

Withdrawal, Extension and Deferral Policy and Procedure



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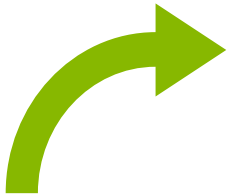
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DOCUMENT CONTROL

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PURPOSE



The purpose of this policy and procedure is to outline The Association of Superannuation Funds of Australia (ASFA) Limited's approach to managing withdrawal, extension and deferral requests from students.

This policy and procedure contributes to ensuring compliance with Clauses 1.7, 3.1, 3.2, 3.3, 3.4 and 7.5 of the Standards of Registered Training Organisations (RTO's) 2015.



DEFINITIONS

AQF means Australian Qualifications Framework

ASQA means Australian Skills Quality Authority which is the national VET regulator and the RTO's registering body

AVETMISS means Australian Vocational Education and Training Management Information Statistical Standard

Deferral means postponing a course

Extension means an additional period of time given to a student to complete their course
SMS means an AVETMISS-compliant Student Management System

SRTOs means the Standards for RTOs 2015 – refer definition of 'Standards'

Standards means the Standards for Registered Training Organisations (RTOs) 2015 of the VET Quality Framework which can be accessed from <https://www.asqa.gov.au/about/australias-vet-sector/standards-registered-training-organisations-rtos-2015>

Student Identifier means a unique number assigned to an individual by the USI Registrar, in accordance with the Student Identifiers Act 2014

USI means Unique Student Identifier, and has the same meaning as 'Student Identifier'

Withdrawal means the action of ceasing to participate in a course

Withdrawal date is the actual date that training activity and assessment ends for a client in a unit of competency



POLICY

1. General principles for withdrawals, extensions and deferrals

The Association of Superannuation Funds of Australia (ASFA) Limited is committed to:

- Respecting student's decisions around discontinuing their studies.
- Ensuring students that request to withdrawal from a course are not victimised or discriminated against.
- Considering course withdrawal, extension and deferral requests in a consistent, transparent, objective and unbiased manner.
- Accurately recording withdrawal, extension and deferral requests and maintaining whilst maintaining privacy and confidentiality.
- Increasing the participation and completion of all learners by offering an extension and deferral mechanism.
- Allowing students to appeal decisions about withdrawal, extension and deferral decisions.

2. Withdrawals

- Students who wish to withdraw from their course are required to fill in a *Withdrawal Form* and email it to learning@superannuation.asn.au. If the student's employer has paid for their course and the student resigns or is terminated from employment, the employer can provide a *Withdrawal Form* on behalf of the student. In the case of bulk withdrawals, an employer can email a list of withdrawals to learning@superannuation.asn.au with the withdrawal date listed against each student.
- Where fees have been paid and special circumstances apply, a student or their employer may wish to apply for a refund using the *Refund Application Form* following our *Fees and Refunds Policy & Procedure*. It is recommended that the student discuss continuation of their studies with the employer before their departure if they wish to continue.
- If a student has not completed their course by their allocated completion date and there has been no communication with ASFA, Student Advisors, or their Trainer or Assessor despite three (3) attempts by any of these parties; the student will be considered withdrawn from the course. Notification via email will be sent to the student advising them that their enrolment has been withdrawn. To continue their studies the student will need to re-enrol and standard enrolment charges will apply.
- Withdrawals will prompt the issuance of a Statement of Attainment where applicable for any units of competency completed up to the date of withdrawal, provided all fees due up until this date were paid in full.

3. Extensions

- Students enrolled in a course with ASFA may request a once-only extension of up to two weeks free of charge if they are experiencing difficulty or hardship in completing their studies due to:
 - Medical or compassionate grounds
 - ASFA not fulfilling its service obligations
 - Extreme emergencies/circumstances.
- Students may purchase additional extension time if required as outlined below, on ASFA's website and in ASFA's *Fees and Refunds Policy and Procedure*:

Extension Fees		
Extension Period	Fees	Details
2 week extension	Free of charge - once only	<p>Extensions of up to two weeks may be granted on:</p> <ul style="list-style-type: none"> • medical or compassionate grounds • ASFA has not fulfilled its service obligations • extreme emergencies/circumstances – case by case basis. <p>Students must provide supporting documentation, e.g. medical certificate.</p> <p>Extensions are NOT granted for any of the following reasons:</p> <ul style="list-style-type: none"> • work commitments • personal commitments • holiday or business trips • computer or printer problems.
Standard 4 weeks	\$80	
Maximum 12 weeks	\$200	
Traineeship Extension of Training Term	\$250	<ul style="list-style-type: none"> • Period of extension will not exceed 3 months. • Request submitted within 2 months of traineeship contract expiry. • Subject to approval from Department of Education. • Should request be rejected by Department, full refund of extension fee will apply

- Students must provide supporting documentation to support an extension request e.g. medical certificate.
- Requests for extension must be made in writing to learning@superannuation.asn.au prior to the student's original completion date expiring and the reason(s) for the extension must be stated.
- Extensions will NOT be granted for any of the following reasons:
 - Work commitments
 - Personal commitments
 - Holiday or business trips
 - Computer or printer problems.
- The extension period granted will be added to the student's overall enrolment duration and the student will be notified of their new completion date via email.
- The extension period granted will become the final completion date for any outstanding assessments and late assessment submissions will not be accepted. If a student fails to submit any outstanding assessment(s) by the final completion date their enrolment will be withdrawn. After this time students will need to re-enrol in the course and standard enrolment charges will apply.

4. Deferrals

- Students may defer from their studies prior to starting their course or at any point during their course for a period of up to 12 months on the grounds of compassionate or compelling circumstances such as:
 - Medical circumstances: where a student's medical condition has changed significantly since enrolling in the qualification or course
 - Family/personal circumstances: death or severe medical problems within a family
 - Major political upheaval or natural disaster.
- Requests for deferral must be made in writing to learning@superannuation.asn.au and the reason(s) for the deferral must be stated, together with supporting evidence e.g. medical certificate.
- If a deferral is granted the student will be notified of their new course commencement date and completion date via email.

5. Withdrawal, extension and deferral complaints and appeals

- If a student believes they have been unfairly withdrawn from a course or wish to appeal a withdrawal, extension or deferral decision they can submit a complaint or appeal in accordance with ASFA's *Complaints and Appeals Policy and Procedure*.



PROCEDURES

1. Withdrawals

Refer SRTOs: Clauses 1.7, 3.1, 3.2, 3.3, and 3.4

Procedure	Responsibility
<p>A. Process withdrawals</p> <ul style="list-style-type: none">• To withdraw from a course, a student must complete and return a <i>Withdrawal Form</i>.• If the student's employer has paid for their course and the student resigns or is terminated from employment, the employer can provide a <i>Withdrawal Form</i> on behalf of the student or email a list of withdrawn students and their withdrawal dates if applicable.• Ensure Microsoft Dynamics CRM has all completed units of competency recorded.• Withdraw the student from the course on Microsoft Dynamics CRM. This includes:<ul style="list-style-type: none">• Changing enrolment status to Withdrawn. This will automatically disable access for the student to the ASFA Learning Hub• Adding an end date to the enrolment• Changing any non-completed units to 'withdrawn' with an outcome code of 40 and changing unit end date to date of withdrawal. If the student withdrew prior to commencement of the unit the Actual Hours field must be '0' or blank. If the student withdrew after commencement the actual hours completed must be entered into the Actual Hours field• Removing the student from any workshops they were booked into• Advising trainer/assessor (if applicable).• Ensure all fees have been charged. Follow up outstanding amounts if required.• Identify eligibility for a Statement of Attainment. If a unit of competency has successfully been completed and marked competent, fees are up to date and the student has a USI, a Statement of Attainment must be issued in accordance with the <i>Certification Documentation Issuance Policy and Procedure</i>.• If the student is a trainee, send confirmation of withdrawal to Support Train: chris@supporttrain.com.au; mandy@supporttrain.com.au	Student Advisors

2. Extensions

Refer SRTOs: Clauses 7.5

Procedure	Responsibility
<p>A. Process extensions</p> <ul style="list-style-type: none"> • On receipt of a request for extension, check that the request was made prior to the student's original completion date expiring and that the student has stated the reason(s) for the extension. • If the student is a trainee, prior to approving an extension, request an extension with the relevant State Department by following their extension application process. If approved by the relevant State Department, continue to approve the extension by completing the following steps. • Students can be provided a two week extension free of charge if they are experiencing difficulty or hardship in completing their studies due to: <ul style="list-style-type: none"> • Medical or compassionate grounds • ASFA not fulfilling its service obligations • Extreme emergencies/circumstances. • Students may purchase additional extension time of up to 12 weeks if required as outlined on ASFA's website and in <i>ASFA's Fees and Refunds Policy and Procedure</i>. • Review the supporting documentation provided with the extension request to ensure it clearly outlines and provides a sufficient basis for the need for extension. • The Training and Development Manager should be consulted in order to approve the extension. • Extensions should NOT be granted for any of the following reasons: <ul style="list-style-type: none"> • Work commitments • Personal commitments • Holiday or business trips • Computer or printer problems. • If an extension is granted update the following within the student's record in Microsoft Dynamics CRM: <ul style="list-style-type: none"> • Update the overall qualification end date to reflect the extension / change to course duration. • Update the L&D enrolment deadline date to reflect the extension / change to course duration. This will automatically update the end date of any non-completed units of competency. • Save a copy of the extension request email and supporting evidence within the student's record in Microsoft Dynamics CRM. • If an extension was granted notify the student of extension approval and their new completion date via email. • If the extension is not approved outline the reasons why in an email to the student and provide them with a chance to appeal the decision by directing them to <i>ASFA's Complaints and Appeals Policy and Procedure</i>. 	<p>Student Advisors / Training and Development Manager</p>

3. Deferrals

Refer SRTOs: Clauses 7.5

Procedure	Responsibility
<p>A. Process deferrals</p> <ul style="list-style-type: none"> • On receipt of a request for deferral, check that the student has stated the reason(s) for the deferral and provided supporting evidence. • Discuss the deferral with the Training and Development Manager who will approve or deny the deferral request based on whether they believe the student is experiencing difficulty or hardship in completing their studies and has provided sufficient evidence of this due to: <ul style="list-style-type: none"> • Medical circumstances: where a student’s medical condition has changed significantly since enrolling in the qualification or course • Family/personal circumstances: death or severe medical problems within a family, or unforeseen family financial difficulties • Major political upheaval or natural disaster. • If a deferral is granted update the following within the student’s record in Microsoft Dynamics CRM: <ul style="list-style-type: none"> • Update the overall qualification start date and end date to reflect the deferral. • Update the L&D enrolment start date and deadline date to reflect the deferral which will automatically update the start date and end date of all units of competency to reflect the deferral. • Save a copy of the deferral request email and supporting evidence within the student’s L&D record in Microsoft Dynamics CRM. • If a deferral was granted notify the student of deferral approval and their new commencement date and completion date via email. • If the deferral is not approved outline the reasons why in an email to the student and provide them with a chance to appeal the decision by directing them to ASFA’s <i>Complaints and Appeals Policy and Procedure</i>. 	<p>Student Advisors / training and Development Manager</p>