



## DOMESTIC DEFERRAL OF COMMENCEMENT, SUSPENSION OF STUDIES CANCELLATION OF ENROLMENT POLICY & PROCEDURE

### RESPONSIBLE for:

**Ensuring Compliance:** Chief Executive Officer/ Quality Management Committee

**Directly Responsible:** The Course Coordinator/State educator and the course coordinator are responsible for the implementation of this procedure and to ensure that staff and students are aware of its application and that staff implement its requirements. The training coordinator is also responsible for ensuring that the changes are documented on VETtrak

**Adhering to Policy:** All Education Training & Employment Australia Personnel

### GOVERNING STANDARDS

The Directors of ETEA and its associated companies require compliance against the standards of ISO9001, and any Legislation and Regulations that relate to Deferral, suspension, and cancellation of enrollment or study.

The standards that govern this Policy and Procedure are:

- the Standards for RTOs 2015 : Standard 1 : Clause 1.7
- Australian Nursing and Midwifery Accreditation Council (ANMAC)
- Australian Health Practitioner Regulation Agency (AHPRA)

### PURPOSE

The purpose of this Policy is to provide an understanding to the student for deferring the commencement of studies, canceling or temporarily suspending studies.

This procedure only applies to domestic students.

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Document Name	Domestic deferral of commencement, suspension of studies cancellation of enrolment policy & procedure	Company name	ETEA	Issued:	Dec 2019	Ver 3
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## Definitions

<i>Deferment</i>	The postponement of the course commencement date by a student who has accepted a place into that course.
<i>Suspension</i>	The enrolment of a student in their program of study is suspended for a period of time, after which time the student may recommence study. The maximum period of suspension granted will be no longer than one term ( 10 weeks of study)
<i>Cancellation</i>	Enrolment is cancelled or withdrawn. Student must re apply for program if they wish to continue study. Cancellation is College initiated
<i>Withdrawal</i>	The withdrawal from the course by a student
<i>Compassionate or compelling Circumstances*</i> Professional judgment to assess each case on its merits	Compassionate or compelling circumstances are usually circumstances that are beyond the control of the student. Examples of such circumstances are set out below; <ol style="list-style-type: none"> <li>1. Illness, injury, or serious illness or death in the family</li> <li>2. A traumatic experience i.e. involvement in or witnessing of a serious crime or accident and this has impacted on the student (police or psychologists report to be provided).</li> <li>3. Where the Registered provider was unable to offer a pre requisite course/unit.</li> <li>4. Other reasons may be considered but must have documentary evidence to support the claim.</li> </ol>
<i>Student Misbehavior</i>	<ol style="list-style-type: none"> <li>1) Where a student has failed to attend classes for 3 consecutive days without prior approval, or without a medical certificate from a registered medical practitioner.</li> <li>2) Where a student has found to be cheating/plagiarizing as identified in Student Code of Conduct, under "Course Study Conduct".</li> <li>3) Where fees, in excess of \$500, are due and payable by a student for more than 14 days; or where any amount payable under a fee agreement remains outstanding for more than 14 days.</li> <li>4) Swearing, fighting, aggressive behaviour and abusive language, whether to other students, staff members, or any other person at the ETEA premises.</li> <li>5) 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 ETEA premises.</li> </ol>
<i>Extenuating Circumstances</i>	<ol style="list-style-type: none"> <li>1) The student is missing.</li> <li>2) Has medical concerns, severe depression or psychological issues which lead ETEA to fear for the student's well being</li> <li>3) Has engaged or threatens to engage in behaviour that is reasonably believed to endanger the student or others.</li> <li>4) Is at risk of committing a criminal offence.</li> </ol>

## Process

1. Students wishing to defer the commencement of studies, or withdraw or temporarily suspend their studies should apply to do so in writing to ETEA. Where it is impractical to do so, the student may email, fax or telephone ETEA and advice of their intention to defer, cancel or suspend their studies. If the notification is by telephone, the student should confirm the request in writing as soon as possible after the telephone notification
2. Students should fill out the student request form available on ETEA's website <http://www.etea.edu.au> and on request with the Course Coordinator/State Educator at ETEA office

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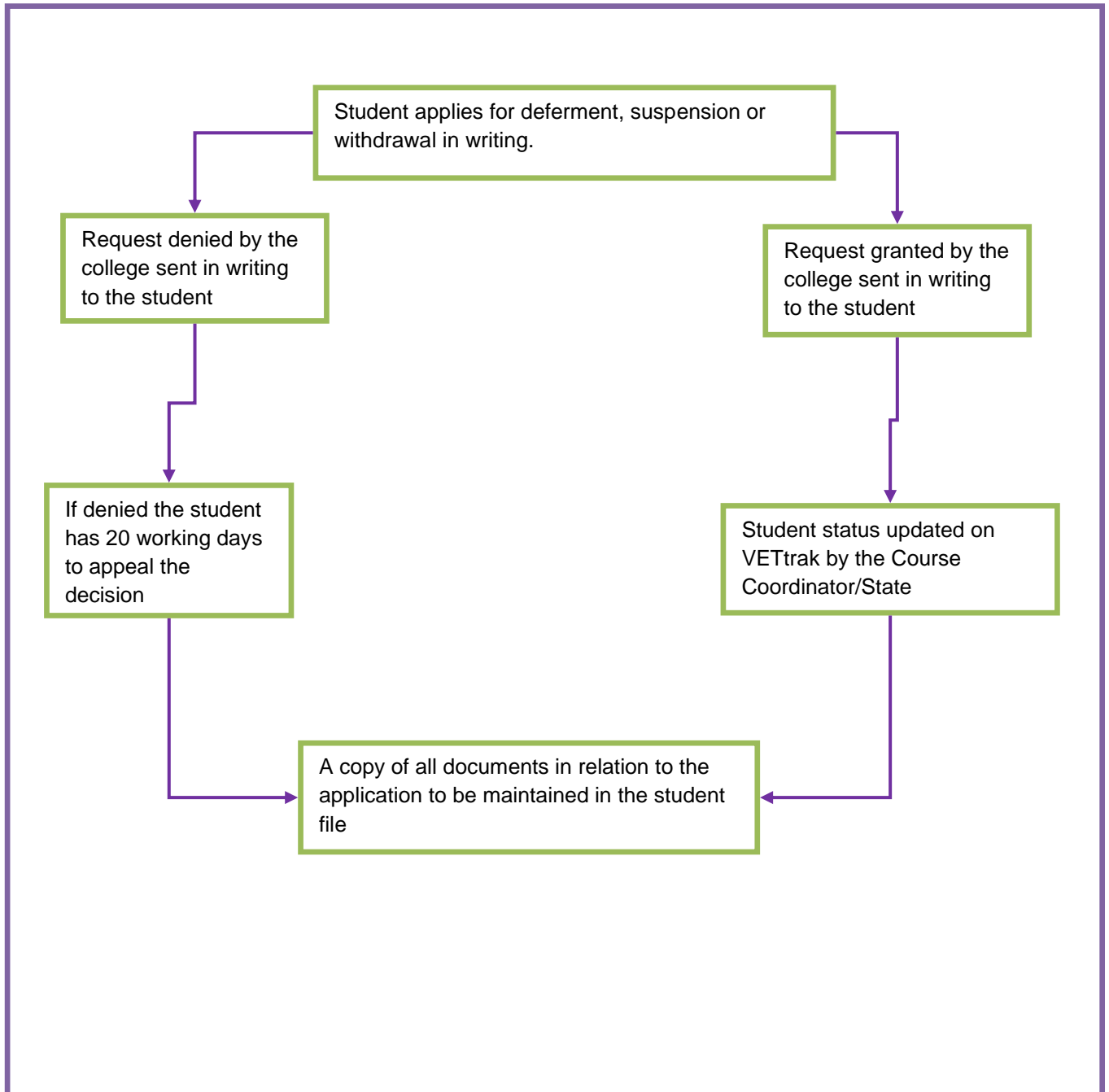
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3. ETEA will only grant a deferral of commencement of studies, temporary suspension of studies or a withdrawal from if there are compassionate or compelling circumstances, or as a result of student misbehavior.
4. Students will be informed in writing that the deferral of studies, the suspension of studies or the withdrawal form of studies have been granted or not.
5. If ETEA intends suspending or cancelling the student's enrolment, where it is not at the student's request, the student must, and will be, informed they have 20 working days from the (date after 2 days of issuance) to access ETEA's Complaints and Appeals process. If the complaint and/or appeal are not upheld, or the student withdraws from the Complaint and /or the Appeals process, then ETEA must proceed in accordance with the policy. The suspension or cancelling of the student's enrolment cannot take effect until the appeal process is completed unless there are extenuating circumstances relating the student's welfare.
6. In circumstances where a student is to be cancelled for non-attendance, the student will be sent a warning letter, outlining that ETEA intends on cancelling their enrolment if they do not respond within three weeks.
7. In circumstances where the student has been provided an opportunity to re-sit an assessment but the student is still assessed as NYC or NS there may be no further opportunities provided to the student and the student may have to withdraw from the course.
8. If the student is not contactable over a three week period of the course it is considered as indirect cancellation of enrolment.
9. All the documents as a result of the request should be placed in the student file and notes made on VETtrak

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## ETEA SUSPENSION/ DEFERMENT/ WITHDRAWAL PROCEDURE



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## ETEA FOR SUSPENSION/DEFERMENT/CANCELLATION PROCEDURE ETEA INITIATED

Course coordinator sends out a letter informing why ETEA has decided to suspend or cancel the student.

(Note: The letter should mention that the student has 20 working days to appeal and a copy of the letter to be placed on the student file)

If the student appeals within 20 working days and the appeals is upheld

- *The student should be provided in writing the outcome of the appeal.*
- *A copy of the student appeal and its outcome must be placed in the student file*

If the student does not appeal or if his/her appeal is not upheld the student's enrolment is cancelled on VETtrak and the student sent the information in writing

A copy of all documents in relation to the suspension/deferment/cancellation should be placed in the

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