	Australian International Aviation College Cancel-Defer-Suspend procedure Quality Control Policy and Procedure AIAC-RTO-PP-014_v1	Page 1
		VERSION: 1.1
		15-Dec-2021

Cancel-Defer-Suspend procedure

Purpose

The purpose of this document is to inform all employees and students the process of applying to Cancel-Defer-Suspend enrolment and the procedure for AIAC to Cancel-Defer-Suspend a student.

Scope

Applies to all students enrolled in a Nationally Accredited training program at AIAC.

Definitions:

Defer: Refers to deferring or delaying the course start date.

Suspend: Refers to 'pausing' training for a period of time.

Cancel: Refers to cancelling or terminating enrolment.

1 How to Apply

1.1 Student Initiated

1.1.1 Deferment or Suspension

To defer or suspend your studies, students must have a valid reason. If you are unsure, contact your Student Contact Officer or refer to the Cancel-Defer-Suspend policy. A student applying to defer must do so at least 14 working days before the course commences.

Requesting (or AIAC initiating) a deferral or suspension may affect the student's visa and it may even be cancelled under certain circumstances. The Student should seek advice from the Department of Home Affairs before applying.

The Cancel-Defer-Suspend application form can be downloaded from the website and should be returned to rto@aiacollege.com with any supporting evidence. Once received, the RTO Compliance Officer will acknowledge receipt of the form and forward the request to the Head of Operations. If further information is required, the student will be contacted by the HOO or the RCO. The RCO will also notify the Student Contact Officer (SCO).

Suspensions: The HOO will then assess the application. This may activate the Student Intervention Strategy (SIS) depending on the situation. The HOO will contact the student in writing with the outcome or intervention details as soon as is practicably possible, but no more than 7 working days after receiving the application.

If the HOO and the Student choose to activate the SIS, a training review meeting will be held with the intention to develop a support plan for the student. The overseas student may have a support person at any meeting. Follow the procedures in the Student Intervention Strategy policy & procedures.

Deferrals: The HOO is to advise the RCO of the decision as soon as possible. The RCO will respond to the student with the results. If the course has been deferred, the student will be given a new start date and update the student register. If the deferral is denied, the RCO will write to the student explaining the reasons why and provide details of any other solutions and student support options.

If the application to suspend or defer studies was unsuccessful, the student will have 20 working days to access our internal complaints and appeals process. Details will be outlined in the written response.

For medical absences, AIAC may request that a registered medical practitioners' certificate be provided, stating that the student is 'fit to resume studies', prior to allowing students to return to training.


1.1.2 Cancellation

A student can request cancellation of the course at any time by downloading the Cancel-Defer-Suspend form and submitting to rto@aiacollege.com.au. The RCO will forward the form to the HOO and the Accounts Manager. The HOO, at his discretion, may activate the SIS or meet with the student to discuss other options. The student will be liable for all training costs incurred up to the date of cancellation as set out in the statement of fees and charges.

1.1.3 Transfers

If the student wishes to transfer to another provider, the RCO will issue the student with a Letter of Release, provided the student has met the criteria outlined in the AIAC transfer policy & procedure.

Document responsibility	Volume 03 – Cancel-Defer-Suspend procedure UNCONTROLLED WHEN PRINTED	RTO Code: 45675	© AIAC
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	Australian International Aviation College Cancel-Defer-Suspend procedure Quality Control Policy and Procedure AIAC-RTO-PP-014_v1	Page 2
		VERSION: 1.1
		15-Dec-2021

1.2 AIAC Initiated deferral, suspension or cancellation process

1.2.1 Progress & Attendance

Where a student has been assessed as not meeting progress or attendance standards, the CO will issue the student a first warning letter, requesting the student to attend an intervention meeting with the HOO. The letter will;

- Explain the reasons for the letter, and
- Advise the student that he/she has 20 working days to access the internal complaints and appeals policy & procedure.

After the Student Intervention Strategy has been finalised and the student continues to breach performance or attendance standards, the HOO will issue a second warning letter and a Notice of Intent to Cancel Enrolment. The second warning letter will;

- Explain the reasons for the letter, and
- Request another training review meeting (at the discretion of the HOO), and
- Advise the student that he/she has 20 working days to access the internal complaints and appeals policy & procedure, and
- Advise the student to seek advice from the DoHA regarding his/her visa.

A final decision on cancelling or suspending enrolment will be made by the HOO during the second training review meeting.

The warning letters can be downloaded from the internal server or by contacting the RTO Compliance Officer. Refer to the Attendance and Progress policy & procedures for more information.

1.2.2 Misconduct/Other

Students that have breached the code of conduct policy or any other AIAC policy & Procedure, or is unable to pay tuition fees as per the fees agreement, will be asked to attend an intervention meeting with the HOO. The request is to be made in writing, explaining the reasons for the meeting. During the meeting, the HOO will assess the situation and notify the student of the outcome.

If the decision is made to suspend or cancel enrolment, a Notice of Intent to Cancel (or suspend) is to be emailed to the student by the HOO within 7 days of the meeting. The letter will;

- Inform the student of the intention to cancel/suspend studies, and
- Explain the reasons, and
- Advise the student that he/she has 20 working days to access the internal complaints and appeals policy & procedure, and
- Advise the student to seek advice from the DoHA regarding his/her visa.

The HOO is to advise the Compliance officer and the accounts manager of the decision to cancel/suspend enrolment.

The RCO is to update the student register and ensure copies of all paperwork is correctly stored and documented.

1.2.3 Deferrals

In the event AIAC is forced to defer the student's training due to unforeseen circumstances, the HOO is to advise the CO of the reason and the students affected. The RCO will contact the affected student's explaining the reasons for the deferral, proposed course commencement date, and options available to them. The student may accept the deferral or request for his enrolment to be cancelled.


1.2.4 Cancellations or suspensions

The RCO will confirm that the internal or external complaints and appeals process has been finalised or cancelled by the student before submitting the cancellation/suspension in PRISMS.

1.3 eCoE (electronic Confirmation of Enrolment)

Overseas students that Defer or Suspend studies may need a new eCoE. The compliance officer will assess any approved suspension or deferral against the CRICOS guidelines and issue a new eCoE through PRISMS if required, as per the conditions set out in the National Code, standard 9. In the absence of the CO, the HOO will assume the CO's duties. No new eCoE will be required if the course end date has not changed.

Document responsibility	Volume 03 – Cancel-Defer-Suspend procedure UNCONTROLLED WHEN PRINTED	RTO Code: 45675 CRICOS Code: 03903C © AIAC
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	Australian International Aviation College Cancel-Defer-Suspend procedure Quality Control Policy and Procedure AIAC-RTO-PP-014_v1	Page 3
		VERSION: 1.1
		15-Dec-2021

2 Assessing and Approving Changes to Enrolment

All applications are assessed by the Head of Operations who will be responsible for making the final decision. In the absence of the HOO, the Chief Operating Officer and the Operation Manager together will assume the responsibility. In this case, the COO must contact the HOO to advise him of the decision to defer, suspend or cancel enrolment and the reasons why. The COO will also outline the process and assessment strategy used to form the decision.

The HOO will assess applications for deferral or suspension based on evidence supplied by the student and in relation to the requirements set out in the Cancel-Defer-Suspend policy.

Cancellations or suspensions for **poor progress** or **poor attendance** can only be completed after the internal and external complaints and appeals process has been completed and finds in favour of AIAC; or the student voluntarily pulls out of the complaints process; or the student chooses not to access the complaints policy. This decision by the student must be in writing and recorded in his/her training file.

After the procedures have been finalised and the student notified, the HOO will advise the RCO of the student's status. The RCO will update the student register with the new details (new course commencement date, suspended time frame or cancelled etc.).

Prior to finalising a decision, the RCO will review any documents and processes to ensure AIAC have followed correct procedures as per the National Code and the RTO standards. Once the RCO is satisfied with the process, the RCO will update the student register and advise the Accounts Manager. The Accounts Manager will issue a refund (where appropriate) as per the AIAC refund policy.

If enrolment is terminated, the RCO will review training files and issue a Statement of Attainment if applicable. If enrolment is suspended, the SCO is to remain in contact with the student to support the student as needed.

A Letter of Release will be issued by the RCO to students that are transferring, as per the Transfer policy & procedure.

Where a deferment or suspension is approved, the RCO will contact the student 7 days before the student commences/returns to college to confirm his or her start date.

3 Reporting

All Cancellations, Deferrals and Suspensions for overseas students will be reported to DoHA through PRISMS by the CO. The CO (or delegate) should refer to the PRISMS user guide for the correct process.

Students can only be reported to DoHA for unsatisfactory progress or unsatisfactory attendance if;

- [8.14.1] the internal and external complaints processes have been completed and the decision or recommendation supports the registered provider, or
- [8.14.2] the overseas student has chosen not to access the internal complaints and appeals process within the 20-working day period, or
- [8.14.3] the overseas student has chosen not to access the external complaints and appeals process, or
- [8.14.4] the overseas student withdraws from the internal or external appeals processes by notifying the registered provider in writing.

Evidence relating to the above points will need to be recorded and added to the student file.

The RCO will also update the student's status and if applicable issue a new eCoE. The RCO will also remind the student to seek advice from the DoHA regarding his or her visa in the warning letters. This should be done as soon as reasonably practicable after the decision has been made by the HOO. In the absence of the RCO, the HOO will assume responsibility for reporting the student, using the PRISMS user guide.

4 Student Intervention

At any time, the student may request to access the company's Student Intervention Program by contacting the SCO or any flight instructor. The student may also request additional support (internal or external) at any time. Refer to the Student intervention strategy policy and procedure.

Document responsibility	Volume 03 – Cancel-Defer-Suspend procedure UNCONTROLLED WHEN PRINTED	RTO Code: 45675 CRICOS Code: 03903C © AIAC
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5 Extension of course duration

It is expected that all students will complete their course within the timeframe that AIAC advise upon enrolment. It is a condition of a CRICOS student that they finish the course within the time frame as set out in their CoE. However, under certain circumstances, AIAC may need to extend a student's period of study. Refer to the AIAC Extension policy & procedure for more information.

6 Complaints and Appeals

Students will be able to access the company's complaints and appeals policy at any time, unless an exemption applies as per the Cancel-Defer-Suspend policy. They will have 20 working days to do so after a formal warning or notice of intent. This information is included in each warning letter by default.

7 Record keeping

Copies of all correspondence, approvals, application forms, supporting evidence etc. are to be placed in the student file and kept for a minimum of 2 years after the student leaves RTO. Details of any decision are to be entered into the Student register by the RCO.

8 Review of policy and procedures

The Cancel-Defer-Suspend policy and procedure will be reviewed 12 months from the date of implementation or after any significant change in regulation by the Compliance officer. The document map and control register (AIAC-QHS-RG-006_V1) will be used to manage the review schedule.

Date implemented	15/03/2021	Review date:	01/03/2021
Authorised by:	D. Murray	New version no.	0.1 (draft)

8.1 Amendments and Version history

Version no.	Amendment date	Amendment details	Amended by	Date of inclusion
1.0		Original document created and released	D. Murray	15/03/2021
1.1	15/12/2021	Removed refund information	D. Murray	15/12/2021