practical outcomes
early childhood education

POLICY

EN3 Withdrawal and Cancellation

Version: 2.1
Policy Owner: Head of Operations
Approved by: Head of Quality and Compliance
Original Approval Date: June 2025
Current Approval Date: September 2026
Next review Date: September 2027

1.0 Purpose

This policy outlines the RTOs consistent approach to the handling of deferrals, cancellations and withdrawals for learners to meet the OSRTOs and relevant state and federal funding contracts. The RTO ensures that each enrolled learner is aware of this policy and able to access it via the website.

2.0 Scope

This policy applies to all employees and learners of the RTO in relation to learner deferrals, withdrawals and cancellations. This policy includes all regulatory, contractual and legislative requirements that fall under the RTOs obligations.

3.0 Definitions

Term	Definition
Cancellation/cancelled/cancel	Withdrawal of course enrolment by RTO.

Compassionate or compelling circumstances	Learner's lack of capacity and/or ability to progress through a course. These could include:
	• Serious illness or injury, where a medical certificate states that the learner was unable to attend training sessions.
	• Bereavement of close family members such as spouse, children, parents or grandparents (where possible a death certificate should be provided).
	• A traumatic experience which could include but is not limited to:
	  ○ Involvement in or witnessing of an accident; or
	  ○ A crime committed against the learner.

Deferral/deferred/deferment	Temporary postponement of commencement of course.
Extenuating circumstances	Extenuating circumstances relating to the welfare of the learner may include, but are not limited to the following: • Learner refuses to maintain approved care arrangements (only for learners under 18 years of age); or

	• Learner has medical issues or concerns, whether physical, mental or psychological, which lead the provider to fear for the learner's wellbeing; or • Learner has engaged or threatened to engage in behaviour that is reasonably believed to endanger the learner or others; or • Learner is at risk of committing a criminal offence.
Impracticable	Means not practicable, that which cannot be put into practice with the available means.
RTO	Means Registered Training Organisation, in this case Practical Outcomes (#21857).
Scheduled hours	Means the actual hours taken to provide training in line with the program schedule.
OSRTOs	Stands for Outcome Standards for Registered Training Organisations (RTOs) 2025.
Statement of Attainment	Confirms that one or more nationally recognised units or modules has been achieved by an individual but is only used where there has been partial completion of a qualification or VET accredited course.
Tuition fee	The total fees for the course.
Withdrawal	Withdrawal of course enrolment by learner.

4.0 Policy

A learner enrolment can be deferred, cancelled or withdrawn in certain circumstances by the RTO or the learner. The learner has the right to appeal the RTOs decision to cancel an enrolment, refer to the *SP3 Complaints and Appeals Policy*.

The RTO is committed to the fair and transparent application of fees and charges, including the processing of refunds. Learners are provided with details of all fees and charges and copies of the relevant refund policy prior to enrolment refer *EN1 Fees and Refunds Policy*.

4.1 Withdrawal

- Learners may withdraw from their course at any time. Learners are required to contact their trainer via email or phone to advise of their intent to withdraw from training.
- The trainer must complete the *Enrolment Variation Form* detailing the reason for withdrawal and sign the form before sending to their Training Manager for approval. Once approved, the *Enrolment Variation Form* is sent to the Administration Team.
- Learners who withdraw from a course may be eligible for a refund, refer to the *EN1 Fees and Refunds Policy*.
- Where a learner has withdrawn from a course after commencement and has been deemed competent in one or more units of competency, the learner is entitled to a Statement of Attainment.
- The RTO will ensure that the course withdrawal is effective from the last day of training and end date for each unit of competency matches date of withdrawal request.
- The RTO notifies the Department of Education's regional office and the student's previous school (if relevant) if a student who is still under 17 withdraws from their course.
- All funding claims for withdrawn learners are signed off by the Administration and Funding Claims Manager.
- For learners funded under the **Victorian Skills First Program**:

- the RTO will only claim up to 80% of the scheduled hours of withdrawn units.

- The learner can apply to re-enrol in the course from which they have earlier withdrawn, by contacting the RTO at 1300 799 610 or via email to myfuture@practicaloutcomes.edu.au

4.2 Learner Initiated Deferral

- Once the learner has commenced training, they may request to have their enrolment deferred on the grounds of compassionate or compelling circumstances.
- The granting of a deferral of enrolment and the length of time of a deferral is at the discretion of the Training Managers and will be dependent on the individual learner circumstances.
- All deferral requests must be provided to the RTO in writing by completing the *Enrolment Variation Form* with documentation attached to support the claim of compassionate or compelling circumstances.
- The Training Managers are responsible for approving all learner deferrals. In assessing the request, the Training Manager will consider:
    - The evidence provided by the learner to demonstrate compelling or compassionate circumstances; and
    - The impact these circumstances may have on the ability of the learner to continue with their studies and to complete the course within the expected duration of study; and
    - The duration of the deferral requested; and
    - Support options available to the learner (e.g. counselling, temporary reduction in course load, specialised trainer to attend the workplace).
- Deferral of more than 3 months will not be granted without a re-assessment of the circumstances at the 3-month mark.
- A traineeship enrolment can be deferred for up to 12 months due to:
    - illness or injury
    - travel overseas
    - parental leave.
- Learners will be advised by email of the outcome of their request for a deferral. If a learner is dissatisfied with the outcome of a request, they can access the complaints and appeals process.
- All documentation relating to the assessment and outcome of learner deferral applications will be kept on the SMS. All discussions undertaken with the learner during the processing of the application will be recorded on the SMS.
- Learners are advised to retain their original documents (e.g. medical certificates, police statements) for their own records and submit copies with their applications for deferment.
- A deferral does not entitle a learner to a refund.
- Where the learner is deferred, the RTO will suspend all funding claims until such time the learner returns to study.
- Where a Fee-for-Service student requests a deferral, Finance team will review the student's payments against their course progression.
    - **100% of fees are charged for completed units**.
    - **50% of fees are charged for units that have commenced (opened units)**.

If payments fall behind course progression, the RTO will require a **catch-up payment** before the deferral is processed. If the shortfall is significant and the student does not make the required payment, the RTO reserves the right to **suspend the student's enrolment** until overdue fees are paid.

4.3 RTO-Initiated Deferral

- The RTO may defer a learner's enrolment in certain circumstances, including:
    - Part of an intervention strategy for unsatisfactory course progress (where there is evidence of extenuating circumstances).
    - Situations where the safety of the learner may be compromised.
    - Fee-for-Service learner falling behind in required payments and a deferral is necessary until fees are brought up to date.
- The length of time of an RTO-initiated deferral is at the discretion of the Training Managers and the Head of Operations and will be dependent on the individual learner circumstances.
- Learners will be notified of the decision to defer their enrolment, including the reason for the deferral and the expected timeframe.
- Deferral of more than 3 months will not be granted without a re-assessment of the circumstances at the 3-month mark.
- A deferral does not entitle a learner to a refund.
- Where the learner is deferred, the RTO will suspend all funding claims until such time the learner returns to study.
- All records relating to the decision, including communication with the learner, will be maintained on the Student Management System (SMS).

4.4 Cancellation

- The RTO may cancel learners' enrolment in the following circumstances:
    - Learner demonstrates serious misconduct as outlined in the Code of Conduct section of the Learner Handbook; or
    - The learner fails to return to study after the approved deferral
    - A fee-for-service learner has not paid outstanding fees following a deferral arrangement.
- Where the learners' enrolment is cancelled, the RTO will issue a Statement of Attainment for any units that the learner has successfully completed, refer to the *CO1 Completions and AQF Certification Policy.*

4.5 Appealing a Cancellation Decision

- In cases where a learner's enrolment is cancelled, they will be notified in writing of the reason for the cancellation and given 20 working days to access the RTO's complaints and appeals process. Where extenuating circumstances exist that relate to the learner's welfare, the RTO may proceed with the cancellation before the 20-day appeal period has concluded
- Appeals will be dealt with quickly to minimise any disadvantage to the learner if their appeal is upheld. Learners are not permitted to return to training until the process has been finalised. However, at the discretion of the Head of Operations, learners may be provided with course material and contact with a trainer to enable them to continue their studies during the appeal process. (see *SP3 Complaints and Appeals Policy*)

4.6 Transfer

- Once a course has commenced, a learner may request a transfer to a different study mode, enrolment type or funding type i.e., from distance to workplace or vice versa, from government funded to FFS, traineeship to non-traineeship etc.
- Trainer must complete an Enrolment Variation Form and submit to their Training Manager for approval. The granting of a transfer is at the discretion of the Training Manager. Please refer to EN1 Fee and Refund Policy for enrolment variation fee details.

4.7 RTO Responsibilities

Head of Operations will ensure that the Training Managers and Learner Experience Leads are operating in accordance with this policy.

The Head of Quality and Compliance must review and approve changes in this policy.

5.0 Legislative Context

Name	Section
Outcome Standards for RTOs 2025	Quality Area 2, Standard 2.1
Victorian Skills First Program	Standard VET Funding Contract Skills First Program Guidelines about Fees

6.0 Related Documents

Name	Document Type
Student Handbook	Manual
EN3.1 Withdrawal and Cancellation Procedure	Procedure
EN1 Fees and Refunds Policy	Policy
EN4.1 Fees and Refunds Procedure	Procedure
SP3 Complaints and Appeals Policy	Policy
Enrolment Variation Form	Form
Statement of Attainment	Online

7.0 Version Control and Revision Information

The RTO reserves the right to vary, replace or terminate this policy from time to time.

Version #	Approval Date	Approved By	Details
1	June 2025	HQC	Document creation to align with OSRTOs 2025
2	September 2025	HQC	Included RTO initiated deferral process, FFS deferrals and updated cancellation reasons.
2.1	September 2026	HQC	Reworded deferral reasons for clarity. Updated formatting. Updated role titles