

8. Defer, Withdrawal, Extensions or Cancellation Policy

Purpose

Rose Training Australia recognised that they have a duty of care to each student, as there might be a case of where a student will need to defer or withdrawn from their course. The company has a responsibility to ensure that all student enrolment and course progression is monitored, therefore if a student does not actively maintain contact with their Trainer for a period of four weeks, Rose Training Australia will implement the Intervention Strategy in line with the Student Progress and Intervention Policy.

Under certain limited circumstances, a student's enrolment may be deferred for compassionate or compelling circumstances;

- Deferment - means to delay or put on hold the course.
- Withdrawal - means the student has applied to end their enrolment during a course.
- Cancellation - means termination of enrolment in a course by the Institute.

Deferment or withdrawal by a student

Students who wish to defer or withdraw from their course can apply to do so in writing to admin@rosetraining.com.au. The reasons for deferment will need to be on the grounds of compassionate or compelling circumstances.

Compassionate or compelling circumstances include:

- Serious injury or illness supported by a medical certificate which states that the student was or will be unable to attend classes (and for how long)
- Bereavement of close family members such as parents or grandparents
- Traumatic experiences such as the being a victim of, being involved in, or witnessing, a serious crime
- Unexpected severe illness or death of a family member (supported by medical certificate which states the student was unable to attend classes)
- The student is involved in custody proceedings for their child (statutory declaration witnessed by a Justice of the Peace required)
- The student or accompanying family member has an acute medical condition requiring treatment (supporting documentation required)
- The student has been involved in legal proceedings where the timing is beyond the student's control (supporting documentation required)
- The student is pregnant (supported by relevant documentation)
- Witnessing or being the victim of a serious crime (supported by police or psychologists' reports)

Supporting Documents

To support an application for deferment or withdrawal, the student must provide supporting documents. Supporting documents include medical certificates, death certificates, police reports, psychologist's reports and any other relevant documents.

Extension by a student

Students who wish to extend their course can apply to do so in writing to admin@rosetraining.com.au. The reasons for extension will need to be on the grounds of compassionate or compelling circumstances.

Compassionate or compelling circumstances include:

- Serious injury or illness supported by a medical certificate which states that the student was or will be unable to attend classes (and for how long)
- Bereavement of close family members such as parents or grandparents
- Traumatic experiences such as the being a victim of, being involved in, or witnessing, a serious crime
- Unexpected severe illness or death of a family member (supported by medical certificate which states the student was unable to attend classes)
- The student is involved in custody proceedings for their child (statutory declaration witnessed by a Justice of the Peace required)
- The student or accompanying family member has an acute medical condition requiring treatment (supporting documentation required)
- The student has been involved in legal proceedings where the timing is beyond the student's control (supporting documentation required)
- The student is pregnant (supported by relevant documentation)
- Witnessing or being the victim of a serious crime (supported by police or psychologists' reports)

Supporting Documents

To support an application for extension, the student must provide supporting documents. Supporting documents include medical certificates, death certificates, police reports, psychologist's reports and any other relevant documents.

An extension form will need to be filled out along with the payment of the extension.

Payments for extensions are paid on a monthly basis. These costs are available from administration.

Maximum of 3-month extension at a time.

You will need to show progression through your course to apply for an extension.

Procedure of Deferral of Studies INITIATED by student:

- Student applies for a deferral of studies by filling Request to Defer or Withdraw form, available from Administration
- Student returns completed Request to Defer or Withdraw form to Administration with supporting evidence.
- Student is advised that they will need to have a meeting with the Trainer
- Trainer records an application for a deferral of enrolment in the student's file on AMMONITE and notifies Administration team
- Administration team informs the student and trainer of the outcome and updates Ammonite accordingly

Cancellation by Rose Training Australia

The Institute may cancel the enrolment of a student if the student:

- Is in breach of a condition of ongoing enrolment
- Has been in breach of the Code of Conduct
- Is assessed by the Trainer or Chief Executive Officer as providing a threat to the well-being of other students or staff
- Is assessed as behaving in a way such as to constitute serious misconduct
- Fails to meet the requirements of the Student Progress and Intervention Policy

Procedure of cancellation by the Institute:

- The Administration team will be notified by the trainer of students that they have not had successful contact with for a period of twelve weeks (using the 'Enrolment -Cancellation' note in Ammonite which is emailed to the administration team)
- The Administration team will cancel the student enrolment notifying both the student and trainer in writing
- Where necessary a Record of Results will be issued in line with the Institutes Issuance Policy

All documentation and information to be recorded on the student's profile on AMMONITE

Right to Appeal

All students have the right to access our complaints and appeal policy and procedure. Student will be given 20 working days to access internal complaints and appeals process. The 20 working days begins from the date specified in any letters that are sent to students.

If an appeal is lodged, the Institute will maintain the student's enrolment until the internal appeals process is complete.

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All documentation and information to be recorded on the student's profile on AMMONITE

Record Management	Ammonite Dropbox	
Reference Documents	Staff Induction Checklist Student Handbook Staff Handbook Request to Defer or Withdraw Form Intervention Strategy Complaints and Appeals form Assessor Guide	
Link to SRTO 2015	X	Standard 1. The RTO's training and assessment strategies and practices are responsive to industry and Student needs and meet the requirements of training packages and VET accredited courses
		Standard 2. The operations of the RTO are quality assured
		Standard 3. The RTO issues, maintains and accepts AQF certification documentation in accordance with these Standards and provides access to Student records.
		Standard 4. Accurate and accessible information about an RTO, its services and performance is available to inform prospective and current Students and clients.
	X	Standard 5. Each Student is properly informed and protected.
	X	Standard 6. Complaints and appeals are recorded, acknowledged and dealt with fairly, efficiently and effectively.
		Standard 7. The RTO has effective governance and administration arrangements in place.
		Standard 8. The RTO cooperates with the VET Regulator and is legally compliant at all times.
Developed By	Compliance Manager	
Approved by	Directors	