

## Deferral of Enrolment Policy and Procedure

### Purpose

This policy and procedure outlines the management process undertaken by ARC Training to detail the deferral of a Student's enrolment in a nationally recognised qualification.

### Scope

This policy applies to Students, Training delivery team, Administration team and any third parties acting on behalf of ARC Training.

### Definitions

Appeal	A request by a student to reconsider a result, decision or make a complaint regarding enrolment, course progress and assessment.
ASQA	Australian Skills Quality Authority.
Job Ready	Student Management System
Cancellation	A student's enrolment is cancelled, which is initiated by ARC Training.
Complaint	Dissatisfaction expressed about a product or service provided requiring resolution.
Deferral	Delaying the commencement of a course or temporary postponement of enrolment during a course, which does not affect course duration.
Support Person	A family member, friend or other professional support person other than a qualified legal practitioner to support the complainant/appellant only.

### Aim

To ensure the deferral of a student's enrolment meets the Standards for Registered Training Organisations (RTOs) 2015 other State and Commonwealth Government funding requirements and all relevant legislation.

### Policy

1. The Deferral policy and procedure to be made available on ARC Training website - [www.arctraining.com.au](http://www.arctraining.com.au);
2. Prospective students will be made aware of the Deferral Policy and Procedure before enrolling in to a course through the Student Handbook and ARC Training website.
3. ARC Training provides a system to ensure that each enrolled student completes their course within the course duration.
4. ARC Training recognises that there are unforeseen and/or unexpected circumstances which occur beyond the student's control which affect a student's ability and capacity to complete the course.
5. To accommodate any such occurrence, students to be informed of the option to defer their enrolment.
6. ARC Training will have a systematic process that informs the student of the methods on which their enrolment may be deferred regardless if it is initiated by the student or ARC Training.
7. There are no fees associated with ARC Training Deferral process.

## Procedure

### Deferral of course:

1. If the student initiates the deferral of enrolment during a course, the student will need to contact the Program Coordinator in the first instance to discuss their concerns or any relevant request regarding their training or to discuss why the student is considering deferring his or her training.
  - a. The Program Coordinator to make every effort to offer support and assistance to continue with the training where it is possible.
  - b. Details of communication between the student and program coordinator to be entered on the Student file in the Student Management System.
2. If the student agrees to continue with the training, no further action is required.
3. If the student is unable to continue at present time, the program coordinator will advise the student to make a formal application to defer their enrolment. In the event that student is unable to complete the form, the program coordinators can complete the form on behalf of the student as long as the student confirms the deferral application by email.
4. ARC Training will only consider granting deferrals on the following grounds :
  - a. Compassionate or compelling circumstances/conditions that are beyond the control of the Student, for example:
    - Bereavement of close family members.
    - Traumatic experience i.e. involvement in or witness a serious crime or accident, victim of domestic violence; which has an impact on the Student.
    - Serious illness or injury – where a medical certificate states the Student was unable to attend classes.
    - Caring for sick family members.
    - Other reasons may be considered, including pregnancy, but must be supported by verifiable documentary evidence to support the request.
5. Student to access and complete the Deferral Form (DF) in order to formally defer from the course. This can be accessed from the website or requested from the Program Coordinators. Student to provide the following information when completing the DF form:
  - a. Record the exact reasons and details of the application;
  - b. Sign and date the Deferral Application form;
  - c. Attach any supporting documentation (if applicable);
  - d. Submit the form to the Program Coordinator through the following avenues:
    - e. Emailed to: to the attention of Program Coordinator at [support@arcgroup.com.au](mailto:support@arcgroup.com.au)
6. When the completed application form is received they will be sent to the Program Coordinator for review.
7. The Program Coordinator will assess the details of the completed DF and conduct a review within seven (7) business days from the date the deferral application was received; and:
  - a. Conduct review of the student record and if further information or action is required will -
  - b. Discuss with the relevant ARC Training department managers, team members, trainer/assessors and stakeholders (if applicable)
  - c. If the student is under a Traineeship arrangement, Program Coordinator to contact and discuss with the Australian Apprenticeship Support Network provider and relevant funding bodies (e.g. STS, SAS, and Skilled Capital).

8. Once review is completed, the Program Coordinator will contact the student to organise and schedule a meeting to discuss the details of the deferral application:

Note: Student to be informed that ARC Training will support the student if they wish to continue with their enrolled qualification.

**If approved:**

- a. Student to be informed of the impact of deferring on their enrolled course and inform the student of the following:
  - i. A maximum of 12 months from the date of commencement of the deferment period is possible. The student will be allowed to defer up to six months initially, and if extension is required, the student must make an arrangement e.g. complete new deferral application form for further deferral with the Program Coordinator within two weeks before the initial six month deferral period expires.
  - ii. Program Coordinator must also remind the student about the tuition fee and other fee implications of deferring their course.
  - iii. That qualifications can or may change from time to time, and it may mean that if the qualification and its requirements change during the period of deferral, it may not be equivalent to the qualification they were originally enrolled in, therefore Students will be contacted as part of transition arrangements.
  - iv. If the student's deferral is approved, the Program Coordinator must explain the date that the student **must recommence** with their training.
  - v. Program Coordinator enters the deferral period in the student file and document when the student is supposed to recommence.
  - vi. Program Coordinator monitors student deferrals and ensure that they are contacted two weeks before the expiry of the six month period.

**If not approved:**

- a. Program Coordinator to send written notification to the student of the outcome of the student's deferral application, advising that it has been denied and update the student's file in the Student Management System.
  - b. Student has fourteen (14) days from date of written notification to appeal the decision to the Program Coordinator and will need to follow the complaints and appeal process.
9. One week before the agreed day of student's impending return; the Program Coordinator to contact the student by phone to confirm student's returns and information about training plans.
    - a. If the student returns no further action is required.
    - b. If the student does not recommence their course at the end of the agreed deferral period and any attempts by Training Delivery team to re-establish communication; will result in the student being reported to the Administration team as a discontinuing student.
      - i. Administration team will send an email of ARC Training intention to cancel the student enrolment
      - ii. The student has fourteen (14) days from email notification of the right to appeal the decision to cancel their enrolment by following ARC Training's complaint and appeals processes.
    - c. If Administration team did not receive a response from the student, the Cancellation of Enrolment will be finalised.
  10. Student file is kept on record as per relevant funding bodies requirements;
    - a. ASQA six months from the date the student competence was determined
    - b. Smart and Skilled to be kept on file for 3 years
    - c. SAS to be kept on file for 7 years
    - d. ACT to be kept on file for 7 years

Note: Train Australia notes that there is an added obligation to adhere to ACT retention of records policy in the event of the contractual agreement has been terminated.

Note: While the above specifies how ARC Training will manage and store student file to meet funding bodies requirements, ARC Training overarching management of student records will be based on the AQF requirements of ensuring that relevant student records will be kept on file for 30 years.

### Requirements of *Standards for Registered Training Organisations (RTOs) 2015*

ARC Training understands that all procedures must comply with the *Standards for Registered Training Organisations (RTOs) 2015*, Australian Consumer Law and all other applicable legislation or Government funding requirements.

#### **Responsibility**

The RTO Manager is responsible for implementing this policy and procedure.

#### **Related Policies and Procedures**

- Assessment Policy and Procedure
- Cancellation of Enrolment Policy and Procedure
- Consumer Protection Policy and Procedure
- Complaints and Appeals Policy and Procedure
- Enrolment Policy and Procedure
- ARC Training Student Handbook
- Fees & Refund Policy and Procedure

## Appendix 1

### Deferral Application Form

<b>Student full name:</b>		<b>Deferral application date:</b>	
<b>Contact number:</b>			
<b>Email:</b>			
<p>ARC Training collects, holds, uses and discloses personal information (including sensitive information) in accordance with the Privacy Act 1988, the Australian Privacy Principles and requirements laid down in ARC Training as a service provider to the Commonwealth Government, NSW Department of Industry and Queensland Department of Employment, Small Business and Training. As a Student, you have the right to access and update or correct the personal information that ARC Training holds about you, and you may inquire or lodge a complaint about the way personal information is being handled. For more details, refer to the ARC Training Privacy Policy.</p>			
<b>Name of enrolled Qualification:</b>			
<input type="checkbox"/> Deferral only – <b>Maximum of 12 months*</b> , after this time your enrolment with ARC will be cancelled.			
<b>Please provide the reason for your application (If applicable attach supportive evidence to this form)</b>			
<p><b>Student Declaration</b></p> <ol style="list-style-type: none"> <li>1. I declare that the details and information I have provided is accurate and complete.</li> <li>2. I have been notified all the relevant information in regards to deferring from a course and its effect on my enrolment, e.g. administration fee, tuition fee, enrolment eligibility.</li> <li>3. All the consequences of obtaining approval for deferring my enrolment have been communicated to me and I understand all the relevant information provided.</li> </ol>			
<b>Student Signature:</b>			<b>Date:</b>

OFFICE USE ONLY			
<b>Training Delivery Team</b>			
Received by:		Signature:	
Date:			
Processed by:		Signature:	
Student informed of the outcome:	<input type="checkbox"/> Yes <input type="checkbox"/> No	Date informed:	
Informed via:	<input type="checkbox"/> Phone <input type="checkbox"/> Email		
<b>Administration Team</b>			
Processed by:		Signature:	
Date:			
The student's file in the Student Management System has been updated:	<input type="checkbox"/> Yes <input type="checkbox"/> No		
Training Plan/Individual Learning Plan updated:	<input type="checkbox"/> Yes <input type="checkbox"/> No		
Has the deferral application been approved:	<input type="checkbox"/> Yes <input type="checkbox"/> No		
Approved by:			
Is the student eligible for a fee refund?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Total student fee:	
Date that deferral application is complete:			

*\*Student can apply for initial deferral up to six months, student must lodge application for further deferral of another six months.*