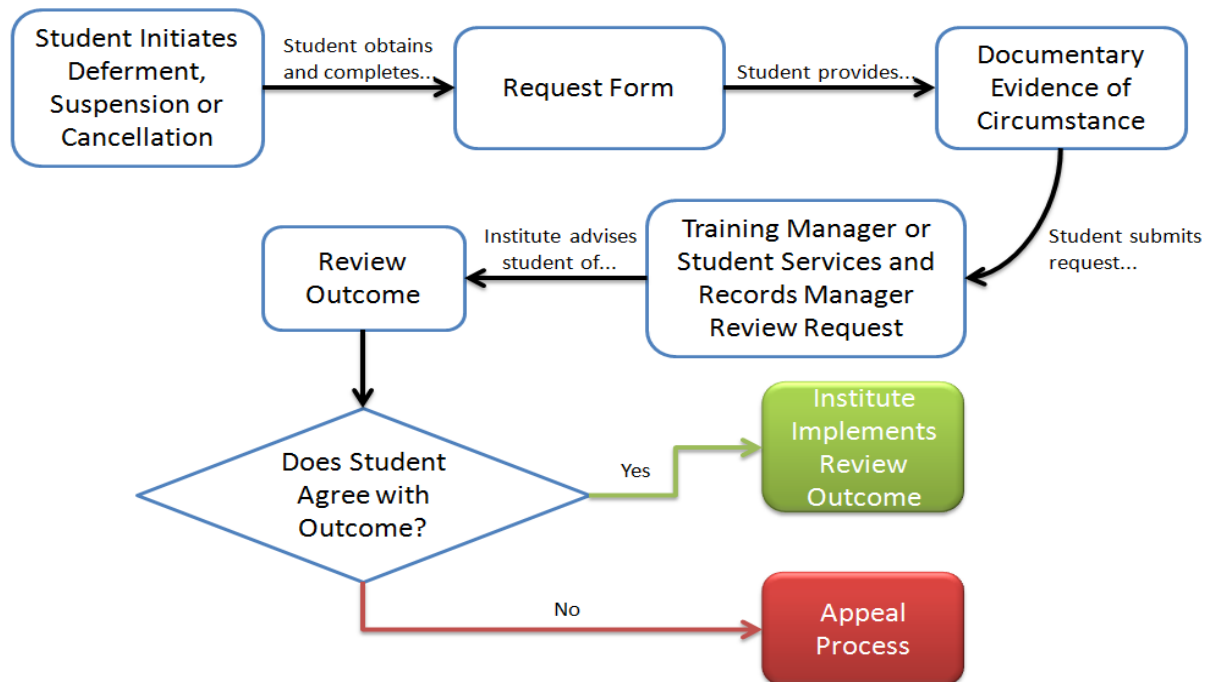
The student completes a Student Request - Deferral, Suspension or Cancellation of Enrolment form and must provide documentary evidence of the circumstances upon which they are relying, such as a medical certificate, which will be placed in the student's file.

The Training Manager or Student Services and Records Manager will review the request. The Institute may choose to grant or decline any student's request, in accordance with this policy and the circumstances outlined above.

The student will be advised of the outcome and, if they are not happy with the decision, will have the right to appeal within twenty (20) working days of the date of receiving this advice from the Institute.

Student Initiated Deferment, Suspension or Cancellation Process Flowchart

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Retrospective student initiated deferral of commencement or suspension of enrolment can only be granted in the case of a medical emergency, accident or injury and must be supported by a medical certificate.

Provider Initiated Suspension/Cancellation

In the first instance, the Institute will take all reasonable steps to resolve any disciplinary matters through their Intervention Strategy.

The Institute may choose to suspend or cancel a student's enrolment if it deems the student's behaviour to be unacceptable. For example:

- Where a student has failed to register for a compulsory study period.
- Where a student has failed to attend classes for ten (10) consecutive training days without prior approval, or without a medical certificate from a registered medical practitioner.
- Where a student deliberately under-enrols without the Institute's approval.
- Where a student has been found to be cheating, plagiarising or otherwise in breach of the Academic Misconduct Policy as set out in the Policies and Procedures Manual.
- Where fees in excess of \$500 are due and payable by a student for more than seven (7) days.

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- Swearing, fighting, aggressive behaviour, abusive language, whether to other students, staff members, or any other person at the Institute's premises.
- Conduct that is discriminatory and/or threatening on the basis of religion, culture, race, sexual differences, age, disability, or socio-economic status, whether to other students, staff members, or any other person at the Institute's premises
- Where a student has breached the student Code of Behaviour.
- Where a student has failed to maintain satisfactory course progress for two (2) consecutive study periods.

Appeals Process

Should the Institute initiate the suspension or cancellation of a student's enrolment, we will notify the student in writing with an Intent to Suspend / Cancel warning letter and allow the student twenty (20) working days from expected receipt of notification, to access the Institute's internal appeals process, unless extenuating circumstances relating to the welfare of the student apply. Any claim of extenuating circumstances will need to be supported by appropriate evidence. Extenuating circumstances may include the student:

- Is missing.
- Has medical concerns, severe depression or psychological issues which lead the provider 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.
- Is at risk of committing a criminal offence.

Extenuating circumstances will not include any misbehaviour that leads to a criminal conviction. In this case the student's enrolment will be cancelled immediately.

As per the Institute's Appeals Policy, the student may choose to access an external formal appeals process following the internal appeals process.