



Enrolment Deferral, Suspension and Cancellation Policy

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1	26/11/21	Eddie Blass	Initial document combined with Procedure
2	16/06/23	Lyn Bosanquet	Updates
3	28/08/24	Lyn Bosanquet	Separated Policy and Procedure
	Aug 2025	Policy Review Team	Next Scheduled Review

Distribution

NAME	TITLE
All staff	All staff
All Learners	All Learners

Approval

NAME	POSITION	SIGNATURE	DATE
Eddie Blass	CEO	E Blass	26/11/21
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Eddie Blass	CEO	E Blass	28/08/24

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1 Purpose

The purpose of this document is to ensure that all students and staff are aware of the Conditions of Enrolment which relate to deferring, suspending or cancelling an enrolment. It provides guidance to staff and learners regarding Inventorium RTO's enrolment deferral, suspension and cancellation practices.

The Policy acts as a mechanism to protect learners and provide them with the information required to make an informed decision re enrolment deferrals and to understand the conditions under which an enrolment may be suspended or cancelled.

2 Scope

This document applies to all staff, prospective learners and learners in the Inventorium RTO. It also applies to any people contracted by the Inventorium RTO to undertake administrative duties in relation to enrolments.

3 Definitions

Deferral is a learner led process to postpone the start of study in a new course.

Leave of Absence is a learner-led process to suspend their commenced studies for more than two weeks, after which the learner may recommence study.

Suspension is a Inventorium RTO led process to suspend the enrolment of a learner for a period of time, after which time the learner may recommence study.

Cancellation is to cancel the learner's enrolment.

Compassionate or compelling circumstances are generally those circumstances beyond the control of the learner, and which have an impact upon the learner's course progress or wellbeing. These could include, but are not limited to:

- Serious illness or injury, where a medical certificate states that the learner was unable to attend classes for a stated period of time;
- Bereavement of close family members such as parents or grandparents; or
- A traumatic experience which could include:
 - Involvement in, or witnessing of a serious accident;

- Witnessing or being the victim of a serious crime; or
- Where The Inventorium RTO was unable to offer a pre-requisite unit

Course(s) of Study refers to all courses and education services on the Inventorium RTO scope of registration as an RTO.

Unit(s) of Competency refers to the individual competencies as part of the training package and course.

Unit(s) of Study refers to a discrete unit a learner enrolls into and usually contains at least one or more unit(s) of competencies as a cluster of learning and assessment activity(s).

4 Policy Statement

4.1 Deferment of Studies - Learner Initiated

A learner who has enrolled in a course of study may apply to postpone (defer) the start of their studies on or prior to the course start date without incurring a financial penalty.

Inventorium RTO recognises that students may need to defer their studies at Inventorium RTO. Approval for deferral or postponement of a course is at the sole discretion of Inventorium RTO. Students must provide documented evidence in support of their application for deferral or postponement as required by Inventorium RTO. For this policy's purposes, evidence means documents or other material which would satisfy a reasonable person that the claim and/or the circumstances appealed to are genuine.

A student can apply for deferral or postponement at any time. An enrolment may be deferred or postponed for a maximum of 24 months. Inventorium RTO may allow the student to defer or postpone the commencement in circumstances including but not limited to the following:

1. If the learner has paid the fees for a course.
2. If the learner has compassionate or compelling circumstances, such as: death in the immediate family (father, mother, child, sibling, spouse); natural disaster; the student or the student's immediate family member is seriously ill; The student becomes pregnant; or becomes a victim of a serious crime or trauma. If the student who received approval to defer or postpone their courses fail to return by the approved deferral period, their deferred course will be cancelled and the fees paid are non-refundable and nontransferable, unless further approval is expressly authorised by Inventorium RTO.

3. A learner who has enrolled in a course of study may apply to postpone (defer) the start of their studies on or prior to their course scheduled start date without incurring a financial penalty.
4. If the application is received after the course start date, the learner will incur a financial penalty.

4.2 Leave of Absence - Learner Initiated

A learner may only apply for a leave of absence from their studies for exceptional circumstances, such as compassionate or compelling reasons.

The Inventorium RTO allows a maximum leave of absence from studies of 12 months. The Academic Director will maintain a record of all communication with the learner regarding their leave of absence application in the learner's file.

4.3 Cancellation of Studies - Learner Initiated

A learner can request a cancellation of their course with Inventorium RTO, prior to or after commencing their initial course.

Approval for cancellation of a course is at the sole discretion of Inventorium RTO. Learners must provide Inventorium RTO with documented evidence in support of their application for cancellation as required by Inventorium RTO. For the purposes of this policy, Evidence means documents or other material which would satisfy a reasonable person that the claim and/or the circumstances appealed to are genuine.

The cancellation request may result in fees refund. If a learner submits a request for a cancellation after their initial course has commenced, no refund is payable for any of their courses.

4.4 Suspension and Cancellation of Studies – Inventorium RTO Initiated

The Inventorium RTO reserves the right to suspend or cancel a learner's enrolment. Example reasons for doing this may include but not limited to:

- misbehavior of the learner, including failure to maintain satisfactory course progress; or
- non-payment of tuition fees by due date. The procedure for suspension or cancellation resulting from non-payment of fees is outlined in the Management of Tuition Fees Procedure.
- The learner does not comply with the requirements documented in the Student Handbook.

In addition, suspension or cancellation can be initiated by Inventorium RTO when:

- A learner who is under 18 years of age, refuses to maintain their approved care arrangements without sufficient reason acceptable to Inventorium RTO, or
- When a cancellation and suspension occur due to any of the above reasons, no refund of tuition fees is payable in accordance with the Navitas English Conditions of Enrolment.

In this instance, the Academic Director, or delegated representative, will notify the learner, in writing, of its intention and allow the learner 28 days to access the Inventorium RTOs internal complaints and appeals process, unless extenuating circumstances relating to the welfare of the learner apply, such as the learner:

- is missing;
- has medical concerns, severe depression or psychological issues which lead the provider to fear for the learner's wellbeing;
- has engaged or threatens to engage in behaviour that is reasonably believed to endanger the learner or others; or
- is at risk of committing a criminal offence.

The Academic Director will maintain a record of all communication with the learner regarding their suspension or cancellation, along with all relevant documentation, in the learner's file.

5 Responsibilities

Inventorium RTO implements a RASCI responsibility matrix to assign and display responsibilities of individuals to carry out a process within the organisation.

R - Responsible – the person who is responsible for carrying out the entrusted task, monitoring compliance and maintaining records.

A - Accountable (also Approver) – the person who is responsible for the whole task and who is responsible for what has been done.

S - Support – the person who provides support during the implementation of the process.

C - Consulted – the person who can provide valuable advice or consultation for the process.

I - Informed – the person who should be informed about the process.

	CEO	HEAD OF OPERATIONS AND COMPLIANCE	ACADEMIC DIRECTOR	ADMINISTRATION AND ENROLMENT COORDINATOR	STUDENT SERVICES COORDINATOR	TRAINERS & ASSESSORS
R		X				
A	X					
S			X	X	X	X
C						
I						