



Deferral, Suspension and Withdrawal

ANT College provides our learners with the option to defer the commencement of their training program, temporarily suspend their course, and withdraw from their course. This policy outlines our approach and procedure for assessing, approving and recording a deferment, suspension or withdrawal for a learner.

General Deferral Principles

A deferral is to delay the commencement of a course.

A learner may only defer their enrolment on the grounds of:

- Compassionate or compelling circumstances; or
- Student visa delay.

Compassionate or compelling circumstances is defined as the circumstances beyond the control of the learner which has an impact on the learner's course progress or wellbeing. These can include, but are not limited to:

- Serious illness or injury (evidenced by a medical certificate);
- Bereavement of close family members (evidenced by a death certificate or obituary);
- Major political upheaval or natural disaster;
- A traumatic experience, which can include, but is not limited to:
 - The involvement in, or witnessing of, a serious accident; or
 - The witnessing of or being the victim of a serious crime (evidenced by police or Psychologist's reports).

Applications for deferment is to be lodged with ANT College at least **10 business days** prior to the commencement of the training program.

International students only: Where an international student is seeking to defer their enrolment by a period of 28-days or longer:

- The learner is to return to their home country unless special circumstances exist; and
- They should be notified that their student visa may be affected as a result of their suspension and that they should contact the Department of Home Affairs.



General Suspension Principles

Suspension is to temporarily delay the enrolment once the course has commenced.

A learner may only suspend their enrolment on the grounds of:

- Compassionate or compelling circumstances; or
- Student visa delay.

Compassionate or compelling circumstances is defined as the circumstances beyond the control of the learner which has an impact on the learner's course progress or wellbeing. These can include, but are not limited to:

- Serious illness or injury (evidenced by a medical certificate);
- Bereavement of close family members (evidenced by a death certificate or obituary);
- Major political upheaval or natural disaster;
- A traumatic experience, which can include, but is not limited to:
 - The involvement in, or witnessing of, a serious accident; or
 - The witnessing of or being the victim of a serious crime (evidenced by police or Psychologist's reports).

Applications for suspension is to be lodged with ANT College at least **10 business days** prior to the requested suspension start date.

International students only: Where an international student is seeking to suspend their enrolment by a period of 28-days or longer:

- The learner is to return to their home country unless special circumstances exist;
- They should be notified that their student visa may be affected as a result of their suspension and that they should contact the Department of Home Affairs;
- They can only temporarily suspend their enrolment for a maximum of 6-months; and
- If their enrolment is suspended for a period greater than 6-months, their student visa may be cancelled by the Department of Home Affairs.

Suspension Initiated by ANT College

ANT College may suspend a learner's enrolment on the grounds of:

- Serious misconduct or misbehaviour by the learner; or



- Continuous misconduct or misbehaviour by the learner where formal warnings have previously been issued.

Where ANT College initiates a suspension:

- A formal written notification will be provided to the learner
- The learner has **20 business days** to lodge an appeal
- The suspension cannot take effect until the internal Appeals process has been completed, unless extenuating circumstances relating to the welfare of the learner applies
- Where the affected learner is an international student and they were not successful in their appeal to overturn our decision to suspend their enrolment, ANT College will inform the Secretary of the Department of Education and Training via PRISMS as required under the ESOS Act.

General Withdrawal or Cancellation Principles

Withdrawal or cancellation is the cessation of an enrolment of a course.

Applications for withdrawal is to be lodged with ANT College at least **10 business days** prior to the requested withdrawal date.

Where a learner is an international student and they are seeking to cancel their enrolment:

- The learner is to return to their home country unless special circumstances exist; and
- They should be notified that their student visa may be affected as a result of their cancellation and that they should contact the Department of Home Affairs.



Cancellation Initiated by ANT College

ANT College may cancel a learner's enrolment on the grounds of:

- Serious misconduct or misbehaviour by the learner;
- Continuous misconduct or misbehaviour by the learner where formal warnings have previously been issued;
- Failure to comply with the Student Code of Conduct;
- Failure to comply with any formal warnings issued;
- Criminal misconduct or behaviour occurring on our premises or using our facilities, resources and/or equipment; or
- The non-payment of outstanding course fees and charges – generally where they have been overdue for 90-days and the student makes no resolution or plan with ANT College to fulfil the payment.

Where ANT College initiates a cancellation:

- A formal written notification will be provided to the learner
- The learner has **20 business days** to lodge an appeal
- The cancellation cannot take effect until the internal Appeals process has been completed, unless extenuating circumstances relating to the welfare of the learner applies
- Where the affected learner is an international student and they were not successful in their appeal to overturn our decision to cancel their enrolment, ANT College will inform the Secretary of the Department of Education and Training via PRISMS as required under the ESOS Act.



Deferral – Learner Initiated Procedure

1. **Deferral request received** – a learner wanting to defer their enrolment, is to lodge a *Deferral, Suspension or Withdrawal Form* via e-mail to: admin@antcollege.com.au and the form will be processed within **10 business days** by the Student & Administration Support Manager. The Student & Administration Support Manager is to advise the learner of the receipt of the form and the process. Speak to the learner to find out their reasons for deferment and ensure that they understand what a deferment means. If the learner is an international student, they should also be advised of the consequences associated with their deferment before processing the form and advise them to contact the Department of Home Affairs to find out how their student visa may be affected.
2. **Information entered into student's file** – the deferral request is to be recorded under the *Notes* section of the student's file. The form is to be saved in the student's file.
3. **Forward to CEO for review and approval** – the learner's deferral request is to be forwarded to the CEO for review within **1 business day** of receipt of the *Deferral, Suspension or Withdrawal Form*. The CEO should review the form within **5 business days**. The Student & Administration Manager should be notified of the outcome within **1 business day**.
4. **If approved** – the Student & Administration Support Manager is to update this information on the student's file and issue the learner with the following within **3 business days**:
 - A written correspondence of the decision;
 - An updated Confirmation of Enrolment letter; and
 - An updated training plan.

Where the learner is an international student, ANT College is to notify the Secretary of the Department of Education and Training via PRISMS within **3 business days**.

5. **If denied** – the Student & Administration Support Manager is to update this information in the student's file and notify the learner of the rejection and our appeals process within **3 business days**.



Suspension – Learner Initiated Procedure

1. **Suspension request received** – a learner wanting to suspend their enrolment, is to lodge a *Deferral, Suspension or Withdrawal Form* via e-mail to: admin@antcollege.com.au and the form will be processed within **10 business days** by the Student & Administration Support Manager. The Student & Administration Support Manager is to advise the learner of the receipt of the form and the process. Speak to the learner to find out their reasons for suspension and ensure that they understand what a suspension of their enrolment means. If the learner is an international student, they should also be advised of the consequences associated with their suspension before processing the form and advise them to contact the Department of Home Affairs to find out how their student visa may be affected.
2. **Information entered into student file** – the suspension request is to be recorded under the *Notes* section of the student's file. The form is to be saved in the student's file.
3. **Forward to CEO for review and approval** – the learner's suspension request is to be forwarded to the CEO for review within **1 business day** of receipt of the *Deferral, Suspension or Withdrawal Form*. The CEO should review the form within **5 business days**. The Student & Administration Manager should be notified of the outcome within **1 business day**.
4. **If approved** – the Student & Administration Support Manager is to update this information on the student's file and issue the learner with the following within **3 business days**:
 - A written correspondence of the decision; and
 - An updated training plan.

Where the learner is an international student, ANT College is to notify the Secretary of the Department of Education and Training via PRISMS within **3 business days**.

5. **If denied** – the Student & Administration Support Manager is to update this information in the student's file and notify the learner of the rejection and our appeals process within **3 business days**.



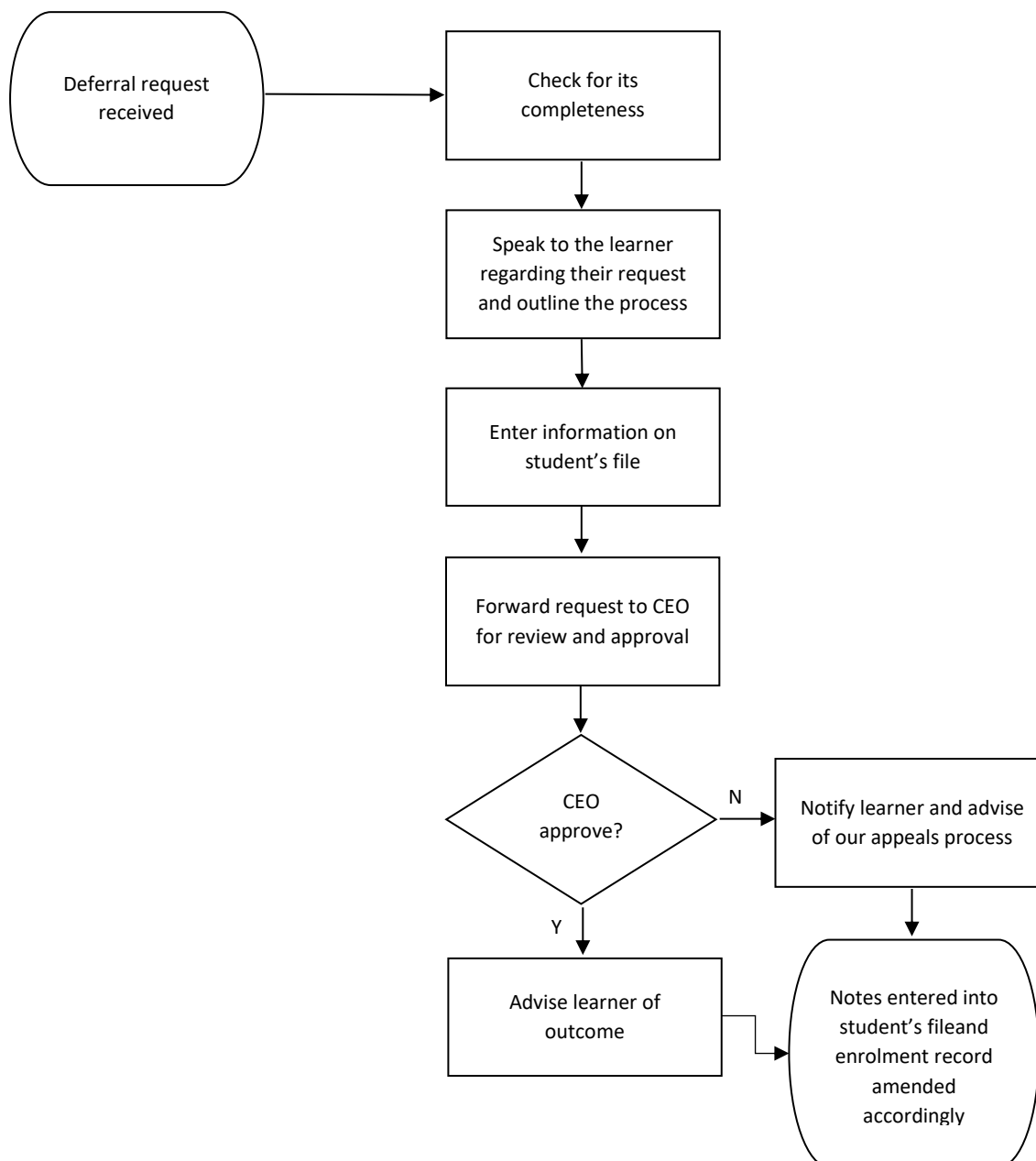
Withdrawal – Learner Initiated Procedure

1. **Withdrawal request received** – a learner wanting to withdraw from their training program, is to lodge a *Deferral, Suspension or Withdrawal Form* via e-mail to: admin@antcollege.com.au and the form will be processed within **10 business days** by the Student & Administration Support Manager. The Student & Administration Support Manager is to advise the learner of the receipt of the form and the process. Speak to the learner to find out their reasons for withdrawing and ensure that they understand what a withdrawal from their course means. If the learner is an international student, they should also be advised of the consequences associated with their withdrawal before processing the form and advise them to contact the Department of Home Affairs to find out how their student visa may be affected.
2. **Information entered into student file** – the withdrawal request is to be recorded under the *Notes* section of the student's file. The form is to be saved in the student's file.
3. **Forward to CEO for review and approval** – the learner's withdrawal request is to be forwarded to the CEO for review within **1 business day** of receipt of the *Deferral, Suspension or Withdrawal Form*. The CEO should review the form within **5 business days**. The Student & Administration Manager should be notified of the outcome within **1 business day**.
4. **Once approved** – the Student & Administration Support Manager is to update this information on the student's file and issue the learner with a written correspondence of the decision within **3 business days**.

Where the learner is an international student, ANT College is to notify the Secretary of the Department of Education and Training via PRISMS within **3 business days**.
5. **Refund process** – where the learner is eligible for a refund, we are to also provide them with a *Payment Refund Form* with instructions on how to complete the form. When they return the completed form to us, we are to process the form in accordance with our Fees and Refunds policy.

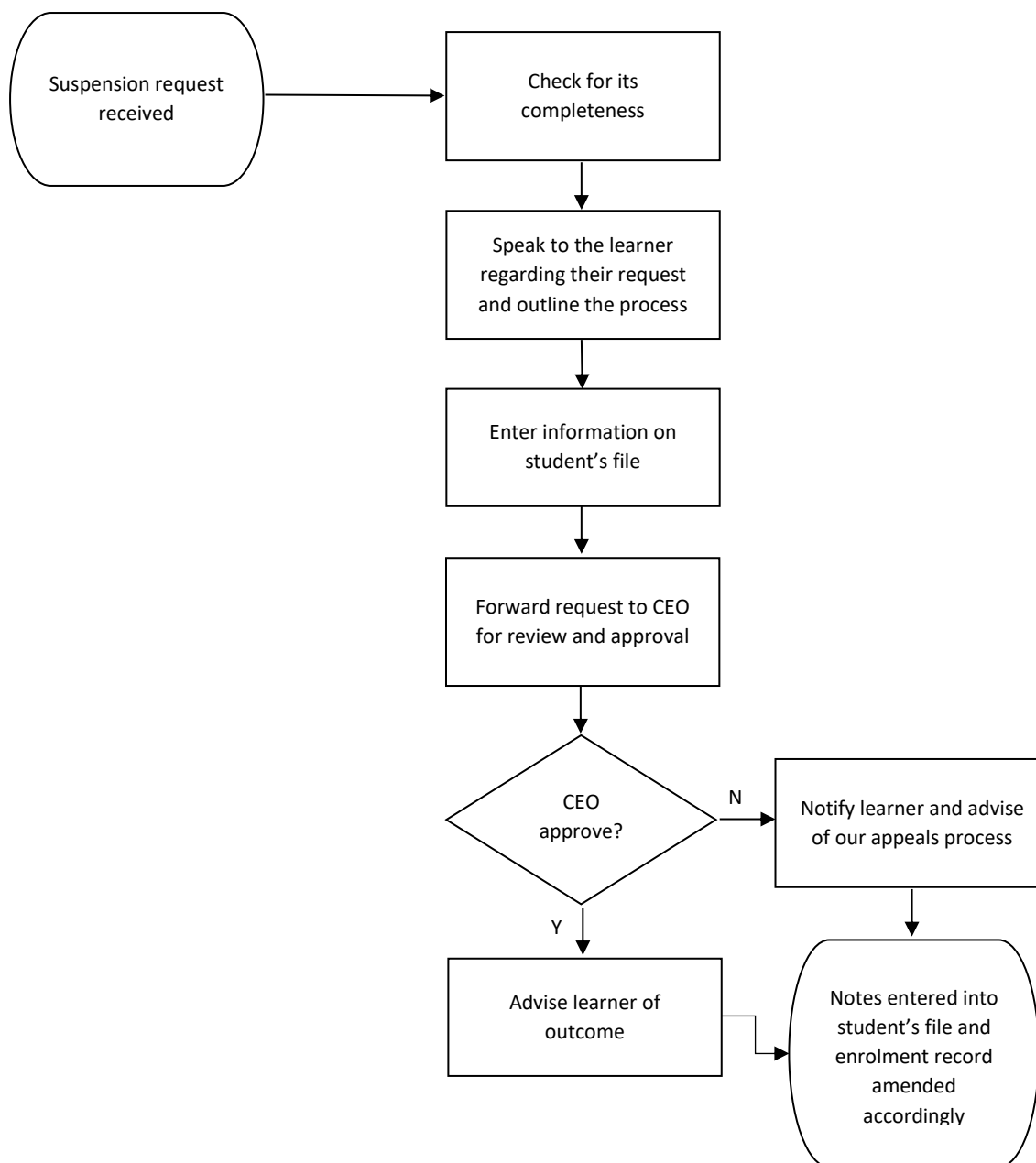


Deferral – Learner Initiated Process Flow-Chart





Suspension – Learner Initiated Process Flow-Chart





Withdrawal – Learner Initiated Process Flow-Chart

