

## 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 by ARC Training 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. Students who are about to commence training, can only defer up to 12 months or as per the funding agreement policy on deferral-see note below.
5. Students who have already commenced training may apply for a deferral of up to six months. Any additional deferral may be considered but must not exceed a total of one year, **except as permitted by specific funding agreement policies on deferral**. 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.

6. ARC Training will have a systematic process that informs the student of the methods on which their enrolment may be deferred regardless of if it is initiated by the student or ARC Training.
7. There are no fees associated with ARC Training Deferral process.

**Note:**

**Students in South Australia under funding arrangement can only defer up to 6 months, and up to 12 months for students under NSW funding arrangements.**

## 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 (PC) 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 PC 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 PC to be entered by the PC 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 PC will advise the student to make a formal application to defer their enrolment. If the student is unable to complete the form, the PC 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 (With exception of specific funding deferral policy for RTO's):
  - 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, however the request 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 PC. 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 PC by sending an email to [support@arc.com.au](mailto:support@arc.com.au) , addressing it to the attention of the PC.
6. When ARC Training receives the completed application form it will be forwarded to the PC for review.

7. The PC 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.
  - a. Conduct review of the student record and if further information or action is required to be provided by the student.
  - 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, PC to contact and discuss with the Australian Apprenticeship Support Network provider and relevant funding bodies (e.g. Smart and Skilled, SAS, South Australia and Skilled Capital).
8. Once review is completed, the PC will contact the student to organise and schedule a meeting to discuss the details of the deferral application:

**If approved:**

- a. Student to be informed by the PC of the impact of deferring on their enrolled course and inform the student of the following:
- b. The student will be allowed to defer up to six months initially, and if extension is required, the student must arrange e.g. complete a new deferral application form for further deferral. The student must submit the new DF within two weeks before the initial six-month deferral period expires. Student cannot defer for more than one year, unless a compelling reason is presented, as such, cancellation of enrolment may be recommended and re-enrol the student if their circumstances change and ready to resume their training again.
  - i. PC must also remind the student about the changes or consequence of deferring the training, e.g. changes in subsidies that may affect tuition fee and other fee, qualification may be superseded, changes in schedule or location, etc.
  - ii. Qualifications may change or become superseded during the deferral period. If the qualification and its requirements change, the student may not receive the equivalent qualification they were originally enrolled in. Therefore, students will be contacted as part of the transition arrangements.
  - iii. If the student's deferral is approved, the PC must explain the date that the student **must recommence** with their training.
  - iv. PC enters the deferral period in the student file and document when the student is supposed to recommence.
  - v. PC monitors student deferrals and ensure that they are contacted two weeks before the expiry of the six-month period.

**If not approved:**

- a. PC 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 PC and will need to follow the complaints and appeal process.
9. One week before the agreed day of student's impending return; the PC 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 the PC 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. The student file will be kept on file by ARC Training in accordance with the requirements of the relevant funding bodies.
- a. Smart and Skilled to be kept on file for 3 years.
  - b. SAS to be kept on file for 7 years.
  - c. ACT to be kept on file for 7 years.

ARC Training 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>								
<p><input type="checkbox"/> Deferral only - Initial deferral permitted is for a maximum of 6 months. After this time an application must be submitted for another six months.</p> <p>Tick the box as to how many months, you wish to defer the course</p> <table border="1" style="width: 100%; text-align: center;"> <tr> <td><input type="checkbox"/> 2 months</td> <td><input type="checkbox"/> 3 months</td> <td><input type="checkbox"/> 4 months</td> <td><input type="checkbox"/> 5 months</td> <td><input type="checkbox"/> 6 months</td> </tr> </table> <p>*Deferral is for a maximum of 12 months except for specific funding agreement deferral policy. <b>After this time your enrolment with ARC may be cancelled.</b></p>				<input type="checkbox"/> 2 months	<input type="checkbox"/> 3 months	<input type="checkbox"/> 4 months	<input type="checkbox"/> 5 months	<input type="checkbox"/> 6 months
<input type="checkbox"/> 2 months	<input type="checkbox"/> 3 months	<input type="checkbox"/> 4 months	<input type="checkbox"/> 5 months	<input type="checkbox"/> 6 months				
<b>Please provide the reason for your application (If applicable attach supportive evidence to this form)</b>								

**Student Declaration**

1. I declare that the details and information I have provided are accurate and complete.
2. All relevant information regarding deferral has been provided and its effect on my enrolment has been explained to me e.g. administration fee, tuition fee, enrolment eligibility.
3. I will complete and submit this form to ARC Training within 5 business days of receiving.

**Student Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**OFFICE USE ONLY**

**Training Delivery Team**

**Received by:** \_\_\_\_\_ **Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Approved by:** \_\_\_\_\_ **Signature:** \_\_\_\_\_

**Student informed of the outcome:**  Yes  No **Date informed:** \_\_\_\_\_

**Informed via:**  Phone  Email

**Administration Team**

**Processed by:** \_\_\_\_\_ **Signature:** \_\_\_\_\_

**The student's file in the Student Management System has been updated:**  Yes  No

**Training Plan/Individual Learning Plan updated:**  Yes  No

**Has the deferral application been approved:**  Yes  No

**Date that deferral application is complete:** \_\_\_\_\_