

DEFER, SUSPEND OR CANCEL LEARNER ENROLMENT PROCEDURE

Purpose

To support the necessity to defer or temporarily suspend learner studies, during their course through formal agreement in certain limited circumstances.

Terminology:

For the purpose of this procedure, defer or suspend enrolment means to temporarily put studies on hold (*adjourn, delay, postpone*). To cancel means to cease studies, (*withdraw, terminate*)

Scope

Documented evidence will be required to validate claims and copies of all correspondence to be kept on learner file.

Assessing deferment or suspension

Request for deferment or suspension can be initiated by either the learner or Contour support staff. Contour College will determine each request or circumstances on an individual, case by case basis. Maximum period for deferment of learner studies is the equivalent of 1 term or 10 weeks.

The following is a basis for consideration;

Temporarily or extended deferment or suspension of enrolment on the grounds of:

- Compassionate or compelling circumstances
 - Confirmed serious illness (medical certificate states that the learner is unable to attend classes)
 - Bereavement of immediate family members (parents, grandparents – death certificate preferred)
 - Major political upheaval
 - Natural disaster in home country
- Contour College is unable to provide unit/s of competence required to continue
- Non-payment of fees

Recording process:

- Length of time discussed and determined between stakeholders
- Advise learner of decision and that this will /may impact expected completion of course
- Confirmation in writing for learner file
- Contour College to advise interested parties of deferment/suspension and expected length of time involved
- Record determination of impact on confirmation of enrolment

Contour College imposed deferment or suspension of enrolment on the grounds of:

- Misbehaviour by the learner – *e.g. sexual harassment*: Behaviours where the person acting in such a manner could be expected to anticipate that such behavior would offend, humiliate or intimidate the other person;
 - Make unwelcome sexual advances
 - Making any request for sexual favours
 - Making remarks or aspersion of a sexual nature relating to the other person
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 - Subjecting another person to unwelcome conduct of a sexual nature, including through conversation, action or the display of material the other person finds sexually offensive.
- Anti-Discrimination – Discrimination for any reason on the grounds of:
 - Age
 - Disability
 - Homosexuality
 - Marital status
 - Race
 - Sex
 - Transgender
 - Who they are related or associated with
- Unacceptable behavior for an educational setting
 - Misconduct – where behavior of a learner breaches College rules
 - Is considered to provide a threat to the well-being of other learners or staff
 - Fails to meet the requirements of the course progress and attendance requirement as outlined in this document
 - Continually disregards instructions from training staff and management
 - Plagiarism or cheating
- Extenuating circumstances
 - Gone missing
 - Risk of committing a criminal offence
 - Theft of college or learner property (*police if required*)

Recording process:

- Contour College shall action the process within 10 days from the formal lodgment of the complaint
- Advise learner of intention to suspend or cancel their enrolment and grounds for decision
- Provide learner with appeal process information
- The learner has 20 working days to initiate Contour's internal complaints and appeals process
- No change to a learner enrolment will occur until the internal process is completed, or 20 days has expired, unless extenuating circumstances relating to their welfare occurs. However, on the determination of 'serious grounds' for cancellation, the learner will not be permitted to return to class, but may receive study notes.

Cancel or cease studies

Learners who wish to cancel or cease their studies are required to inform Contour College in writing and complete a 'Learner Withdrawal Form' which is available on the Contour College website.

Eligibility for refunds will be determined on the basis of the Contour College's Refund Policy and Procedures. No certificate or statement of attainment will be issued until all outstanding fees or charges are paid.

Processing of Certificate or Statement of Attainment will commence upon receipt of written cancellation received by Contour College. Documentation will be available for collection within 28 days from receipt of written notification where there is no dispute of a financial nature or competency achieved issues.