

VPS13a DEFERRAL, SUSPENSION OR CANCELLATION/WITHDRAWAL OF ENROLMENT POLICY AND PROCEDURE – SKILLS FIRST PROGRAM

Abbreviations:

ATMC (The Company)	Australian Technical and Management College
CEO	Chief Executive Officer
eCoE / CoE	electronic Confirmation of Enrolment / Confirmation of Enrolment
CRICOS	Commonwealth Register of Institutions and Courses for Overseas Students
DET	Department of Education and Training
DHA	Department of Home Affairs
ELICOS	English Language Intensive Courses for Overseas Students
LMS	Learning Management System
PRISMS	Provider Registration and International Student Management System
RTO	Registered Training Organisation
SVTS	Skills Victoria Training System
The National Code	The National Code of Practice for Providers of Education and Training to Overseas Students 2018.
VET	Vocational Education and Training

Policy

1 Purpose

- 1.1 This policy and procedure is in place as a guideline for processing students' requests for deferring, suspending or withdrawing/cancelling of the students' enrolments under the Skills First Program.
- 1.2 The policy and procedure also provide guidance for ATMC to suspend or cancel students' enrolments.

2 Scope

- 2.1 The policy and procedure comply with the requirements of the Skills First Program – VET Funding Contract 2018 and other relevant legislation (including the [National Vocational Education and Training Regulator Act 2011](#) and [Standards for Registered Training Organisations 2015](#)).
- 2.2 The policy and procedure apply only to domestic students under the Skills First Program.

3 Principles

- 3.1 The management of domestic student deferment, suspension and cancellation of study is fair, equitable, reasonable, transparent, and consistent;
- 3.2 Clear, comprehensive, accurate and easily accessible information on domestic student deferment, suspension and cancellation of study is published on the website and in the Student Handbook; and

- 3.3 ATMC takes proactive and pre-emptive action to address systemic issues identified through the review of instances of domestic student deferment, suspension and cancellation of study.

4 Policy Statements

4.1 Fairness, Equity, Reasonableness, Transparency and Consistency

- ATMC is committed to ensuring its activities are free from bias and unlawful discrimination.
- ATMC's processes and practices relating to its students exemplify fairness and reflect due process.
- ATMC's management of students must be equitable. This takes into account the particular circumstances and characteristics of students.
- Decision-making must be reasonable.
- Decisions take appropriate account of all relevant information and circumstances.
- The deliberations will arrive at conclusions based on sound reasoning:
 - It is prompt,
 - Objective, and
 - Straightforward.
- Decision outcomes result from consistently applied criteria, allowing for the fact that a changing regulatory environment may lead different decision outcomes over time.

4.2 Communication

- Fairness, equity and transparency underpin the effective communication of information regarding domestic student deferment, suspension and cancellation of study.
- ATMC ensures that clear, comprehensive, accurate and easily accessible information is available on the website, and in the Student Handbook.

4.3 Review and Improvement

- ATMC's approach to the management of domestic student deferment, suspension and cancellation of study is regularly reviewed, utilising feedback from students and staff, advice from external experts, and benchmarking with processes and practices at other institutions.
- Issues identified in the review process, including issues concerning compliance with mandated standards and the proper application of this Policy and Procedure, are expeditiously addressed.
- Identified opportunities for improvement are considered and pursued where feasible.

Procedure

5 Student-Initiated Deferral, Suspension and Cancellation of Study

5.1 Overview

- 5.1.1 Domestic students may apply to defer their study if they are unable, or do not wish, to:
 - 5.1.1.1 Commence their course on the scheduled course commencement date.
- 5.1.2 Domestic students may apply for voluntary suspension of their study for a specified period.
- 5.1.3 Domestic students may voluntarily withdraw from a course at any time.
- 5.1.4 The maximum time allowed for a deferral or voluntary suspension of study is one year.

5.2 Submission of Request

- 5.2.1 Students wishing to defer commencement or suspend their studies (taking leave) must apply to do so in writing to ATMC. Generally, students may do so by:
 - 5.2.2 Completing Student Leave Application Form and submit with supporting documents, in person to Reception at Head Office Level 13-15, 276 Flinders Street, Melbourne VIC 3000 or by email to info@atmc.edu.au; or
 - 5.2.3 Informing their trainers.
 - 5.2.4 Students are subject to a deferral fee of \$200 for all subsequent deferrals granted.
 - 5.2.5 ATMC must be informed prior to the requested deferral/suspension date Taking leave without approval from ATMC may be considered breach of Student Code of Behaviour.

5.3 Processing Deferral and Suspension Requests

- 5.3.1 If students applied for leave by submitting Student Leave Application Form, ATMC will:
 - 5.3.1.1 Send confirmation email to the students attaching the Deferral Approval Letter and the proposed revised training plan,
 - 5.3.1.2 Adjust the outcome code of relevant units of competency to 40 (Withdrawn) avoid overclaim,
 - 5.3.1.3 Adjust the enrolment status to Withdrawn – Suspension,
 - 5.3.1.4 Issue the approval letter to students, and
 - 5.3.1.5 Report the adjustments to SVTS.
- 5.3.2 If students applied for leave by informing trainers, ATMC will collect the trainer notes and follow the procedures as outlined in section 5.2.
- 5.3.3 Students must recommence their study on the agreed date. The outcome code and enrolment status will be adjusted back to 70 (Continuing) and Active – Recommencement when students come back to class.

5.3.4 Students who fail to recommence on the agreed date will be sent a notice of Non-commencement after Deferral. Students will then have twenty (20) working days (plus 2 days for postage handling) to access the appeal process.

5.3.4.1 If the appeal process is not accessed by the students or the students fail the appeal, ATMC will proceed to cancel the student's enrolments following the procedures outlined below.

5.3.5 The Student Support Domestic Operating Manual outlines the detailed process to be taken by the Student Support Department.

5.4 **Deferring Commencement**

5.4.1 Domestic students wishing to defer the commencement date of their course must apply to the VET Manager in writing using the Deferral Form prior to the relevant course start date.

5.4.2 In the event that the request for deferment is approved, the student will be advised in writing of the decision within five (5) working days.

5.4.3 Administrative staff will enter the information regarding the deferment on the Student Management System.

5.4.4 The request for deferment of commencement of study, any accompanying documentation, and a copy of the written advice to the student of the decision will be placed on the student's file.

5.4.5 If a student has received an offer, they may be eligible to apply for a deferral.

5.4.5.1 Deferrals are not available in all courses and are strictly limited in some others.

5.4.5.2 If the course they have received an offer in is deferrable, they will have the option to defer their place when they accept the offer.

5.4.6 Acceptable reasons for deferment are detailed in Appendix 1 and Appendix 2.

5.5 **Withdrawal/Cancellation – Requested by students.**

5.5.1 Submission of Request

5.5.1.1 Students wishing to cancel their enrolment must apply to do so in writing to ATMC. Students may do so by:

- Completing Cancellation Application Form and submit with supporting documents (if applicable), in person to Reception at Head Office Level 13-15, 276 Flinders Street, Melbourne VIC 3000 or by email to info@atmc.edu.au; or
- Informing trainers

5.5.2 Processing Withdrawal/Cancellation Requests

5.5.2.1 If students submit their application by submitting Cancellation Application Form, ATMC will:

- Check if there are any outstanding fees,
- Check the student's file to see if there is any Evidence of Participation and make a copy of the evidence to keep in the student's file,
- Calculate number of claimable hours,
- Adjust outcome code and enrolment status,
- Report the adjustments to SVTS, and
- Issue the cancellation letter by email or by post to the students.

5.5.2.2 If the students inform trainers of the intention to cancel/withdraw from the courses, ATMC will:

- Obtain the trainer's notes,
- Send email to students seeking their confirmation, and
- Follow the procedures outlined in 5.5.2.

5.5.2.3 The **Student Support Department Operating Manual** outlines the detailed steps to be taken by the Student Support Department.

5.5.3 Refund Requests

5.5.3.1 Students who cancel their enrolment and think they are due for refunds are advised to apply for refunds in accordance with ATMC's Refund Policy (See website for current refund terms and conditions).

5.5.3.2 Refund applications must be made in writing on form Refund Application, which is available on ATMC's website. Written applications for refunds will be accepted by email to info@atmc.edu.au.

5.5.3.3 Refunds will be processed within twenty (20) working days of receipt of a written application and will include a statement explaining how the refund was calculated.

5.5.4 Subsequence to Withdrawal/Cancellation

5.5.4.1 When a student's enrolment is cancelled then the current agreement is terminated. Any application to re-join ATMC is deemed to be a new application and the Domestic Application policy and procedure at the time of application will be applied.

5.5.4.2 Cancellation of enrolment could affect the student's future training options and eligibility for further government subsidised training under the Skills First Program – VET Funding Contract 2018.

5.6 **ATMC-Initiated Withdrawal/Cancellation of Study**

ATMC may decide to withdraw, suspend or cancel a student's enrolment on its own initiative in response to misbehaviour by the student. Student misbehaviour is considered to have occurred if and when a student breaches the requirements as outlined in the Student Code of Conduct (available on ATMC's website).

5.6.1 Absence for fourteen (14) consecutive days

5.6.1.1 If students are absent for fourteen (14) consecutive days, ATMC will send a warning letter to the students. In the warning letter, ATMC reminds them their

rights to access ATMC's intervention or appeal process within twenty (20) days plus two (2) days of postage handling.

5.6.1.2 ATMC will immediately initiate to adjust the outcome code of relevant units of competency to forty (40) to avoid overclaim after the warning letter has been issued.

5.6.1.3 If the students, choose to access the appeal process within twenty (20) days plus two (2) days for postage handling:

- *The appeal is successful, and the student wants to continue studying:* ATMC will adjust the outcome code of the units to seventy (70) (Continuing),
- *The appeal is unsuccessful, and the student wants to continue to study:* ATMC will implement the intervention strategies, revise the student's training plan and adjust the outcome code of the units to seventy (70) from the date the students come back to class.

5.6.1.4 If the student does not appeal within twenty (20) days plus two (2) days of postage handling, ATMC will proceed to cancel the student's enrolments in accordance with the procedures outlined in **5.5.2**.

5.6.1.5 All the withdrawal of relevant units of competency will be reflected via the SVTS system.

5.6.1.6 The **Student Support Department Operating Manual** outlines the detailed process to be undertaken by the student support department.

5.6.2 Other Breaches of the Code of Behaviour

5.6.2.1 The reasons for the suspension and a written notice of suspension must be clearly stated and sent to the student within one (1) working day of the decision. A full description of the events that occurred before the suspension should be listed and the student must be provided with information on ATMC's complaints and appeals process.

5.6.2.2 ATMC will immediately initiate to adjust the enrolment status to Withdrawn - Suspended to avoid overclaim when the notice of suspension due to student's misbehaviour has been issued to the student.

5.6.2.3 ATMC will inform the student of its intention to cancel the student's enrolment and inform the student that he or she has twenty (20) working days plus two (2) days for postal handling to access ATMC's Complaints and Appeal process, as defined in the Complaints and Appeals Policy and Procedure (available on ATMC's website).

- If the student accesses the complaints and appeals process, the cancellation of the student's enrolment will not take effect until the internal process is completed.
- If the student lodges an external appeal the suspension or cancellation of the student's enrolment will not take effect until the internal process is completed.

5.6.2.4 The **Student Support Department Operating Manual** outlines the detailed steps to be taken by the Student Support Department.

6 Adjustments to Training Delivery Data

- 6.1 Any adjustments to the training delivery data submitted to SVTS will be made by 9.00 am on the first working day of each month.
- 6.2 In exceptional circumstances when training delivery data submitted is incorrect and ATMC has not been able to correct the submission before the automatic claims confirmation has run, the claims may be un-confirmed by 10.00 am on the third working day of the month.

7 Responsibilities

7.1 The Chief Executive Officer

- 7.1.1 Effectively discharging the decision-maker role assigned to the CEO in this Policy and Procedure and aligned Policies and Procedures;
- 7.1.2 Ensuring that the system in place for managing skills first student deferment, suspension and cancellation of study complies with mandated standards;
- 7.1.3 Ensuring that the system in place for managing skills first student deferment, suspension and cancellation of study is regularly reviewed, identified deficiencies expeditiously addressed, and opportunities for improvement pursued where feasible.

7.2 The VET Manager

- 7.2.1 Effectively discharging the decision-maker role assigned to the VET Manger in this Policy and Procedure and aligned policies and procedures.

7.3 Staff

- 7.3.1 Acting in accordance with this Policy and Procedure; and
- 7.3.2 Seeking any advice required to properly and effectively meet their responsibilities in relation to this Policy and Procedure.

Definitions:

Deferment	<p>Only applies prior to a student commencing their selected course of study, it is when a prospective student delays the commencement date of their study.</p> <p>Deferment cannot be applied for or be approved once a student has commenced their chosen course of study.</p>
Suspension	<p>When a student, who has already started yet has not completed their study, requires a leave of absence. If approved, their training plan is suspended with the clear intention that the student will recommence at an agreed date in the future (i.e. temporary suspension).</p>
Cancellation/ withdrawal	<p>When a student is removed from the current course enrolment before they have formally completed the planned training. This student will not be eligible for any subsequent courses for which they may also be registered. A cancellation/withdrawal can be initiated by the student or ATMC.</p>
Compulsory study period	<p>A compulsory study period is one in which the student must enrol unless granted a deferment or suspension from enrolment or leave of absence under Standard 9 (Deferring, suspending or cancelling the student's enrolment). A compulsory study period does not include periods in which the student can elect to undertake additional studies.</p>
Critical incident	<p>A traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury.</p>
Enrolment	<p>Is where a student has been issued with a CoE to confirm acceptance by ATMC and is occupying a place in the CRICOS registered course for which the student was accepted and is progressing towards the completion of the course requirements. The period of enrolment includes scheduled breaks between study periods</p>
Leave of absence	<p>Is where a student has a requirement to miss scheduled training for reasons other than specified for a deferment or suspension of studies</p>

Legislation

- CRICOS Standards Fact Sheets
- [Education Services for Overseas Students Act 2000](#)
- [ELICOS Standards 2018](#)
- [National Code of Practice 2018](#) – Standards 9 and 10
- Relevant State Government funding agreements
- [Standards for Registered Training Organisations 2015](#)
- [National Vocational Education and Training Regulator Act 2011](#)

ATMC Related Documents

- Domestic Admissions Policy and Procedure
- Attendance Policy and Procedure
- Cancellation/Withdrawal Application Form
- Complaints and Appeals Policy and Procedure
- Deferral or Suspension Forms
- Notification of Non-Attendance Form
- Student Code of Conduct
- Student Leave Application Form
- Refund Application Form
- Refund Policy and Procedure
- Withdrawal for Skills First Funding Students Policy and Procedure

Version Control

Document Name	Deferral, Suspension or Cancellation/Withdrawal of Enrolment Policy and Procedure – Skills First Program			
Document Code	VPS13			
Department	VET Management / Student Support			
Approved By	VET Manager CEO	Date Approved	September 2017 March 2023	
Revision History				
Version	Date of Changes	Change Summary	Author	Review Due
V1.0	September 2017	New Document	VET Manager	September 2019
V1.3	December 2019	Review, feedback and input and update of general information	VET Manager	December 2021
V1.5	March 2023	Removed reference to International students	Compliance Manager	March 2025
Organisation	Australian Technical and Management College			
Document Controller	Compliance Manager			

APPENDICES

Appendix 1

Acceptable reasons for deferral, suspension or leave of absence – requested by student:

ATMC may decide to accept an application from a student for deferral of commencement, suspension or cancellation/withdrawal of study on the following grounds:

Acceptable reason	Procedure
Where ATMC was unable to offer a pre-requisite unit, or the overseas student has failed a prerequisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol.	Deferment or cancellation/withdrawal
Inability to begin studying on the course commencement date due to delay in receiving a student visa.	Deferment or cancellation/withdrawal
Inability to begin studying on the course commencement date due to serious illness or injury, where a medical certificate states that the overseas student was unable to attend.	Deferment or cancellation/withdrawal
Inability to begin studying on the course commencement date due to bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided).	Deferment or cancellation/withdrawal
Inability to begin studying on the course commencement date due to major political upheaval or natural disaster in the home country causing a delay and this has impacted on the overseas student's commencement of studies.	Deferment or cancellation/withdrawal
Bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided).	Suspension or leave of absence
Major political upheaval or natural disaster in the student's home country causing anxiousness of the student and this has impacted on the overseas student's studies.	Suspension, leave of absence or cancellation/withdrawal of studies
Traumatic experience whilst studying which could include: <ul style="list-style-type: none"> • Involvement in, or witnessing of a serious accident; • Witnessing or being the victim of a serious crime, and this has impacted on the overseas student (these cases should be supported by police or psychologists' reports); • Is a witness or is a victim of any fatality or serious injury; • Is a victim of a serious traffic collision (local & off shore); • Is witness to a murder or suicide; • Is a witness or victim of physical / sexual assault or domestic 	Suspension, leave of absence or cancellation/withdrawal of studies

Acceptable reason	Procedure
violence; <ul style="list-style-type: none"> • Is a victim of severe verbal or psychological aggression; • Victim of a fire; • Victim of explosion or bomb threat; • Victim or witness of a hold up or attempted robbery; • Victim or witness of serious threats of violence; • Has been affected by storms or natural disasters (local); • Is affected by drug or alcohol abuse. 	

Appendix 2

Acceptable reasons for leave of absence, suspension or cancellation / withdrawal – requested by the student:

ATMC may decide to accept an application from a student for a leave of absence or suspension or cancellation / withdrawal of study for the following reasons:

Reason provided by student for approval	Procedure
Student wanting to return home to visit family for non-emergency reasons e.g. family reunion, wedding of immediate family member where the time period is less than four (4) weeks	Leave of absence application
Student wanting to have break from studies for that will exceed the published holiday period by ATMC	Suspension where the time period is more than four (4) weeks or leave of absence where the time period is less than four (4) weeks
ATMC not able to offer a pre-requisite unit required to start or complete a course of study	Suspension, leave of absence or cancellation/withdrawal of studies
Experiencing financial difficulties whilst studying	Suspension or cancellation/withdrawal
Experiencing dissatisfaction of study conditions	Cancellation/withdrawal or transfer to another provider
Poor academic progress causing the student to not to be able to continue current enrolment	Cancellation/withdrawal of enrolment or re-enrolment