



Deferment Suspension or Cancellation Policy and Procedure

Policy

A student's enrolment at AIO Training (AIO) may be temporarily deferred or suspended whether initiated by the student or the College. A student's enrolment at AIO may be cancelled whether initiated by the student or the College.

Definitions.

Deferment: to delay the commencement of a course.

Suspension: to temporarily put studies on hold

Cancellation: termination of enrolment in a course.

Procedures

1.0 Cancellation of Enrolment

Students, who wish to cancel their enrolment, will be required to submit a Course Variation Form (Deferment/Suspension/Cancellation) to AIO via email, post or in person. Students may also request the same using the email address linked to their enrolment/application. On the occasion, where notification has been received via phone conversation, and the relevant form has not been submitted this is recorded on the Student Management System.

AIO will process the student request and notify the student of the outcome within 10 working days upon receipt of the application. The outcome will be provided via email or post.

2.0 Deferment or Suspension of Enrolment

Suspension

At times, during a student's enrolment, compassionate and compelling circumstances may arise, and the student is required to suspend (temporarily put studies on hold) for a period of time. AIO will allow a maximum of 3 months at any given time. Should a student require additional time at the end of the 3-month period, this must be requested in writing.

Students will be required to submit a Course Variation Form (Deferment/Suspension/Cancellation) via email, post or in person. Students may also request the same using the email address linked to their enrolment/application. On the occasion, where notification has been received via phone conversation, and the relevant form has not been submitted the suspension will be recorded on the Student Management System.

AIO will process the student request and notify the student of the outcome within 10 working days upon receipt of the application. The outcome will be provided via email or post.

Deferment

At times, prior to the commencement date of the course (as stipulated on the welcome letter), compassionate and compelling circumstances may arise, and the student is required to defer (delay the commencement of a course). Should a student require postpone the commencement date, this must be requested in writing.

Students will be required to submit a Course Variation Form (Deferment/Suspension/Cancellation) via email, post or in person. Students may also request the same using the email address linked to their enrolment/application. On the occasion, where notification has been received via phone conversation, and the relevant form has not been submitted the suspension will be recorded on the Student Management System.

AIO will process the student request and notify the student of the outcome within 10 working days upon receipt of the application. The outcome will be provided via email or post.

3.0 College Initiated Suspension/Cancellation

AIO may initiate the suspension or cancellation of a student's enrolment where;

- the student is in breach of a condition of ongoing enrolment
- the student fails to meet the attendance policy requirements
- the student fails to meet the course progress policy requirements
- there is evidence that the student has been involved in academic misconduct /misbehaviour
- the student has been in breach of AIO's Student Code of Conduct
- the requirement to pay agreed tuition fees by the agreed dates
- non-payment of fees
- AIO has determined that the student has provided a threat to the well-being of other students or staff
- AIO has assessed the student as behaving in a way such as to constitute serious misconduct

AIO will also cancel the enrolment of the student, if AIO

- is unable to contact student for a period of 4 weeks
- does not receive any response from student to (phone calls, emails or messages) sent by AIO for a period of 4 weeks

AIO will send Notice of Intent to Suspend or Cancel Enrolment to the student via email or post

If the student does not respond to Notice of intent to cancel within 14 working days, AIO will proceed with the cancellation. AIO will notify the student of the outcome via email or post.

AIO will record the status in the student management system

4.0 Appealing against Apparent Withdrawn

The student can appeal against the AIO's Notice of Intent to Suspend or Cancel Enrolment by completing the complaints and appeals form or by contacting AIO directly. The student can appeal against the decision within 10 working days of receiving the Notice of Intent to Suspend or Cancel Enrolment. The 10 working days begins from a date specified in the

letter which allows for reasonable time for delivery. The appeal process will be conducted in line with AIO's Complaints and Appeals Policy

5.0 Informing Students

AIO provides all students with clear information on the circumstances, in which they may defer, suspend or cancel their enrolment and the circumstances in which AIO can suspend or cancel the student's enrolment.

AIO provides information on deferment, suspension and cancellation in the Student Handbook and on AIO's website

Standards of behaviour required are stated in the Student Code of Conduct included in the Student Handbook. These standards will indicate to students what acceptable and unacceptable behaviour is and inform them of the circumstances in which AIO may suspend or cancel their enrolment.

Students will also be reminded of this Policy and the criteria for deferral, suspension and cancellation at their orientation.

Appropriate records of the assessment of the student's application for deferment, suspension or cancellation will be kept on the student's file.

6.0 Refunds

If the student believes he/ she is due or according to the policy is entitled for a refund, the student is advised to make an application for refund. Applications for a refund must be made using AIO's Refund Application Form. This is available from the Administration Officer or AIO's website. All due fees must be paid up to date before applying for a refund. Refund requests for full or partial refund will be processed in line with AIO's Refund Policy.

7.0 Filing documents

All documentation relating to the deferment suspension or cancellation of a student's enrolment will be retained in the student's file, including;

- the application for deferment, suspension or cancellation
- the outcome of the application
- copies of documents submitted in support of the application (if applicable)
- any appeals and related outcomes