

## **PURPOSE**

To provide a documented process for assessing, approving and recording a deferment of the commencement of study or the suspension of study for the student, including keeping documentary evidence on the student's file of the assessment of the application.

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This policy applies to Matrix Training (MT) and all the students. MT may only enable students to defer or temporarily suspend their studies, including granting a leave of absence, during the course through formal agreement in certain limited circumstances, as defined below.

## **DEFINITIONS**

**Deferral:** means to delay the commencement of a course.

**Suspension:** means to temporarily delay the enrolment once the course has commenced.

**Cancellation:** means the cessation of an enrolment on a course.

**Withdrawal:** means a student that wishes to withdraw from a commenced course.

**Compassionate or Compelling circumstances:** is defined as circumstances beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to:

- a) Serious illness or injury, where a medical certificate states that the student was unable to attend classes,
- b) Bereavement of close family members such as parents or grandparents (Where possible a death certificate should be provided),
- c) Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies,
- d) A traumatic experience which could include:
  - Involvement in, or witnessing of a serious accident; or
  - Witnessing or being the victim of a serious crime, and these experiences have impacted on the student (cases should be supported by police or psychologist's reports)
- e) Inability to begin studying on the course commencement date due to any other condition

**Student Misconduct:** also misbehaviour, is defined as students who display unacceptable behaviour in accordance with the Student Handbook and Code of Conduct. To ensure all students receive equal opportunity to gain the maximum benefit from their training, any person(s) displaying the following dysfunctional or disruptive behaviour may be asked to leave the session and/or the course. Examples of unacceptable behaviour include but are not limited to the following:

- Continuous interruptions of the trainer.
- Smoking in non-smoking areas.
- Being disrespectful to other participants.
- Harassment by using offensive language.
- Sexual harassment.
- Acting in an unsafe manner that places themselves and others at risk.

- Refusing to participate when required, in group activities.
- Continued absence or late arrival at required times.

## **POLICY**

### **Acceptable reasons for suspension or cancellation**

- MT can defer or temporarily suspend a student's enrolment on the grounds of compassionate or compelling circumstances.
- In addition, MT can suspend or cancel a student's enrolment including, but not limited to, the following factors:
  - Student misconduct
  - Failure to comply with the Course Progress or attendance, and any formal warning issued by MT against these processes
  - The non-payment of fees in accordance with the Payment Schedule
- The suspension or cancellation of the student's enrolment for these reasons may not take effect until the internal appeals process is completed, unless the health or wellbeing of the student or the wellbeing of others, is likely to be at risk.

### **Deferral**

Applications for deferral of the commencement of the course must be made by completing a Deferral, Suspension, Cancellation, Withdrawal Form (DSCW) with any additional evidence and submitting it to MT Admissions Staff prior to the course commencing. The DSCW Form can be submitted via Email, Mail or in Person.

Once MT has processed the deferral request, the student will receive a written correspondence of the outcome. An electronic update or letter will be provided to reflect the new training plan.

### **Suspension**

Applications for Suspension of enrolment must be made by completing a DSCW Form with any additional evidence and submitting it to MT Student Support staff.

- a) Applications must be received at least 10 working days prior to the requested Suspension date.
- b) Applications received less than 10 working days prior to the requested Suspension date will not be processed.
- c) In the event of an emergency situation requiring Suspension, the submission timeline of 10 working days may be waived by the MT.

Once MT has processed the Suspension request, the student will receive a written correspondence of the outcome with 5 working days after lodgement.

### **Cancellation**

Applications for cancellation of enrolment must be made by completing a DSCW Form with any additional evidence and submitting it to MT Student Support Staff.

- a) The DSCW Form can be submitted via Email, Mail or in Person
- b) The Student Support Officer will then check all information is attached and send the cancellation request to the Compliance Officer for review against Policy.
- c) The Compliance Officer will then process the cancellation request.

Once MT has processed the Cancellation request, the student will receive a written correspondence of the outcome from MT.

- a) If the request is granted, the student will receive a Letter of Release.
- b) If the request is denied, then the student may appeal the outcome in accordance with the Complaints and Appeals Policy.

### **Withdrawal**

Applications for Withdrawal from a course must be made by completing a Deferral, Suspension, Cancellation, Withdrawal (DSCW) Form with any additional evidence and submitting it to MT Student Support Officer.

- Any withdrawal must be done formally with evidence of why the student is withdrawing
- MT has the right to refuse a withdrawal on the grounds that the student has outstanding fees or if the student is in the debt recovery process as 'unresolved'
- Any refund application will be processed in accordance with the Fees, Charges and Refunds Policy
- Certification of any description will only be processed after all outstanding fees are paid
- Certification will be issued within 30 calendar days of these conditions being met
- All documentation will be recorded in the student file
- In this instance the reasons must be documented and recorded to justify this decision

### **Prior to suspension or cancellation**

In any given situation that leads to a deferment, suspension or cancellation of studies, instigated by MT, prior to imposing a suspension/cancellation:

- Formal written notification will be provided to the student of the intent and reasons for suspension / cancellation
- The student will be informed of their right to appeal this decision, as well as the timeframe and process for doing so
- The student shall have 20 working days to access MT's Internal Complaints and Appeals process in accordance with Standard 10 (Complaints and appeals)

### **Complaints and Appeals Process**

The deferment, temporary suspension or cancellation of studies cannot take effect until the Internal Complaints and Appeals process has been completed, unless extenuating circumstances relating to the welfare of the student apply.

### **Guidelines and Implications of Suspension or Cancellation**

Students are to be made aware that students can only temporarily suspend enrolment for a maximum period of six months,

## **RESPONSIBILITIES**

All documentation relating to deferment, temporary suspension or cancellation of studies will be held in the student's file and managed by Student Support Staff.

In addition, any discussions between student and the Compliance Officer relating to the deferment, temporary suspension or cancellation of studies will be recorded and placed as minutes in the student's file as well as being noted in the Student Management System. The Compliance Officer is responsible for developing and reviewing documentation relating to deferment, temporary suspension or cancellation of studies.