

Policies and Procedures

Learners Deferral, Suspension and Cancellation of Enrolment

Table of Contents

1. PURPOSE	2
2. SCOPE	2
3. RELEVANT STANDARDS	2
4. ASSOCIATED POLICIES	2
5. ASSOCIATED DOCUMENTS	2
6. DEFINITION OF TERMS	3
7. POLICY	3
8. PROCEDURES	5
8.1. DEFERRAL.....	5
8.2. SUSPENSION / APPROVED LEAVE.....	6
8.3. WITHDRAWAL / CANCELLATION	7
8.4. ENVIROTECH INITIATED SUSPENSION / CANCELLATION	9
8.5. METHODS OF DELIVERING THE NOTICE	9
9. EXTENUATING CIRCUMSTANCES	10
10. REENROLLMENT	10

1. PURPOSE

The purpose of this policy is to govern the circumstances in which a learner can defer, suspend, withdraw, or cancel their enrolment with Envirotech, and under what circumstances Envirotech will initiate a suspension or cancellation of course enrolment. This policy meets the requirements of the Standards for Registered Training Organisation (RTOs) 2015, the ESOS Act 2000 and National Code 2018 and the VET Student Loan Rules 2016.

2. SCOPE

- 2.1. All fee for service learners studying at Envirotech (domestic, international off and on shore)
- 2.2. Learners undertaking a course with commonwealth or state funding (C3G, HLS, UserChoice)
- 2.3. Learners undertaking a course with the financial assistance from the VET Student Loans / Liability scheme

3. RELEVANT STANDARDS

- 3.1. Standard 5 of the RTO Standards 2015
- 3.2. Standard 9 of the National Code 2018
- 3.3. ESOS Act 2000
- 3.4. ESOS National Code of Practice for Providers of Education and Training to Overseas Students 2017 (Standard 13)
- 3.5. VET Student Loan Rules 2016
- 3.6. VET Student Loans Act 2016
- 3.7. VSL Provider Manual

4. ASSOCIATED POLICIES

- 4.1. Complaints and Appeals Policy
- 4.2. Refund and Special Circumstances Review Policy

5. ASSOCIATED DOCUMENTS

- 5.1. Deferral or Suspension Application Form
- 5.2. Enrolment Withdrawal / Cancellation Form
- 5.3. Intention to Cancel Letter

- 5.4. Learners' Suspension, Deferral Approval Letter
- 5.5. Learners' Suspension, Deferral Refusal Letter
- 5.6. Complaints and Appeals Form
- 5.7. VSL Re-credit Application Form
- 5.8. Refund Application Form

6. DEFINITION OF TERMS

- 6.1. Suspension means a temporary cessation of the course enrolment.
- 6.2. Deferral means a postponement of the course enrolment commencement date
- 6.3. Withdrawal means the cancellation from a course after commencement. For VSL learners this also means a cancellation of VET Student Loan course before, on or after a CENSUS date for the current unit of study.

7. POLICY

- 7.1. Envirotech, in accordance with the RTO Standards 2015, the ESOS National Code of Practice for Providers of Education and Training to Overseas Students 2017 (Standard 13) and the VET Student Loan Rules 2016, has policies and procedures in relation to learners' deferral, suspension, withdrawal and cancellation, ensuring the actions taken by Envirotech comply with these standards and listing the grounds where these will be approved or initiated.
- 7.2. The accompanying procedures will ensure Envirotech Education follows the required processes when either a student or the RTO, wishes to defer, suspend, or cancel an enrolment.
- 7.3. Students can initiate deferral, suspension, or cancellation of their studies only in limited circumstances or may have their enrolment suspended by the RTO due to misbehaviour. A student enrolment may be cancelled where a serious breach of Visa, grave misconduct, or enrolment conditions has occurred
- 7.4. Envirotech will make its decision regarding the assessing, approving, and recording of deferment, suspension, withdrawal, or cancellation of a learners' enrolment in accordance with the procedures outlined in this policy
- 7.5. Envirotech may defer, suspend, or terminate (cancel) learners' enrolment for the following reasons:

- Early completion of the course
- Non start or late start of the course
- Transfer to another education provider
- No payment or late payment of course fees
- Misconduct or misbehaviour, including but not limited to; breach of discipline, bad language, harassment, aggressive and offensive behaviour, violation of Envirotech policies, violation of visa conditions or Australian law. In minor misbehaviour events, Envirotech will consult with the learner regarding their behaviour and relevant adjustment as it is the goal of Envirotech not to suspend or terminate learners' enrolment.
- Cessation of studies
- Cheating and Plagiarism: allegations regarding cheating and plagiarism should be referred to the Academic Manager who will investigate the matter and advise the teaching staff. In all cases the learner will be advised in writing and given twenty (20) days to show cause as to why a penalty should not be applied.
- Learners who have allegations of cheating (including plagiarism) proven, are liable to incur a penalty ranging from: exclusion from that assessment, requirement to repeat the assessment, the award of a failed result in the unit concerned, cancellation of the course to exclusion from the Institute.
- IF the learner has not signed their eCAF before census date (for learners who are enrolled under the VET Student Loan Program)
- A learner does not acknowledge the progression checkpoint for VET Student Loans to confirm their continuation of the VETSL Debt/Liability after the two weeks cut-off as required by the Secretary on behalf of the Minister of Education.
- A learner does not demonstrate progress in their qualification via the online format and no evidence of logging on or accessing the learner resources can be located.

7.6. A learner who does not return from leave, and is not contactable by Envirotech for 21 days, has "inactively" advised Envirotech of his/her failure to continue studying, and therefore they may have their course enrolment cancelled.

7.7. Fees and cancellation dates are calculated from the date the completed written application has been submitted.

7.8. Envirotech will notify the Department of Education, where relevant, on enrolment cancellation or withdrawal.

7.9. Copies of documents used in assessing a claim are to be kept in the learner's file under the Envirotech Intranet (SP).

8. PROCEDURES

8.1. DEFERRAL

8.1.1. The learner may request for a deferral of the course start date based on compassionate and compelling reasons. The learner will need to submit a request by completing the [Deferral Request Form](#). The learner has the responsibility to clearly describe the reasons for the request, read the conditions of deferral and provide evidence to support the request.

8.1.2. Conditions of Deferral

- Deferral no longer than 6 months.
- Deferral will be granted only if compassionate and compelling circumstances are demonstrated.

8.1.3. Compassionate and compelling circumstances include, but not limited to:

- Serious illness or injury where medical certificate states unable to attend classes
- Bereavement of close family members such as parents and grandparents (Death Certificate should be provided where possible)
- Major political upheaval or natural disaster which has impacted on learner's studies
- A traumatic experience such as involvement in, or witnessing a serious accident or witnessing or being the victim of a serious crime

***In cases not covered above, Envirotech will use its professional judgement to assess each case on its merits.*

8.1.4. Acceptable Evidence for Compassionate or Compelling Reason

(all documents must be in English or officially translated and certified):

- Medical certificate, death certificate, flight ticket and any other relevant documents.
- Your visa grant letter notification (international students only).

8.1.5. Approved deferral requests will incur a deferral fee.

- 8.1.6. After the approval, a new Letter of Offer will be generated showing the new start and end date of the course and sent to the student for approval and signature.
- 8.1.7. For international students, a new Confirmation of Enrolment will be issued once the signed Letter of Offer is returned showing the new course start and end dates.
- 8.1.8. Where a request to defer is refused the applicant will be advised by email/in writing of the reasons for the refusal and will be required to commence/recommence the course on time. Non- commencement on time may attract a further procedure of course cancellation.

8.2. SUSPENSION / APPROVED LEAVE

- 8.2.1. Learners are expected to complete their course enrolment without interruptions. However, where this is not possible, Envirotech makes reasonable provision for learners who cannot do so, under compelling and compassionate circumstances, subject to learners' providing enough evidence.
- 8.2.2. Under these provisions, Envirotech may grant a learner with a course suspension or approved leave for a period of time along their course enrolment. These provisions are subject to the learner completing their course on their return. Envirotech will support learners online as required to assist them with catching up with their course.
- 8.2.3. Learners who do not have an approved course suspension or leave and do not engage satisfactorily enough in their course by submitting assessments or logging into the system might be considered as non-genuine learners and may risk their enrolment being cancelled. Learners should refer to the [Course Progress and Learners' Engagement Policy and Procedures](#) available on Envirotech's website for further details.
- 8.2.4. Learners who would like to request a course suspension or approved leave must email the Student Registrar at student@envirotech.edu.au. Supporting documents should be attached to the email for assessment.
- 8.2.5. Suspension or leave requests must include the start and end date of the course suspension. If Envirotech does not know when the learner will return, it can delay creating the new enrolment until the learner has notified Envirotech of the intended date of return.

- 8.2.6. Envirotech will assess each individual case and will notify the learner in writing about the outcome of the request.
- 8.2.7. When an approved leave is granted, the learner will receive an academic plan and have a record on file with the approved dates, and the recalculation of their course end date to include the period of the suspension. The course end date will automatically be adjusted to include the period of suspension or leave.
- 8.2.8. For international students, a new COE will be generated to show the new course end date.
- 8.2.9. When a suspension/approved leave is refused, the learner will have the right to appeal Envirotech's decision within 20 working days by following the Complaints and Appeal Policy available on Envirotech website.
- 8.2.10. If the suspension request is approved, the learner is liable to continue any payment plans and complete any overdue amount owed to Envirotech as per the original offer letter.
- 8.2.11. It is very important that learners continue to attend their classes until a decision on their request is made as at this stage, they are still they are still monitored on their academic progress.
- 8.2.12. If suspension is granted, regardless of the reason for the suspension, this period, will not be included in attendance and academic progress monitoring calculations.

8.3. WITHDRAWAL / CANCELLATION

- 8.3.1. Learners wishing to cancel their enrolment after course commencement have the right to withdraw from their course by completing the online Course Cancellation Form available on Envirotech's website or contacting the Student Registrar at students@envirotech.edu.au
- 8.3.2. Learners who seek a refund because of their withdrawal must read and follow Envirotech Refund Policy, available on the website

- 8.3.3. If a learner withdraws from an approved course, or a Unit of Study as part of an approved course, Envirotech must not, after the withdrawal, enrol the student in an approved course or a part of an approved course without the written permission of the student, this permission must only be given after the course withdrawal.
- 8.3.4. Learners paying for their course under the VET Student Loans (VSL) program may request to withdraw from their current Unit of study on or before their census date without incurring any further VETSL debt.
- 8.3.5. The learner is still liable for the debt of the VET Unit of Study or a VET Course that has already passed census.
- 8.3.6. VSL learners wishing to seek a Refund/Re-Credit of their VET Student Loan (VETSL) debt or up-front payment for their current unit of study are required to complete a Refund/Re-Credit application form.
- 8.3.7. The Learner Refund/Re-Credit form is to be completed with the relevant details and be submitted to Envirotech within 21 days of request to be withdrawn/cancelled. The learners' request will be assessed by the delegated responsible officer within 14 days of the application being received.
- 8.3.8. A Refund/Re-Credit may not be approved for processing on all occasions. Envirotech will review all applications on an individual basis. Should the application not meet the criteria referred of 'Special' or 'Compelling Circumstances', the learner will be withdrawn from the VET Unit of Study or a VET Course which is being supported via VET Student Loans and the outcome of the refund/re-credit request will be advised to the learner via email. For additional details, please refer to the full Refund and Re-Credit Policy available on Envirotech website.
- 8.3.9. Envirotech staff will respond to learners' requests, in writing, with the relevant outcome within 14 days.
- 8.3.10. It is very important that learners continue to attend their classes until a decision on their request is made as at this stage, they are still they are still monitored on their academic progress.

8.4. ENVIROTECH INITIATED SUSPENSION / CANCELLATION

- 8.4.1. Envirotech may initiate suspension of a learners' enrolment because of misbehaviour of the learner, or cancellation based on academic progress failure, non-payment or in cases where Envirotech is unable to make contact with the learner for a period of three (3) weeks or such other time period deemed reasonable by Envirotech.
- 8.4.2. In a case where Envirotech finds it necessary to initiate an intention to cancel of a learner's enrolment, Envirotech will inform the learner in writing of its intention and allow the learner 20 working days to access the Envirotech internal complaints and appeals process, unless extenuating circumstances relating to the welfare of the learner apply where this deadline may be extended.
- 8.4.3. If a learner studying under the VET Student Loan program does not provide Envirotech with a valid Tax File Number (TFN) this may trigger an intention to cancel. This may also be the case of a TFN that cannot be validated with the Australian Tax Office (ATO); validation issues may be the result of mismatched contact details with the ATO
- 8.4.4. For domestic learners, if learners appeal the decision to suspend or cancel their studies, Envirotech will not suspend or cancel the enrolment until the internal complaints and appeals process is completed. If the appeal is unsuccessful, the learner will be suspended or cancelled and may seek external mediation at their own cost.

8.5. METHODS OF DELIVERING THE NOTICE

- 8.5.1. Email: Since Envirotech communicates with all its learners via email through the learners' enrolment and since the learner is committed to checking their learner portal, Envirotech will issue the warning and intention to cancel notices from the RTO management system and dispatch the notice by email. Letters are available to learners in their portal when they log in.

Where a notice is emailed the commencement of the 28 days start from the day of delivery.

9. EXTENUATING CIRCUMSTANCES

- 9.1. Extenuating circumstances relating to the welfare of the learner may include:
- 9.2. Medical concerns, severe depression or psychological issues leading to Envirotech concerns for his or her wellbeing
- 9.3. Has engaged or threatens to engage in behaviour that is reasonably believed to endanger the learner or others
- 9.4. Is at risk of committing a criminal offence
- 9.5. Any claim of extenuating circumstances must be supported with the appropriate evidence
- 9.6. Envirotech will continue to provide learning and support opportunities to the learner during the 20-day appeals process or any subsequent period of appeal.

10. REENROLLMENT

- 10.1. Learners who voluntarily withdrew or cancelled their course are entitled to reenrol with no conditions attached. The charges for reenrolment are as follows:
 - For a re-enrolment duration less than 5 months:
Unit cost x number of units
Enrolment fee
 - For a re-enrolment duration more than 5 months:
Unit cost x number of units
Enrolment Fee
Material Fee
Payment Plan Fee (if applicable)
- 10.2. Reenrolment for learners who had their course cancelled due to non-progression, non-payment of course fees, or were charged with gross misconduct are subject to review and approval of the Management.