

## Deferment or Cancellation policy

This policy / procedure has been approved for release by the CEO April 2022.

### Introduction

Flexibility in student enrolment is essential to the students of Fit Education. By providing an appropriate process for deferment, suspension or cancellation of an enrolment, Fit Education ensures that students are able to respond to life events, and that Fit Education is able to respond to issues of misconduct, with appropriate flexibility.

### Purpose

The Deferment, Suspension or Cancellation Policy and Procedure is intended to ensure that there is a process in place which can be used to provide flexibility in the enrolment period of students who experience significant hardship or who engage in serious misconduct.

### Scope

The scope of this policy and procedure is organisation wide, including all enrolments in national and recognised units of competence, accredited courses, skill sets or qualifications.

### Responsibilities

The responsibility for the Deferment, Suspension or Cancellation Policy and Procedure has been delegated to the CEO.

### Definitions

No special definitions apply to this policy and procedure.

### Policy

Fit Education has in place documented procedures for assessing, approving and recording a deferment of the commencement of study, suspension or cancellation of study for the student, including keeping documentary evidence on the student's file of the assessment of the application.

Fit Education will only defer or suspend the enrolment of the student on the grounds of:

- Compassionate or compelling circumstances (for example, illness where a medical certificate states that the student is unable to attend classes)

or

- Misbehaviour by the student.

For VSL students this only applies after their census date has passed.

Fit Education will inform the student of its intention to suspend or cancel the student's enrolment where the suspension or cancellation is not initiated by the student and notify the student that they have 28 working days to access the registered provider's internal complaints and appeals process.

If the student accesses the registered provider's internal complaints and appeals process, the suspension or cancellation of the student's enrolment cannot take effect until the internal process is completed, unless extenuating circumstances relating to the welfare of the student apply.

### External Stakeholders

A decision to defer, suspend or cancel a student's enrolment may also be impacted by external stakeholder arrangements such as:

- Students with VET Student Loans
- Students enrolled under state-base or other government funding

Fit Education will abide by any process or standard imposed in any such contract or agreement.

VSL students should also access the current Fit Education VSL Guide for further details.

## Procedure

### Fit Education Initiated Deferral, Suspension or Cancellation

Fit Education may suspend a student's enrolment in the following instances:

- Student misbehaviour as outlined in Fit Education's *Code of Conduct*
- Intervention strategy for unsatisfactory course progress or
- Compassionate and compelling circumstances.

Fit Education may cancel a student's enrolment in the following instances:

- The student demonstrates serious misconduct as outlined in Fit Education's *Code of Conduct*
- Erratic course progress, for example, consistent unsatisfactory course progress in non-consecutive semesters or continuous absence from scheduled course hours or
- Non-payment of outstanding fees.

In cases where suspension or cancellation of the student's enrolment is initiated by Fit Education, students will be notified in writing and given 28 working days to access Fit Education's internal complaints and appeals process as described in the Complaints & Appeals Policy & Procedure.

### Student Initiated Deferral, Suspension or Cancellation

Students may defer the commencement of a course, or suspend their enrolment during their course, in the following limited circumstances:

- On the grounds of compassionate or compelling circumstances (at the discretion of Fit Education).

Students may request a deferral of the commencement of their course prior to the course commencing.

Students need to complete an Application for Deferral of Studies form and submit it, together with all supporting documentation to the CEO.

Once the deferral is processed, the student will receive a revised Letter of Offer and will be issued with a new Student Course Acceptance Agreement written to reflect the new commencement.

Students who wish to suspend their enrolment must obtain written approval from the CEO.

Students need to complete an Application for Suspension of Studies form and submit it, together with all supporting documentation to the CEO.

To obtain approval, students must submit the form a minimum of 10 working days before the requested suspension date.

Where there is an emergency that compels the student to suspend their course, the minimum submission deadline of 10 working days may be waived by the CEO.

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

- Serious illness or injury, where a Medical Certificate states that the student was unable to attend classes
- Bereavement of close family members such as parents or grandparents (where possible a Death Certificate should be provided)
- Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies or
- A traumatic experience which could include:
  - Involvement in, or witnessing of, a serious accident or
  - Witnessing or being the victim of a serious crime that has impacted on the student (these cases should be supported by police or psychologists' reports) or
- Where the registered provider was unable to offer a pre-requisite unit.

Once the suspension is approved, the student will receive a written confirmation from Fit Education granting the suspension.

Students who wish to cancel enrolment in their course must obtain approval from Fit Education and attend an appointment with the CEO.

Students must complete an Application for Cancellation of Studies form and submit it, together with all supporting documentation, to the CEO.

The student must complete the Application for a Refund form and submit it with their request to cancel their enrolment.

The CEO will decide the outcome of the student's request for cancellation.

If the student does not accept the outcome of their request for cancellation, The CEO will escalate the student's application to the Fit Education Industry Advisory Board Chair for review and recommendation to the CEO.

Once the cancellation is approved and processed, the student will receive a written confirmation from the CEO.

Students can suspend enrolment for a maximum period of one semester.

In the case of exceptional circumstances (supported by documented evidence), longer suspensions may be granted at the discretion of the Fit CEO.

### **Informing Students**

Fit Education will, in accordance with the Accuracy and Integrity of Marketing Procedure, ensure that all students are informed of their rights and responsibilities in relation to the deferment, suspension or cancellation of their enrolment.

Students will be informed using the communication pathways described in the Accuracy and Integrity of Marketing Procedure and will be aware of the Deferment, Suspension or Cancellation Policy and Procedure prior to enrolling in any course of training.

### **Document Handling and Record Keeping**

All documentation relating to the assessment of student deferral, suspension and cancellation applications will be kept in the student's file as detailed in the Records Management Procedure.

All discussions undertaken with the student during the processing of the application must be recorded as they occur.

### **Related Documents**

- Complaints & Appeals Policy
- Accuracy and Integrity of Marketing Procedure
- Application for Deferral of Studies
- Application for Suspension of Studies or
- Application for Cancellation of Studies.