

## LEARNING - POLICIES & PROCEDURES

Policy Title	<b>Withdrawal, Extension and Deferral Policy &amp; Procedure</b>
Date	May 2026
Review Date	May 2028
Authority & Responsibility	Head of Learning
Standards	Outcome Standards 1.1, 1.2, 2.1, 2.3, 2.4 and 2.6; Compliance Requirements relating to AQF certification documentation, accurate records, information transparency and notification of changes
Version	4.0

### PURPOSE:

The purpose of this policy and procedure is to outline The Association of Superannuation Funds of Australia (ASFA) Limited's approach to managing student withdrawal, extension and deferral requests in a fair, transparent and consistent manner.

This policy supports student progression and completion and ensures that decisions are made in a way that aligns with the 2025 Standards for RTOs, including the requirements for clear information, student support, reasonable adjustment, certification documentation, accurate records and complaints and appeals

### SCOPE:

This policy and procedure applies to current ASFA students enrolled in ASFA Learning courses, including nationally recognised Vocational Education and Training (VET) qualifications or courses, workshops and Continuing Professional Development (CPD) products.

This policy also applies to ASFA staff involved in receiving, assessing, approving, recording or communicating decisions about withdrawal, extension or deferral requests. Where an employer or corporate client pays for training, this policy applies to employer-requested changes where those changes affect a student enrolment.

### DEFINITIONS:

- **Withdrawal:** means a student permanently discontinues their enrolment in a course, qualification, unit, workshop or CPD product.
- **Extension:** means additional time is granted to allow a student to complete assessment or course requirements within the same enrolment.
- **Deferral:** means a temporary suspension of a student enrolment for an approved period, with the student returning to study at a later agreed date.
- **Compassionate or compelling circumstances:** means circumstances generally outside the student's control that have a significant impact on the student's ability to progress or complete training, such as serious illness, bereavement, family violence, major personal hardship, natural disaster or other substantial disruption.

- **Reasonable adjustment:** means a measure or action taken to support a student with disability or other individual support needs to participate in training and assessment on the same basis as other students, provided the adjustment does not compromise the integrity of the training product or assessment requirements.
- **Student support:** means support ASFA identifies or makes available to assist a student to progress and participate in training and assessment, including support related to learning needs, LLN or digital literacy, accessibility, personal circumstances or referral to external services.

## **POLICY:**

### **1. General principles**

- ASFA will consider withdrawal, extension and deferral requests in a fair, consistent, transparent, objective and unbiased manner.
- ASFA will provide clear information to students about course duration, completion expectations, extension and deferral options, withdrawal implications, fees and refund conditions before and during enrolment.
- Students will not be victimised or discriminated against for requesting withdrawal, extension, deferral, reasonable adjustment or other support.
- Where a student is experiencing difficulty progressing, ASFA will consider whether additional support, reasonable adjustment, extension, deferral or referral to an external support service is appropriate.
- Decisions will be based on the student's circumstances, course requirements, training product rules, assessment integrity, operational requirements and any evidence provided.
- ASFA will maintain accurate and secure records of requests, decisions, supporting evidence, changes to enrolment dates, correspondence and any issued certification documentation.
- Students may appeal a decision about withdrawal, extension or deferral in accordance with ASFA's Complaints and Appeals Policy & Procedure.

### **2. Student support and suitability considerations**

- Before refusing or finalising a withdrawal, extension or deferral request, ASFA will consider whether the student may need support to continue or complete their course.
- Where relevant, ASFA may discuss the student's learning needs, LLN or digital literacy needs, disability, health or wellbeing impacts, work or personal circumstances, and any reasonable adjustment that may assist the student.
- Support discussions will be handled sensitively and confidentially and will only be shared with staff who need the information to implement support or manage the enrolment.
- Any support arrangement will be developed and recorded in accordance with the Access, Equity & Support Policy & Procedure.
- Support and adjustment must not compromise the integrity of assessment or the requirements of a nationally recognised training product.

### **3. Withdrawals**

- Students who wish to withdraw from their course must make the request in writing by emailing [learning@superannuation.asn.au](mailto:learning@superannuation.asn.au).
- Where a student's employer has paid for the course, the employer may request withdrawal on behalf of the student. ASFA will consider whether direct student communication or consent is required before finalising the withdrawal, particularly for nationally recognised training and certification documentation.
- A student will not be withdrawn solely because they have resigned from, or had their employment terminated by, the employer who funded the course. ASFA will

consider the student's right to continue their studies where this is practicable and all enrolment and fee requirements can be met.

- For bulk withdrawals, an employer may email a list of affected students to [learning@superannuation.asn.au](mailto:learning@superannuation.asn.au), including the requested withdrawal date for each student. ASFA will ensure records are updated accurately and students are notified where required.
- Where a student has not completed their course by the allocated completion date and has not engaged with ASFA despite reasonable contact attempts, ASFA may administratively withdraw the student from the course. Before withdrawal, ASFA will make and record at least three attempts to contact the student through appropriate channels.
- Where a student withdraws from nationally recognised training, ASFA will issue AQF certification documentation for any units of competency or modules successfully completed, provided all certification requirements are met, including USI requirements and payment of any relevant outstanding fees.
- Refunds following withdrawal will be considered in accordance with the Fees & Refunds Policy & Procedure.

#### 4. Deferrals

- Students may request to defer or temporarily suspend their enrolment before starting their course or during their studies.
- Deferrals may be approved for up to 12 months from the date of request, subject to the course structure, training product transition requirements, access period, assessment requirements and ASFA's ability to continue delivering the course.
- Requests for deferral will generally be considered on compassionate or compelling grounds, including but not limited to:
  - medical circumstances where the student's medical condition affects their ability to study or complete assessment within the time allowed
  - major family or personal circumstances, including bereavement, significant caring responsibilities, financial hardship, escaping domestic or family violence, or significant health issues affecting a family member
  - major political upheaval, natural disaster, critical incident or other unforeseen circumstances that significantly disrupt the student's ability to study
  - other circumstances accepted by the Head of Learning as significantly impacting the student's ability to progress.
- Requests for deferral must be made in writing to [learning@superannuation.asn.au](mailto:learning@superannuation.asn.au), stating the reason for the request and providing supporting evidence where appropriate.
- If a deferral is approved, ASFA will advise the student in writing of the new commencement date, return-to-study date and/or completion date, and any conditions attached to the deferral.
- The duration available to complete the course after return from deferral will generally reflect the time remaining at the point the deferral was approved, unless otherwise approved by ASFA.
- If a deferral would cause the student to be affected by a training product transition, course expiry, teach-out limit or other delivery change, ASFA will advise the student of the implications and available options.

#### 5. Extensions

- Students may request an extension where they need additional time to complete course or assessment requirements.
- Extension requests should be made before the relevant due date or course completion date. Late requests may be considered at ASFA's discretion where compassionate, compelling or exceptional circumstances are demonstrated.

- Requests may be made in writing to [learning@superannuation.asn.au](mailto:learning@superannuation.asn.au) or by phone to Student Services. Where a phone request is accepted, ASFA will record the request and outcome in the student record.
- An employer may request an extension on behalf of the student where the employer funds the course; however, the request must still be assessed against this policy and the student's circumstances.
- ASFA will generally grant extensions of no more than 12 weeks per enrolment. This total is cumulative and may be taken in 4-week blocks or as one 12-week block.
- At the discretion of the Head of Learning, a further extension of up to four weeks may be granted in exceptional circumstances, including medical or compassionate grounds, extreme emergencies, unforeseen circumstances with a major impact on completion, or where ASFA has been unable to fulfil service obligations in a way that materially affects the student's ability to complete on time.
- Extension requests will generally not be approved for the following reasons unless there is a sufficient explanation and supporting context:
  - ordinary work commitments, unless linked to a major event such as a merger, restructure or unforeseen operational disruption
  - ordinary personal commitments
  - planned holidays or business trips
  - routine computer or internet issues, unless linked to a major outage or accessibility issue.
- Administrative fees for extensions are outlined in the Fees & Refunds Policy & Procedure and may change from time to time. ASFA may waive an extension fee in special circumstances with approval from the Head of Learning.
- Unused extension time is not refundable and does not create an entitlement to further extension.

## **6. Certification documentation and records**

- Where a student withdraws, ASFA will review the student's record to determine whether the student is eligible for a Statement of Attainment or other AQF certification documentation for completed units of competency or modules.
- AQF certification documentation will be issued in accordance with the Certification Documentation Issuance Policy & Procedure and applicable compliance requirements.
- Certification documentation will be issued directly to the student. A copy may only be provided to an employer or third party where the student has provided prior written consent.
- ASFA will keep records of withdrawal, extension and deferral decisions, supporting evidence, student notifications, revised enrolment dates and certification outcomes in the CRM system and/or secure SharePoint folders as appropriate.
- Personal information and sensitive information will be managed in accordance with ASFA's Privacy Policy.

## PROCEDURE:

### 1. Extension procedure

- Receive the extension request and confirm the student's identity, enrolment details, current completion date and reason for the request.
- Check whether the request was made before the relevant due date or course completion date. If the request is late, determine whether compassionate, compelling or exceptional circumstances apply.
- Review any supporting documentation provided and determine whether further evidence or clarification is required.
- Consult the Head of Learning where approval is required, where the request exceeds normal limits, or where refusal may adversely affect the student's progression.
- Consider whether student support, reasonable adjustment or referral to an external support service should also be offered.
- If approved, invoice the student for any applicable extension fee unless the fee is waived in accordance with this policy.
- When the extension fee is paid or waived, update the student record in the CRM system, including:
  - overall qualification or course end date
  - enrolment deadline date
  - unit or module end dates where applicable
  - notes explaining the reason for the decision and any conditions attached.
- Save the extension request, supporting evidence and approval correspondence in the student record.
- Notify the student in writing of the outcome, including the new completion date, any conditions and any relevant support options.
- If the request is not approved, notify the student in writing of the reasons and advise them of their right to appeal through the Complaints and Appeals Policy & Procedure.

### 2. Withdrawal procedure

- Receive the withdrawal request from the student or, where applicable, the employer or corporate client funding the enrolment.
- Confirm whether the student wishes to permanently withdraw or whether an extension, deferral or support arrangement may be more appropriate.
- Where the employer has requested withdrawal, consider whether student confirmation or consent is required before finalising the withdrawal, particularly if the student may wish to continue study independently.
- Review the student record to confirm completed units of competency, assessment outcomes, outstanding fees, USI status and any eligibility for certification documentation.
- Update the CRM system by changing the enrolment status to Withdrawn, adding the withdrawal date and disabling access to the ASFA Learning Hub where applicable.
- Update any non-completed units to withdrawn with the correct outcome code and end date. Where the student withdrew before commencement of the unit, record actual hours as 0 or blank. Where the student withdrew after commencement, record actual hours completed where required.
- Remove the student from any future workshops or scheduled learning activities and advise relevant trainers, assessors or staff where required.
- Ensure all fees have been charged or adjusted in accordance with the Fees & Refunds Policy & Procedure and follow up any outstanding amounts where required.

- Issue a Statement of Attainment or other applicable AQF certification documentation for any completed nationally recognised training, where certification requirements have been met.
- Notify the student in writing of the withdrawal outcome, effective date, certification outcome, refund position where applicable, and any re-enrolment requirements if they wish to return to study later.
- Record all relevant correspondence and supporting documents in the student record.

### **3. Administrative withdrawal procedure**

- Identify students who have passed their course completion date without completion and without recent engagement.
- Check the CRM system, ASFA Learning Hub and communication history to determine whether the student has engaged with the course or contacted ASFA.
- Make at least three reasonable contact attempts using appropriate channels, such as email and phone, and record each attempt in the student record.
- Where there is no response and no evidence of engagement, refer the matter to the Head of Learning or authorised delegate for approval to administratively withdraw the student.
- Before withdrawal, consider whether there is any known support need, reasonable adjustment, complaint, appeal, payment issue or ASFA service issue that may explain non-completion.
- If administrative withdrawal is approved, follow the withdrawal procedure above and notify the student in writing.
- Advise the student of any re-enrolment options and their right to appeal the decision.

### **4. Deferral procedure**

- Receive the deferral request and confirm the student's identity, enrolment details, current commencement and completion dates, reason for deferral and proposed return date.
- Review supporting evidence where appropriate and request further information if needed.
- Consult the Head of Learning, who will approve or decline the request based on the student's circumstances, evidence provided, course requirements and ASFA's ability to support the deferral.
- Consider whether a support arrangement, reasonable adjustment, extension or withdrawal is more appropriate than deferral.
- Check whether the deferral may be affected by training product transition, course expiry, workshop availability, assessment due dates or access periods.
- If approved, update the CRM system, including:
  - course or qualification commencement date, where applicable
  - course or qualification completion date
  - enrolment start date and deadline date
  - unit start and end dates where applicable
  - notes explaining the approval, evidence reviewed and return-to-study arrangements.
- Save the deferral request, supporting evidence and approval correspondence in the student record.
- Notify the student in writing of the outcome, including the approved deferral period, new commencement or return date, new completion date and any conditions.
- If the request is not approved, notify the student in writing of the reasons and advise them of their right to appeal through the Complaints and Appeals Policy & Procedure.

## 5. Continuous improvement and monitoring

- Withdrawal, extension and deferral data will be reviewed periodically to identify trends, barriers to completion, recurring support needs or opportunities to improve course design, student communications and support services.
- Any systemic issues identified through withdrawals, extensions, deferrals, complaints, appeals or feedback will be considered through ASFA's continuous improvement processes.
- This policy will be reviewed at least every two years, or earlier where there are changes to regulatory requirements, ASFA systems, course delivery arrangements or identified risks.

### VERSION CONTROL:

Version	Date	Approved by	Summary of changes
4.0	15/05/2026	Head of Learning	Updated to align with the Standards for RTOs 2025.