



POLICY AND PROCEDURES

**Deferral, Extension,
Suspension, Withdrawal and
Cancellation of Enrolment**

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Deferral, Extension, Suspension, Withdrawal and Cancellation of Enrolment

Purpose

Training 2U is committed to providing learners with clear and supportive processes to defer the commencement of their course, extend the duration of their enrolment, temporarily suspend their enrolment, withdraw from their training program or the cancellation of their enrolment. This policy ensures that decisions regarding deferment, extension, suspension, withdrawal or cancellation are handled ethically, fairly, and transparently while aligning with compassionate or compelling circumstances and regulatory requirements.

Scope

This policy applies to:

- All staff and learners; and
- All of our training and assessment, and enrolment business functions.

Software

- RTO Teams

Responsibilities

CEO

- Ensures compliance with legislation, regulations and Standards for RTOs.
- Process learner requests for deferral, extension, suspension or withdrawal.
- Authorises refunds as per our Fees and Refunds policy.

Administrative & Support Staff

- Manages and coordinate requests for deferral, extension, suspension or withdrawal with the CEO and the learner.
- Communicates the process, outcomes and provide relevant documentation to learners.
- Maintains accurate records in the student's file.

Trainers & Assessors

- Provides support to learners experiencing challenges that may lead to deferral, extension, suspension, withdrawal or cancellation of their enrolment, and upon their return.
- Alerts CEO to any significant learner concerns.

Definitions

- A **deferral** is to delay the commencement of a course.
- An **extension** is to extend the enrolment period, up to a maximum of an additional year.
- A **suspension** is to temporarily delay the enrolment once the course has commenced.
- A **withdrawal** is when a learner decides to cease their enrolment in a course.
- A **cancellation** is when the Training 2U ceases to provide any further training and assessment services to a learner in respect of a particular enrolment into a course.

General Principles

We are to observe and uphold the following when managing and administering this policy:

- Ensure that all processes related to deferrals, extensions, suspensions, withdrawals and cancellations are carried out in a fair, impartial and transparent manner.
- Prioritise the well-being and educational needs of the learners by considering their individual circumstances and providing tailored support.
- Aim to minimise disruption to the learner's study journey and ensure continuity of training and assessment, wherever possible.
- Clearly communicate all requirements, timelines and outcomes promptly – including that their *Deferral, Extension, Suspension or Withdrawal Form* is to be lodged at least 10 business days prior to the date they want their deferral, extension, suspension or withdrawal to take effect.
- Accept and assess any **deferral**, course duration **extension** and **suspension** requests from learners without prejudice, taking into account the personal circumstances of the learner and provide an **extension** to the course duration (up to a maximum additional period of 1-year) under certain circumstances, such as:
 - In compassionate or compelling circumstances, which includes but are not limited to:
 - Serious illness or injury (evidenced by a medical certificate);
 - Bereavement of close family members (evidenced by a death certificate or obituary);
 - Major political upheaval or natural disaster; or
 - A traumatic experience, which can include, but is not limited to:
 - The involvement in, or witnessing of, a serious accident, or
 - The witnessing of or being the victim of a serious crime (evidenced by police or Psychologist's reports).
 - After the implementation of an intervention strategy, the learner is still at risk of not meeting satisfactory course progress.
- Where Training 2U initiates a **suspension** of a student's enrolment, we only do so after:

- Three formal warnings have been issued and continuous misconduct, misbehaviour or failure to comply with our Student Code of Conduct persists; or
- Where serious misconduct, misbehaviour or misuse of our resources by the learner has occurred (where the serious misconduct is considered criminal, the learner may be expelled instead).
- Where Training 2U initiates a **cancellation** of a student's enrolment, we only do so as a last resort, where:
 - After the learner has already been issued with three formal warnings and a suspension previously due to continuous misconduct, misbehaviour, misuse of our resources, or failure to comply with our Student Code of Conduct persists;
 - Criminal misconduct or behaviour occurring on our premises or using our facilities, resources and/or equipment; or
 - The non-payment of outstanding course fees and charges – where they have been overdue for 90-days and the student makes no resolution or enter into a payment plan with Training 2U to fulfil the payment.
- Where the **withdrawal** request is successful or the **cancellation** of the learner's enrolment is not appealed, the learner will be issued with a Statement of Attainment for the units they have already completed.
- Where refunds are due as a result of the learner's enrolment deferral, extension, suspension, withdrawal or cancellation, they are to be processed in line with our Fees and Refunds policy and in a timely manner.

Compliance

This policy aligns with:

- **2025 Standards for RTOs:**
 - **Standard 2.1** – VET students have access to clear and accurate information, including to make informed decisions about the training product and the RTO, and are made aware of changes that affect them.
 - **Standard 2.3** – VET students have reasonable access to training support services, teachers, Trainers & Assessors and other staff to support their progress through the training product.
 - **Standard 2.8** – Effective appeal processes are available where decision of the RTO or a third-party adversely impact a VET student.
 - **Standard 4.2** – Roles and responsibilities are clearly defined and understood.

- **Standard 4.3** – Risks to VET students, staff and the RTO are identified and managed.
- **Standard 4.4** – The RTO undertakes systematic monitoring and evaluation to support the delivery of quality services and continuous improvement.

Failure to comply with this policy can have serious consequences, including but not limited to:

- **For the RTO** – breaches of legislation or regulatory requirements may result in financial penalties, loss of registration, reputation damage, or regulatory enforcement actions.
- **For Staff Members** – staff found to have knowingly or negligently failed to comply with this policy and any associated legislative or regulatory requirements may face disciplinary actions, up to and including termination of employment.
- **For Learners and Clients** – disruptions in training and assessment services, experience financial losses and/or emotional trauma from the mishandling of the requests.

Continuous Improvement

- Feedback from staff, learners, clients and industry stakeholders will be used to inform improvements to compliance processes and the effectiveness of our operations.
- An internal audit is to be conducted at least once per year to assess our compliance with this policy and the relevant legislative and regulatory requirements. The audit schedule is outlined in our *Continuous Improvement Schedule* and areas for improvements are documented in our *Continuous Improvement Register*.
- Internal audit review questions for self-assurance purposes should include:
 - Are all requests assessed fairly and without prejudice, taking individual circumstances into account?
 - Are all forms and supporting documentation collected and stored in the learner's file?
 - Are learners provided with timely, clear communication about the status and outcome of their requests?
 - Is the learner's wellbeing considered in all decisions relating to course deferral, suspension or withdrawal?
 - Are approved course extensions and suspensions formally recorded and updated in the Student Management System?
 - Are students given the opportunity to appeal any suspension or cancellation before it is finalised?

Related Documents

- Appeals – Acknowledgement of Appeals letter template
- Appeals – Successful letter template
- Appeals – Unsuccessful letter template

- Appeals Form
- Cancellation letter – Expulsion template
- Cancellation letter – Non-Payment template
- CoE Training Plan templates
- Continuous Improvement Schedule
- Deferral letter template
- Deferral, Extension, Suspension or Withdrawal Form
- Payment Refund Form
- Student Handbook
- Withdrawal letter template

Deferral, Extension, Suspension or Withdrawal – Learner Initiated Procedure

1. Request received

- A learner wanting to defer, extend, suspend or withdraw from their enrolment, is to lodge a *Deferral, Extension, Suspension or Withdrawal Form* via e-mail to: info@t2u.com.au.
- The Administrative & Support Staff is to review the form for its completeness and speak to the learner to find out their reasons for deferment, ensure that they understand how their request can affect their learning journey.
- The Administrative & Support Staff are also to advise the learner of us receiving the form, inform them of the process and that it will take up to **10 business days** for us to process it.

2. Information entered into student's file

- The request is to be recorded under the *Notes* section of the student's file.
- The *Deferral, Extension, Suspension or Withdrawal Form* is to be saved into the student's file and if a hardcopy was provided, the hardcopy is to be scanned into the student's file and then destroyed securely.

3. CEO approval

- The learner's request is to be forwarded to the CEO for review within **1 business day** of receipt of the *Deferral, Extension, Suspension or Withdrawal Form*.
- The CEO is to review and process the form within **5 business days**.

4. If request is approved

- The Administrative & Support Staff is to update the student's file with the approval and details around the deferment, extension, suspension or withdrawal.
- Issue the learner with the following within **3 business days**:

- Written correspondence of the decision or outcome, and information on our Refunds policy and procedure (if applicable);
 - Updated *CoE Training Plan* document; and
 - *Payment Refund Form* (if applicable).
- iii. When a *Payment Refund Form* is returned completed and signed, we are to process it in line with our Refunds process.
- iv. **Deferral, Extension and Suspension only:** The Trainer & Assessor is to provide support to the learner and provide assistance to help them through this deferral, extension or suspension, as well as upon their return.

5. If request is denied

- i. The Administrative & Support Staff is to update the student's file detailing the rejection and the reasons for the rejection.
- ii. The learner is to be notified in writing of the rejection and our Appeals process within **3 business days** and inform them of our Appeals policy.
- iii. The Trainer & Assessor is to provide support to the learner experiencing challenges that may have led to their deferral request and provide assistance to help them overcome these challenges.

6. Appeal

- i. Where the learner is not satisfied or prepared to accept the decision, they may access the Appeals process.
- ii. The Appeal must be lodged within **20 business days** of the Notification meeting occurring.
- iii. Where a learner appeals the decision to suspend or cancel their enrolment and lodges an *Appeals Form*, we are to process it in line with our Appeals policy.

7. Issuance of AQF certification documentation

- i. Where the learner does not appeal the enrolment cancellation decision, we are to issue out their AQF certification documentation in line with our Issuing AQF Certificates and Outcomes policy.

8. Record management

- i. The Administrative & Support Staff is to keep detailed notes under the *Notes* section of the student's file along with any supporting documentation.
- ii. All hardcopies are to be scanned into the student's file before securely destroying them.

Suspension or Cancellation – RTO Initiated Procedure

1. Organise for a formal notification meeting

- i. When Training 2U arrives at a decision to suspend or cancel a student's enrolment, the learner (and their parent or guardian if they are under 18) are to be contacted for an in-person or a Google Meets meeting and no detailed information is to be provided, aside from it to discuss their enrolment with the RTO and that they are able to bring along a support person to the meeting if they wish.
- ii. The meeting must take place within **1 business day** of the decision being made.

2. Documentation prepared

- i. The Administrative & Support Staff is to prepare a written notification and prepare the documentation and evidences that led to the arrival of the decision.
- ii. The written notification must clearly detail:
 - The reasons for their suspension or cancellation of enrolment – use compassionate and non-judgement language and emphasise the steps taken by the RTO to support the student prior to our arrival at the decision;
 - When this suspension or cancellation takes effect;
 - Where it is a suspension of enrolment, how long the suspension is for, and
 - Our Appeals policy, including information that where the learner decides to appeal the decision and lodges an *Appeals Form*, we will process it in line with our Appeals process, and the suspension or cancellation cannot take effect until the Appeals process has been completed, unless extenuating circumstances relating to a learner or a staff's safety and wellbeing presents.

3. Conduct formal notification meeting

- i. The CEO along with the Trainer & Assessor is to attend the meeting with the learner and their support person (and their parent or guardian if they are under 18).
- ii. The meeting is to be conducted in a compassionate and professional manner.
- iii. During the meeting, the learner is to:
 - Be provided with the official suspension or cancellation notification;
 - Be advised of the reason as to why and how we arrived at the decision to suspend or cancel their enrolment;
 - Be informed of their rights and obligations, including their right to an Appeal if they do not wish to accept the decision;
 - Be counselled appropriately;
 - If they are being suspended:

- What we are going to do and how we can help support them upon their return; and
 - Collaboratively work with their Trainer & Assessor to prepare a suitable plan to support the learner and the class upon the learner's return.
- iv. **Suspension only:** The Trainer & Assessor is to provide support to the learner and provide assistance to help them through this suspension or cancellation, as well as upon their return.

4. Appeal

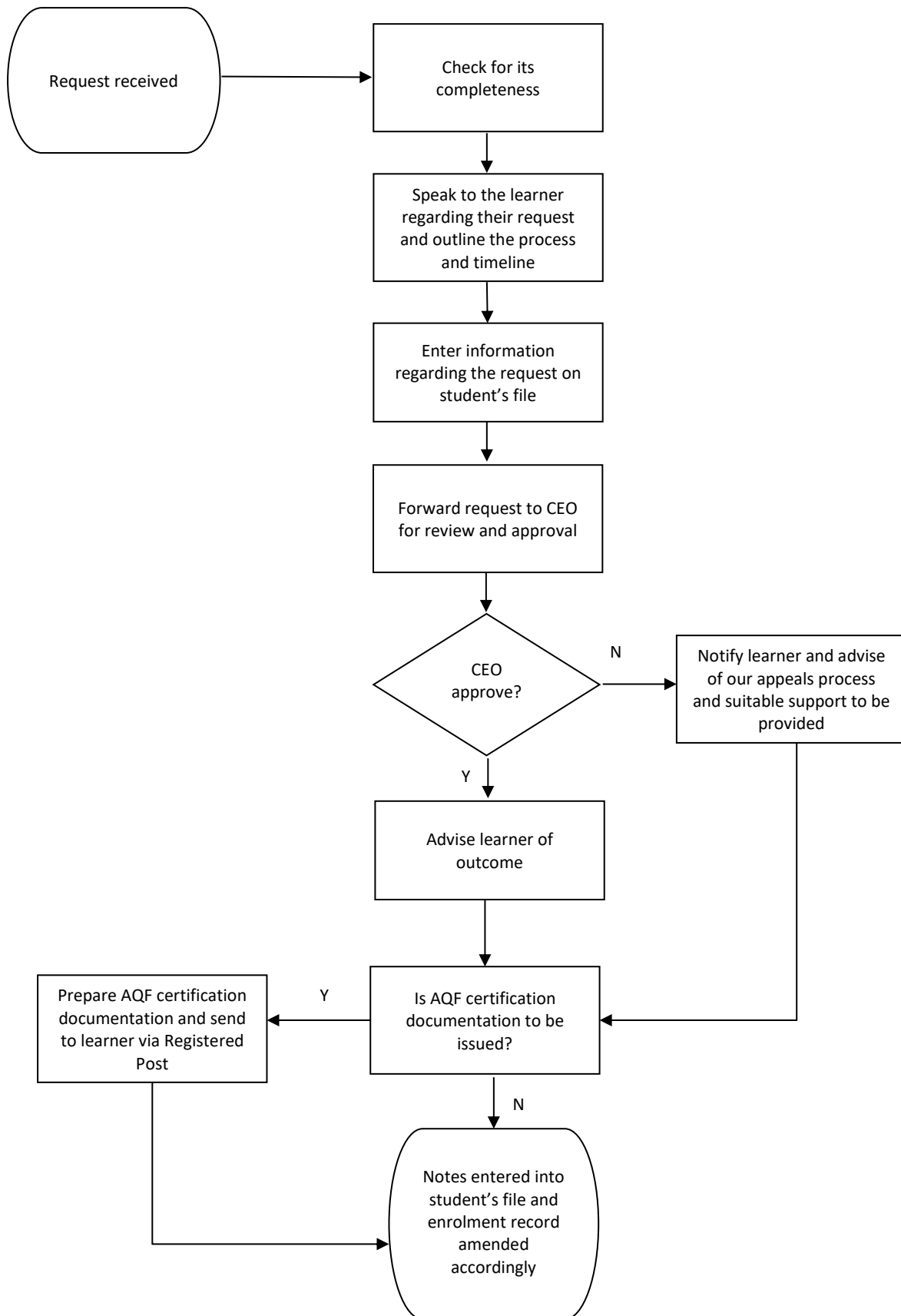
- i. Where the learner is not satisfied or prepared to accept the decision, they may access the Appeals process.
- ii. Where the learner appeals the decision to suspend or cancel their enrolment, this suspension or cancellation of enrolment is not to take effect until the Appeals process has been completed.
- iii. The Appeal must be lodged within **20 business days** of the Notification meeting occurring.
- iv. Where a learner appeals the decision to suspend or cancel their enrolment and lodges an *Appeals Form*, we are to process it in line with our Appeals policy.

5. Issuance of AQF certification documentation

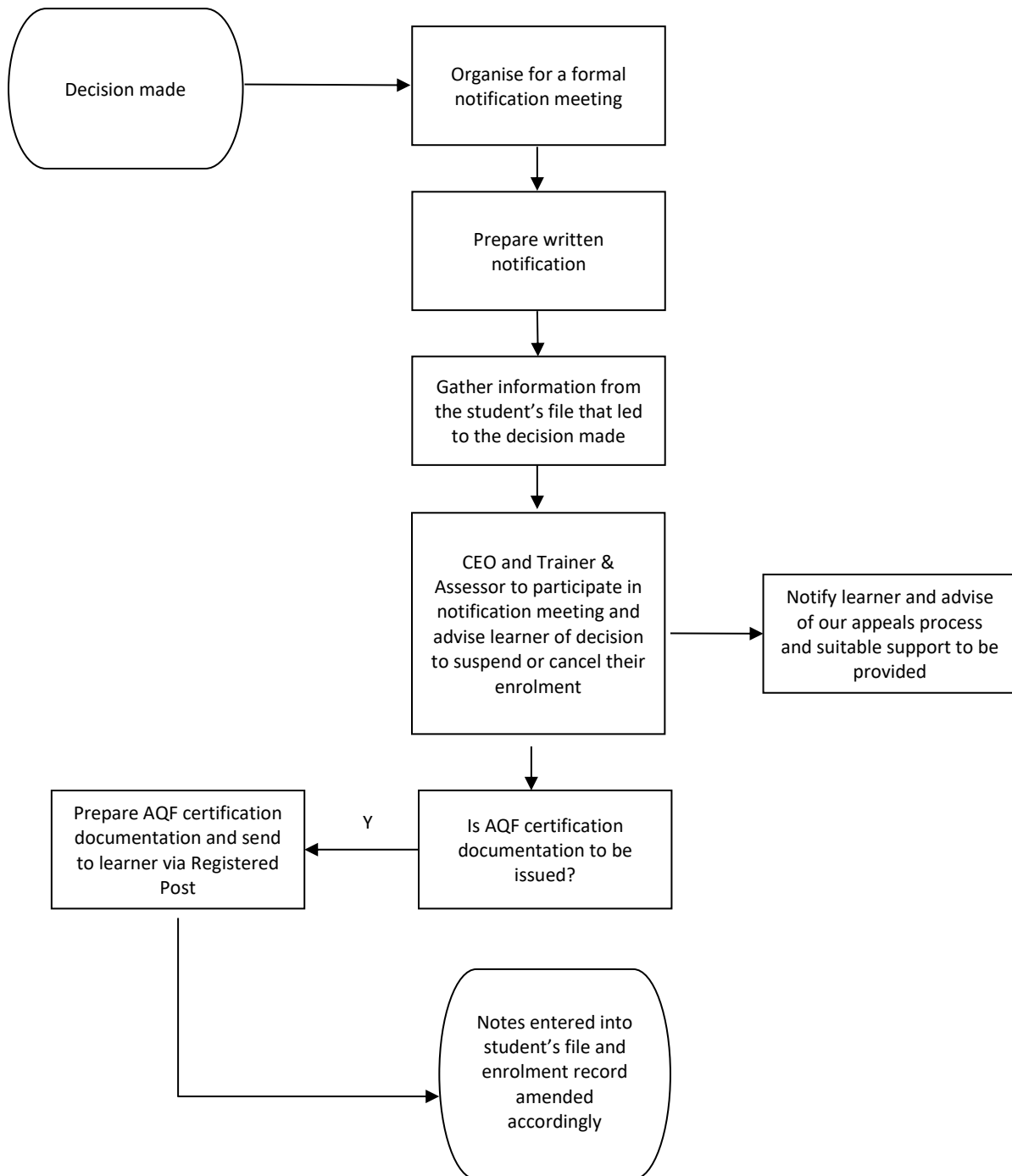
- i. Where the learner does not appeal the enrolment cancellation decision, we are to issue out their AQF certification documentation in line with our Issuing AQF Certificates and Outcomes policy.

6. Record management

- i. The Administrative & Support Staff is to keep detailed notes under the *Notes* section of the student's file along with any supporting documentation.
- ii. All hardcopies are to be scanned into the student's file before securely destroying them.



Suspension or Cancellation – RTO Initiated Process Flow-Chart



Version Control

Title	Policy and Procedures – Deferral, Extension, Suspension, Withdrawal & Cancellation of Enrolment
Date of Approval	1 July 2025
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Responsible Authority	CEO – Tooba Khan
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File Location	organisation’s server

Details of Changes

Version No.	Date	Amendments
Version 1.0	01/02/2022	-
Version 1.1	15/01/2024	Fixed minor grammatic errors
Version 2.0	01/07/2025	Updated in line 2025 Standards for RTOs
Version 2,.1	01/02/2026	Removed u/18 related information being N/A

Add more rows as required.