

## Deferral, Suspension and Withdrawal Policy

AIHFE 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 compassionate or compelling circumstances.

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 AIHFE at least **10 business days** prior to the commencement of the training program.

### General Suspension Principles

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

A learner may suspend their enrolment for a variety of reasons – from compassionate or compelling circumstances, to simply wanting to take a break for the study period.

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

### **Suspension Initiated by AIHFE**

AIHFE 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 AIHFE 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

### **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 AIHFE at least **10 business days** prior to the requested withdrawal date.

### **Cancellation Initiated by AIHFE**

AIHFE 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 any formal warnings issued;
- Criminal misconduct or behaviour occurring on our premises or using of our facilities, resources and/or equipment; or
- The non-payment of outstanding course fees and charges – generally where they have been overdue and the student makes no resolution or plan with AIHFE to fulfil the payment.

Where AIHFE 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

### Deferral – Learner Initiated Procedure

1. **Deferral request received** – a learner wanting to defer their enrolment, is to lodge an application in writing via email and the form will be processed within **10 business days**. The learner is to be contacted to find out their reasons for deferment (if this information is not already in the email) and ensure that they understand what a deferment means.
2. **Information entered into student's file** – the deferral request is to be recorded 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 request. The CEO should review the form within **5 business days**.
4. **If approved** – 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.
5. **If denied** – 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 an application in writing via email and the form will be processed within **10 business days**. The learner is to be contacted to find out their reasons for deferment (if this information is not already in the email) and ensure that they understand what a suspension means.
2. **Information entered into student's file** – the suspension request is to be recorded 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 request. The CEO should review the form within **5 business days**.
4. **If approved** – 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.

5. **If denied** – 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 application in writing via email and the form will be processed within **10 business days**. The learner is to be contacted to find out their reasons for withdrawal (if this information is not already in the email) and ensure that they understand what a withdrawal means.
2. **Information entered into student file** – the withdrawal request is to be recorded 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 request. The CEO should review the form within **5 business days**.
4. **Once approved** – update this information on the student's file and issue the learner with the following within **3 business days**:

#### **Withdrawal – AIHFE Initiated Procedure**

1. If a student remains inactive for more than 2 consecutive terms or not completing any required additional activities as a result of resubmission or fail to complete the course within the prescribed period of time and fail to inform the AIHFE or respond to AIHFE communications within two weeks of AIHFE initiation of such communication, AIHFE update student's record as withdrawn and notify the student.