

Deferment, Withdrawal & Cancellation Policy

Policy Purpose

This policy relates to all deferment or cancellation of Units of Competency or a Qualification or requests for assessment extension for enrolled students at Flex Training College.

Scope

This policy applies to all Students of Flex Training College.

What is the difference between a Deferment, Withdrawal & Cancellation?

A deferment/deferral lets you delay the commencement of your course, or alternatively, if you have already commenced your course, it allows you to postpone your current studies for a period of up to 6 months.

A withdrawal is a process that is completed if you have no intention of completing your studies with us. You would be withdrawn from the program with your enrolment then ceasing with MFT.

Before Withdrawing

Before you make the decision to withdraw from a unit or your course, a student needs to consider the effect it will have on their goals, enrolment, and other entitlements and liabilities. To help make an informed decision, a student is encouraged to seek advice on the following options:

- speak with your trainer or student support service for general guidance about your studies and to understand the financial and study implications of withdrawing and explore alternative options such as taking a break
- explore our support services
- seek a meeting to speak with a member of staff about any personal difficulties you may be experiencing
- seek medical or professional advice early in relation to health, mental wellbeing, financial distress, domestic violence or significant negative situation.

If you are considering withdrawing you may prefer to take leave through deferral.

Student Initiated Deferral

Students may initiate the deferral of enrolment at any time of the course.

MFT is only able to defer a student's enrolment on the grounds of a compassionate or compelling reason that is beyond the control of the student, which may impact on the student's course progress or wellbeing. These may include, but is not limited to the following:

- Serious illness or injury, where the student provides a medical certificate from a qualified health care practitioner that states the student was/is unable to attend/continue to attend class.
- Bereavement of an immediate close family member, where possible a death certificate should be provided
- A traumatic experience i.e. involvement in or witness a serious crime or accident that has an impact on the student's wellbeing
- Other reasons may be considered but the student must supply compelling documentary evidence to support the request.

For all deferral applications MFT will require documented evidence to be submitted by the student. The documented evidence will accompany the Withdrawal/Deferral Form which is available online or from our student services team.

The RTO Manager will:

- Review all applications for deferral and determine if the application for deferral is to be granted or rejected.
- Will ensure the student is informed in writing of the outcome of their application for deferral
- In the case of a student application being rejected the written notification to the student will also be informed of their ability to access the complaints and appeals policy and procedure if they wish to appeal the decision.
- Will ensure all documentation in relation to the deferral or suspension application is held on the student's file.

Where a student-initiated deferral of enrolment is granted, MFT will suspend an enrolment for an agreed period of time, to a maximum of 6 months from the approved date. A deferment can only be granted once.

Student Initiated Withdrawal

Students who wish to withdraw from their course are required to inform MFT in writing prior to the census date, using the Withdrawal/Deferral Form. The census date will be stated on the student invoice. This ensures that MFT can appropriately close off the student's enrolment and maintain accurate and up-to-date records. Students withdrawing from a unit or course prior to the census date can apply for a refund. Any request for a refund will be assessed in accordance with our Fees, Charges and Refund Policy. Students must also be aware that if the Census date has passed, they will be liable to pay any fees and charges for units that have been commenced and other costs applicable.

Enrolments in the current units

If you have commenced units in your course. Applications lodged before the census date:

- you will not incur academic penalty for the enrolled units,
- units in which you were enrolled will be cancelled with a not yet commenced outcome, and
- refund and/or remission of any upfront applicable fees and/or debt will be calculated.

Applications lodged after the census date

- your unit assessments will be processed with a Not Yet Satisfactory outcome,
- a **Withdrawn outcome** will appear against the units that you were enrolled in,
- you will not be entitled to a refund or remission of your applicable fees or debt

Withdrawing from MFT

If you withdraw from MFT, you must re-apply for admission to re-commence studying in the future. Credit for prior class attendance, practicum or incomplete units of competence will not be given.

Course withdrawal is effective from the date your application is received by MFT and must include your application and all supporting documents with your form. If approved, the withdrawal will only take effect on the date the course withdrawal is submitted..

If you decide to go ahead with withdrawing, you need to complete a withdrawal form. If you are enrolled in more than one course but only want to withdraw from one, please specify this on the form.

Once you have submitted your application you will receive two emails to your nominated account.

- a confirmation receipt of your application, and
- the notification of the outcome of your application

Students wishing to Withdraw from their course must complete and submit the:

Deferment/Withdrawal Form as found on the MFT website.

College Initiated Cancellation

MFT may initiate a Cancellation of Student Enrolment after monitoring the student, for the following reasons.

- Non-payment of fees
- Fees must be paid in line with the agreed Payment Plan structure
- Gross Student Misbehaviour/misconduct as per the MFT Student Handbook
- Unsatisfactory Course Progress
- Student has become absent without leave and is unreachable/uncontactable, despite the effort of the college

Students will be contacted via e-mail in regards to the intention of any cancellation of enrolment. Cancellations are subject to MFT's Appeals Policy.

Policy Review

At least annually or from time to time the organisation may make changes to this policy to improve the effectiveness of its operation and customer service.