

# DEFERRING, TRANSFERRING AND DISCONTINUING POLICY

QUALITY AREA 2 – VET STUDENT  
SUPPORT

# DEFERRAL, SUSPENSION AND DISCONTINUING POLICY

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## **PURPOSE**

This policy outlines the circumstances under which a student may defer, suspend or withdraw from their training program, and the conditions under which Upskill U Pty Ltd may initiate a suspension or cancellation of a student's enrolment. The aim is to ensure fairness, transparency, and compliance with the National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) (referred to herein as the Outcome Standards) and other relevant legislation.

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## **SCOPE**

This policy applies to:

- All prospective and currently enrolled students at Upskill U Pty Ltd, and
  - All staff involved in enrolment, training, student support, and administration.
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## **POLICY STATEMENT**

Upskill U Pty Ltd is committed to supporting students to complete their training and assessment successfully. However, we recognise that unforeseen personal, medical, financial or academic challenges may affect a student's ability to commence, continue, or complete their course. This policy ensures that students are provided with clear, consistent, and fair options to defer, suspend, or withdraw from training where necessary.

All deferral, suspension and withdrawal requests are assessed individually and confidentially, with the aim of ensuring the student's best interest is considered while maintaining the integrity and operational requirements of Upskill U Pty Ltd.

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## **GROUND FOR DEFERRAL, SUSPENSION AND WITHDRAWAL**

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## STUDENT-INITIATED

- Serious medical illness or injury
- Bereavement of close family members e.g. parents or grandparents
- Compassionate or compelling circumstances
- Transferring to a course with another education provider

## RTO-INITIATED

- Inappropriate behaviour
  - Extend from student handbook student obligations and responsibilities
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## STUDENT-INITIATED DEFERRAL:

- Students must submit a Deferring, Transferring and Discontinuing Form before the course start date.
- Deferral may be granted for up to 12 months.
- Requests must include supporting documentation (e.g., medical certificates).
- A written outcome will be provided within 10 business days.

## STUDENT-INITIATED TRANSFER:

- Students may request a transfer of studies due to compassionate or compelling circumstances.
- A Deferring, Transferring and Discontinuing Form must be submitted with evidence.
- Suspensions can be granted for a defined period up to 6 months.
- If further time is needed, a review will be conducted.
- Progression plans will be updated upon resumption.

## STUDENT-INITIATED WITHDRAWAL:

- Students must notify Upskill U Pty Ltd in writing via the Deferring, Transferring and Discontinuing Form
- Final fees or refunds will be processed in accordance with the Fees and Refunds Policy.
- Withdrawn students will receive a Statement of Attainment for any completed and fully assessed units.

## RTO-INITIATED SUSPENSION OR WITHDRAWAL:

### Before initiating action:

- The student will be notified in writing of the proposed action.
- The student will have 10 business days to respond or appeal the decision.
- Appeals will be handled under the Feedback, Complaints and Appeals Policy.

### Action:

Upskill U Pty Ltd reserves the right to suspend or withdraw a student in cases of:

- Academic misconduct;
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- Breach of the Code of Conduct;
  - Non-payment of fees;
  - Disruption to other students or staff.
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## **RECORDS MANAGEMENT**

All decisions relating to deferral, suspension, or withdrawal must be:

- Documented in the student management system,
  - Retained in the student file, and
  - Reported to relevant funding or regulatory bodies as required.
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## **STUDENT SUPPORT AND ADVICE**

Students will be:

- Provided with guidance on options and consequences,
  - Referred to internal or external support services if needed, and
  - Given clear timelines and outcomes throughout the process.
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## **FEEDBACK, COMPLAINTS AND APPEALS**

Upskill U Pty Ltd values your feedback and is committed to continuously improving the quality of the training and support we offer. We encourage all students to share their feedback, make appeals, and raise any complaints they may have regarding the Deferring, Transferring and Discontinuing Policy.

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## **POLICY IMPLEMENTATION**

The implementation of this policy is supported by:

- Staff induction and training on deferring, transferring and discontinuing requirements
- Internal audits and validation activities
- Stakeholder feedback
- Version control and quality assurance mechanisms

Compliance with this policy will be reviewed at least annually, as part of Upskill U Pty Ltd's quality assurance cycle, in alignment with our Self-Assurance Schedule.

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## **ACCOUNTABILITY**

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The following table outlines the key roles within the organisation and their specific responsibilities in relation to the implementation, monitoring, and continuous improvement of this policy. Each role is accountable for ensuring the policy is upheld in practice and integrated effectively into relevant operational and compliance processes.

ROLES	RESPONSIBILITIES
Student	<ul style="list-style-type: none"> <li>Engage with support services/trainer assessor when the need to defer, suspend or withdrawal from courses may arise.</li> </ul>
Trainers & Assessors	<ul style="list-style-type: none"> <li>Provide academic input or advice regarding training and assessment implications.</li> </ul>
	<ul style="list-style-type: none"> <li>Initial point of contact and provides guidance and support.</li> </ul>
Management Team	<ul style="list-style-type: none"> <li>Oversight of compliance and final decision-maker for disputes.</li> </ul>

## MONITORING

The Accountable Officer is responsible for ensuring Policy Instruments are reviewed, normally on a five-year cycle from the date they came into effect or the date of the last review. An earlier review of the Policy Instrument may be initiated if significant regulatory changes occur or a need identified. A Policy Instrument under review remains in force until the revised Policy Instrument is approved.

POLICY INFORMATION	
Accountable Officer	Sarah Nicholson, CEO
Date Effective	04/07/2025
Review Date	04/07/2030
Version Number	1

## REGULATORY FRAMEWORK

This policy has been developed with reference to a range of legislative instruments, standards, guidelines, and regulatory principles that govern our operations as an RTO. These frameworks ensure that we operate with integrity, upholds quality training and assessment practices, and meets our legal obligations to students, regulators, and the broader community.

The following documents underpin the principles and practices outlined in this policy and should be considered in its application:

- [Addendum No. 5 to AQF Second Edition January 2013](#)
- [AQF Glossary of Terminology](#)
- [Age Discrimination Act 2004](#)
- [Australian Human Rights Commission Act 1986](#)

- [AQF Qualifications Issuance Policy](#)
  - [Copyright Act 1968](#)
  - [Disability Discrimination Act 1992](#)
  - [Disability Standards for Education 2005](#)
  - [National Vocational Education and Training Regulator \(Data Provision Requirements\) Instrument 2020](#)
  - [National Vocational Education and Training Regulator \(Outcome Standards for Registered Training Organisations\) Instrument 2025](#)
  - [Privacy Act 1988](#)
  - [Racial Discrimination Act 1975](#)
  - [Sex Discrimination Act 1984](#)
  - [Student Identifiers Act 2014](#)
  - [The Australian Qualifications Framework](#)
  - [Work Health and Safety Act 2011](#)
  - [AVETMISS data element definitions: edition 2.3](#)
  - [AVETMISS VET Provider Collection specifications: release 8.0](#)
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## RELATED DOCUMENTS

For a complete and centralised list of interconnected documents - including associated policies, procedures, forms, and checklist - please refer to the Dependency Matrix located within the Quality Manual. This matrix has been designed to support consistency, version control, and alignment across the broader compliance framework.

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## DEFINITIONS

To ensure consistency and clarity across all policies, procedures, and supporting documents, Upskill U Pty Ltd maintains a centralised Definitions Library, located within the Quality Manual. This resource contains standardised definitions of key terms and acronyms commonly used throughout our quality management system and compliance framework. All documents should be read in conjunction with the Definitions Library to support accurate interpretation and application of terminology. Where a term is used within this policy and is not explicitly defined herein, it should be understood according to its definition in the Definitions Library. The Definitions Library is reviewed and maintained regularly to reflect changes to legislation, regulatory standards, and sector-specific terminology. Any suggestions for additions or amendments to the Definitions Library should be directed to the Chief Executive Officer for consideration as part of our continuous improvement practices.