

Deferral, Suspension and Cancellation Policy and Procedure

Purpose

The purpose of this policy is to outline United Colleges of Australia's approach in assessing, approving and recording a deferral, suspension and cancellation of a domestic student.

Scope

This policy applies to all prospective and current domestic students enrolled in the college.

Definitions

College	United Colleges of Australia
Student Management System	Axcelerate

Policy

Deferral request can only be approved under compelling and/or compassionate reasons. This may include, but not limited to the following:

- Serious illness or injury, supported by a medical certificate;
- Bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided);
- Major political upheaval or natural disaster that has impacted on your studies;
- A traumatic experience, which could include:
 - Involvement in, or witnessing of a serious accident; or
 - Witness or being the victim of a serious crime, and this impacted your studies
- Other reasons such as pregnancy

If an enrolled student wishes to defer their course, every effort will be made to assist the student to continue the training where possible. Under Smart and Skilled requirements, students are not allowed to defer the course more than 12 months from the receipt of notice date. They will be required to commence their course within 12 months of enrolment, otherwise they will be reported as discontinued. Any learners who wish to recommence, will be treated as a new learner and notification of enrolment will be carried out.

If the student indicates their wish to cancel the course, the college will ascertain that the reason for such request is not in respect to the performance of the college in delivering the training. If this relates to the performance, reasonable efforts will be made to address such concerns immediately. Any cancellation request will be processed in line with our policy and procedure and refund processes. Upon the approval of course withdrawal, the student will be issued with a statement of attainment within 30 days of existing the course for the unit/s of competency completed successfully.

Procedure

Deferral and Cancellation	Responsible Person
1. Require the student to complete Deferral/Suspension/Cancellation form.	Admission Team
2. Require the student to send the completed form along with the documentary evidence to info@unitedcolleges.edu.au or in person.	
3. Assess the request along with its documentary evidence. Contact the student if further clarification is required.	

4. Advise the student of the outcome in writing within 20 working days.	
5. If applicable, arrange a refund in line with Refund Policy	
7. Secure all records in the Student Management System.	

If cancellation is approved	Responsible Person
1. Update the Training Plan listing all units of competency where an outcome has been achieved, commenced by not completed and/or not commenced.	Admission Team
2. Send the updated the Training Plan to the student	
3. Return any outstanding completed training activities and/or assessments if applicable	
4. Submit the Training Activity Data to notify Smart and Skilled of the cancellation.	

Related Documentation

- Deferral/Suspension/Cancellation Form

Document Control

Policy Owner:	United Colleges of Australia
Endorsed By:	CEO
Person Responsible for Implementation:	Admission Manager
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