

Policy Name	Course Deferral Policy
Date	29 June 2018
Responsible dept.	Student Administration

PURPOSE

A student's enrolment and/or payments can be deferred under certain circumstances. This policy outlines the rights of all CAL students to defer their studies and payments.

SCOPE

This policy is applicable to all CAL students.

POLICY STATEMENT

Deferral of Current Studies

A student may request a deferral of their studies for a period of up to three (3) months. Requests must be made in writing, by the student filling out the Course Deferral Form online.

When the deferral request is received and approved, the student will receive written confirmation outlining the commencement and end date of the deferral period.

Students are able to defer their studies with no penalties applied.

If a course deferral request is successful, the student will have additional months (according to the deferral period approved) added to the end of their enrolment period, meaning the student will still have their full enrolment period available to then to complete their studies.

Any student can apply for a deferral of up to three (3) months. In extenuating circumstances, CAL may approve a longer (or more than one) deferral period for a student.

Deferral of Payments

A student may request a deferral of their payments for a period of three (3) months. Requests must be made in writing. The student will be notified in writing by a member of the CAL Finance Team, of the outcome of the request.

If a finance deferral request is successful, the student will have an automatic three (3) months added to the end of their payment plan period, meaning the amounts payable each week/month will not change, therefore not adding further financial pressure to the student.

After the three (3) month deferral period, the payments will automatically start again.

Three (3) months is the maximum finance deferral available to CAL Students.

A maximum of one finance deferral is available to each student.

Deferral Prior to Commencement

A student may request a deferral prior to course commencement. Requests must be submitted in writing. When the deferral has been approved, the student will be notified in writing.

In this circumstance, the student's start date in the CAL LMS will be changed to reflect the deferral.

This Policy and Procedure is to be read in conjunction with:

- CAL Terms and Conditions,
- Confirming Student Identity Policy,
- CAL Student Handbook.

PROCEDURE

1. Receive enquiry from customer regarding their need for deferral

- Confirm student identity as per the “Confirming Student Identity” Policy.

2. Compose an email to student instructing them to complete the Deferral Request form:

- Include the link <https://collegeforadultlearning.edu.au/deferral-request/>
- Advise the student to select their required deferral time and complete the comments section to state the reason deferral is needed,

Note – students can apply for longer deferral period by selecting three (3) months and listing their desired deferral time, and reason in the comments section. This will be assessed by a member of management and granted or declined in line with deferral policy.

- Advise that a maximum of three (3) months total deferral time is available,
- Advise the student that they will be contacted via email within five (5) business days to confirm their deferral,
- Save the email to the student’s secure Info Organiser file as:

Document Type: Correspondence out,

Document Reference: Course Deferral Enquiry.

3. Receive notification from management that deferral is approved or declined:

If approved:

- Ensure management has provided a “next payment scheduled for” date if student is on finance deferral,
- Update student’s salesforce profile with date deferral approved under the “Deferral” section (Course Resume Date will automatically populate for a three-month deferral – manually adjust this if a longer deferral is granted),
- Compose an email to student confirming deferral is approved and the date deferral is completed,
- Save the email in the student’s secure Info Organiser files as:

Document Type: Correspondence out

Document Reference: Course Deferred

Salesforce Data:

Under Course Information Section:

- Change Type to Course Deferred,
- Add deferral date as date the email is sent,
- Change course expiry date to add deferral period.

Spreadsheet

- Complete deferral details in Regos Spreadsheet to close the enquiry.

If declined:

- Ensure management has provided reason for decline of deferral
- Compose email to student advising that deferral request has been declined and the reason for which is has been declined. Encourage the student to book in to speak with a learning coach about alternative options including re-draw of learning plan/extension of course/course transfer/change of unit order
- Save the email in the students Info Organiser file as:

Document Type: Correspondence out,

Document Reference: Course Deferral Enquiry.

Policy Administration			
Version	Date Approved	Approved by	Next Review Due
1	29 June 2018	Helen Sabell	June 2020
Compliance References			
Statutory	Nil		
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