

Policy Name	Course Deferral Policy
Date	01 May 2019
Responsible dept.	Learning and Development
Current Version	V3

PURPOSE

The College for Adult Learning recognises that students may require a deferral of their studies and/or payments due to unforeseen circumstances within their enrolment period.

The purpose of this policy is to provide fair and reasonable guidelines for deferment of course and payments to students undertaking studies with CAL.

SCOPE

This policy applies to currently enrolled CAL students.

POLICY STATEMENT

Upon enrolment, CAL students receives a twenty-four (24) month period to complete their course. CAL students can apply for a deferral of their studies and/or payments once during their enrolment period. The maximum deferral period allowed per student is three months.

A request to defer must be made via the [Deferral Request form](#) by a student in the event of an unavoidable disruption that may have impacted the student's ability to study for a period of time.

A deferral may be granted under the following circumstances:

- Foreseeable time constraints (holiday arrangements),
- Illness or medical issues that certify the learner is unfit for study,
- Death of close family member,
- An unavoidable disruption that did not make its impact known until after the commencement of the course (see definition below).

CAL defines unavoidable disruption to studies as an event or set of circumstances which:

- Could not have reasonably been anticipated, avoided or guarded against by the student,
- Were beyond the student's control,
- Caused substantial disruption to the student's capacity for effective study.

CAL reserves the right to reject any deferral requests if the student cannot provide sufficient evidence to support the claims made.

Please note that you will not be automatically granted a deferment of course and/or payments by submitting this form. CAL Student Administration/Finance will respond to your request via email with approval or rejection of your request clearly indicated. Once the deferral period has ended, your course/payments will be resumed automatically.

Deferrals beyond three months will normally be granted only on medical grounds for the period of time that was directly lost through the incident to the nearest week. In the event of a medical deferral, the period affected needs to be specified in writing by a qualified medical practitioner. Where a student provides proof of extenuating circumstances, CAL will review the case and specifics and at its sole discretion make an offer to the student. Any requests to defer beyond three months must supply evidence to support their claim.

SUPPORTING DOCUMENTS

- Student Handbook,
- CAL Terms and Conditions of Enrolment,
- Confirming Identity Policy,
- Course Deferral Request Form.

PROCEDURE

Action	Responsibility
Student submits a deferral request from	Student
<p>Student Finance/Administration to decide on the outcome of the application based on evidence provided and update the student file to reflect the outcome.</p> <ul style="list-style-type: none"> ● Update Salesforce student profile, ● Update upcoming payment details if applicable, ● Save communication to student profile, ● Notify student of the outcome. 	Student Finance/ Administration

Policy Administration			
Version	Date Approved	Approved by	Next Review Due
1	15/06/2016	Helen Sabell	June 2017
2	29/06/2018	Sarah Sabell	June 2019
3	24/10/2019	Sarah Sabell	October 2020
Compliance References			
Statutory	The <i>Standards for Registered Training Organisations (RTOs) 2015</i>		
Industry	Vocational Education and Training (VET)		
Document Located	E:\Public Documents\03_CAL Operations\CAL Policies\02_CAL POLICIES STUDENTS		