



# Enrolment Deferral, Suspension and Cancellation Policy

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## Distribution

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## Approval

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## 1. Purpose

This document specifies Inventorium RTO Pty Ltd.'s (Inventorium RTO) enrolment deferral, suspension and cancellation policy.

## 2. Scope

This document applies to all staff, contractors and learners in Inventorium RTO.

## 3. Definitions

- a) *Deferral* is a learner led process to postpone the start of study in a new course.
- b) *Leave of Absence* is a learner led process to suspend their commenced studies for a period greater than two weeks, after which time the learner may recommence study.
- c) *Suspension* is a Inventorium RTO led process to suspend the enrolment of a learner for a period, after which time the learner may recommence study.
- d) *Cancellation* is to cancel the learner's enrolment.
- e) *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:
  - f) serious illness or injury, where a medical certificate states that the learner was unable to attend classes for a stated period;
  - g) bereavement of close family members such as parents or grandparents; or
  - h) a traumatic experience which could include:
    - i) involvement in, or witnessing of a serious accident or crime;
    - j) where The Inventorium RTO was unable to offer a pre-requisite unit
- k) *Course(s) of Study*: refers to all courses and education services on Inventorium RTO's scope of registration as an RTO.
- l) *Term*: refers to a study period of usually 10 weeks with a published start date and end date.
- m) *Unit(s) of Competency* refers to the individual competencies as part of the training package and course.
- n) *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.

## 4. 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.

A learner must complete the *Defer / Leave of Absence Request Form* and attach any applicable supporting documentation.

The Administration and Enrolment Officer will process the deferral application. If the application is received after the course start date, the learner will incur a financial penalty.

## 5. 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.

- a) A learner must complete the *Defer / Leave of Absence Request Form* and must attach any applicable supporting documentation.
- b) The RTO Manager will only approve the leave of absence request on the grounds of compassionate or compelling circumstances.
- c) Inventorium RTO allows a maximum leave of absence from studies of 12 months.
- d) If approved, the Administration and Enrolment Coordinator will make the required changes to the learner's enrolment in the student management system.
- e) If, at any point during the leave of absence, the end date of the leave of absence is changed, the Administration and Enrolment Coordinator will make the required change in the student management system.
- f) A record of all communication with the learner regarding their leave of absence application, along with all relevant documentation, in the learner's file.

## 6. Cancellation of studies - learner initiated

- a) At any time after accepting Inventorium RTOS's enrolment terms and conditions, a learner may cancel their studies, i.e., cancel their enrolment.
- b) A learner must complete the *Withdrawal Form* to cancel their enrolment.
- c) An application to cancel an enrolment will be treated as an application to withdraw from all units of competency within the associated course.
- d) The cancellation of enrolment is effective from the date of receipt of the completed form.

- e) The learner must meet with the RTO Manager to further discuss the reason(s) for the application to cancel their enrolment. This step is designed to better understand how Inventorium RTO can improve any aspect of its operations, and to understand if the learner is experiencing personal difficulties that Inventorium RTO may be able to assist with. It is not designed to be a barrier to the cancellation of enrolment application.
- f) A learner that cancels their enrolment prior to the end of the cooling off period will be refunded all tuition fees paid.
- g) A learner who cancels their enrolment after the cooling off period has ended will be refunded in accordance with the *Inventorium RTO Management of Tuition Fees Policy*.
- h) A record of all communication with the learner regarding their enrolment cancellation application, along with all relevant documentation, in the learner's file.

## 7. Suspension and cancellation of studies – Inventorium RTO initiated

- a) Inventorium RTO may decide to 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
- b) In this instance, the RTO Manager, or delegated representative, will notify the learner, in writing, of its intention and allow the learner 28 days to access Inventorium RTO's 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.
- c) If, after 28 days, the learner does not access Inventorium RTO's internal complaints and appeals process, the Administration and Enrolment Coordinator will change the learner's enrolment status in the student management system.

- d) The RTO Manager will notify the learner in writing of the outcome and will keep records of the correspondence in the learner's file.
- e) If, within 28 days, the learner does access Inventorium RTO's internal complaints and appeals process, the RTO Manager will apply Inventorium RTO's normal complaints and appeals process within 10 working days of the formal lodgement of the complaint or appeal.
- f) Inventorium RTO will maintain the learner's enrolment until the complaints and appeals process has been completed.
- g) If the outcome of the complaint or appeal is successful for the learner, their enrolment is maintained, and the RTO Manager will determine an appropriate management plan to allow the learner to continue their studies.
- h) If the outcome of the complaint or appeal is unsuccessful for the learner, the learner's enrolment is suspended or cancelled. The Administration and Enrolment Coordinator will make the required changes to the learner's enrolment in the student management system and inform the learner in writing.
- i) A record of all communication with the learner regarding their suspension or cancellation, along with all relevant documentation, in the learner's file.