

# DEFERRAL, EXTENSION, SUSPENSION, WITHDRAWAL & CANCELLATION OF ENROLMENT POLICY



Pegasus International College is committed to managing enrolment changes fairly, consistently and transparently. This policy sets out the circumstances and procedures for deferring, suspending, withdrawing or cancelling a learner's enrolment, ensuring learners are treated with respect and that their rights are upheld throughout any enrolment change process.

Policy Name	Deferral, Extension, Suspension, Withdrawal and Cancellation of Enrolment Policy
RTO Name	Pegasus International College
RTO Code	46222
Standard	Standards for RTOs 2025 – Standard 2.1, 2.3, 2.7, 2.8, 4.2, 4.3, 4.4
Version	V1
Effective Date	March 2026
Review Date	June 2027
Policy Owner	CEO

## 1) SCOPE

This policy applies to:

- All enrolled learners; and
- All deferral, suspension, withdrawal and cancellation processes.

## 2) SOFTWARE

- Avetmiss Done (Student Management System)
- Moodle (Learning Management System)
- OneDrive/SharePoint

## 3) RESPONSIBILITIES

### CEO

- Ensures compliance with legislation, regulations and Standards for RTOs.
- Approves all enrolment suspensions and cancellations initiated by Pegasus International College.
- Authorises refunds as per our Fees and Refunds policy.

## Administrative and Support Staff

- Processes learner-initiated deferral, withdrawal and cancellation requests.
- Communicates enrolment changes to learners in writing and updates Avetmiss Done accordingly.
- Processes any applicable refunds in accordance with the Fees, Charges and Refund Policy.

## Trainers and Assessors

- Notifies Administrative and Support Staff where a learner appears to have disengaged from training.
- Participates in intervention meetings with at-risk learners.

## 4) DEFINITIONS

- **Deferral** – a temporary pause to a learner's enrolment, agreed to by Pegasus International College, which allows the learner to recommence their training at a later date without re-enrolling.
- **Extension** – an extension to the enrolment period, up to a maximum of an additional year.
- **Suspension** – a temporary halt to a learner's enrolment, which may be initiated by either the learner or by Pegasus International College, usually due to a breach of policy or other serious matter.
- **Withdrawal** – a learner-initiated permanent exit from the training program.
- **Cancellation** – a Pegasus International College-initiated permanent exit from the training program, usually due to a serious breach of policy, non-payment of fees, or where the learner has not engaged with intervention strategies.

## 5) GENERAL PRINCIPLES

Pegasus International College is committed to observing and upholding the following when managing and administering this policy:

- Ensuring that all processes related to deferrals, extensions, suspensions, withdrawals and cancellations are carried out in a fair, impartial and transparent manner.
- Informing learners of our deferral, extension, suspension, withdrawal and cancellation processes prior to enrolment, as detailed in the Student Handbook.
- Prioritising the wellbeing and educational needs of learners by considering their individual circumstances and providing tailored support.
- Aiming to minimise disruption to the learner's study journey and ensure continuity of training and assessment wherever possible.
- Clearly communicating all requirements, timelines and outcomes promptly – including that their Deferral, Extension, Suspension or Withdrawal Form is to be lodged at least 10 business days prior to the date they want their request to take effect.
- Treating all learners fairly and consistently throughout any enrolment change process.
- Ensuring learners are given the opportunity to present their case before any Pegasus International College-initiated suspension or cancellation is enacted.

- Communicating all enrolment changes to learners in writing within 2 business days of the decision being made.
- Recording all enrolment changes accurately on Avetmiss Done.
- Processing applicable refunds in accordance with our Fees, Charges and Refund Policy and Schedule of Fees.
- Maintaining records of all enrolment changes and the reasons for them for a minimum of 5 years.
- Accepting and assessing any deferral, course duration extension and suspension requests from learners without prejudice, taking into account the personal circumstances of the learner, and providing an extension to the course duration (up to a maximum additional period of 1 year) under certain circumstances, such as:
  - In compassionate or compelling circumstances, which include but are not limited to:
    - Serious illness or injury (evidenced by a medical certificate);
    - Bereavement of close family members (evidenced by a death certificate or obituary);
    - Major political upheaval or natural disaster; or
    - A traumatic experience, which can include but is not limited to the involvement in or witnessing of a serious accident, or the witnessing of or being the victim of a serious crime (evidenced by police or psychologist's reports).
  - After the implementation of an intervention strategy, the learner is still at risk of not meeting satisfactory course progress.
- Treating non-engagement as a welfare and support matter in the first instance, with formal warnings and enrolment action only initiated after reasonable attempts to contact the learner and offer support have been documented and unsuccessful.
- Only initiating a suspension of a student's enrolment where:
  - The student has been given written notice of the proposed suspension, the reasons, and their right to access the complaints and appeals process before it takes effect;
  - Continuous misconduct, misbehaviour or breach of our Student Code of Conduct has persisted after warnings have been issued and have not been complied with;
  - Serious misconduct, misbehaviour or misuse of our resources by the learner has occurred (where the serious misconduct is considered criminal, the learner may be cancelled instead); or
  - After an intervention strategy has been implemented, the learner remains at risk of not meeting satisfactory course progress.
- Only initiating a cancellation of a student's enrolment as a last resort, where:
  - The student has been given written notice of the proposed cancellation, the reasons, and their right to access the complaints and appeals process before it takes effect;
  - Misconduct, misbehaviour, misuse of our resources, or breach of our Student Code of Conduct has continued following warnings and a prior suspension;
  - Criminal misconduct or behaviour occurring using our facilities, resources and/or equipment; or

- The non-payment of outstanding course fees and charges – where they have been overdue for 90 days and the student makes no resolution or enters into a payment plan with Pegasus International College to fulfil the payment.;
  - The student provided false or misleading information at the time of enrolment; or
  - The student has persistently failed to meet satisfactory course progress despite an intervention strategy being implemented.
- Issuing the learner with a Statement of Attainment for the units they have already completed where a withdrawal request is successful or a cancellation of the learner's enrolment is not appealed.
  - Processing refunds due as a result of the learner's enrolment deferral, extension, suspension, withdrawal or cancellation in line with our Fees, Charges and Refund Policy in a timely manner.

## 6) LEGISLATIVE AND STANDARDS COMPLIANCE

This policy aligns with the following:

### Standards for RTOs 2025

- **Outcome Standards:**
  - **Standard 2.1** – VET students have access to clear and accurate information, including to make informed decisions about the training product and the RTO, and are made aware of changes that affect them.
  - **Standard 2.3** – VET students have access to support services, trainers and assessors and other staff to support their progress throughout the training product.
  - **Standard 2.7** – Feedback and complaints management addresses concerns and informs continuous improvement of the NVR registered training organisation.
  - **Standard 2.8** – Effective appeal processes are available to VET students where decisions of the NVR registered training organisation or a third party adversely affect the student.
  - **Standard 4.2** – Roles and responsibilities of NVR registered training organisation staff and third parties are clearly defined and understood.
  - **Standard 4.3** – Any risks to VET students, staff and the organisation itself are identified and managed.
  - **Standard 4.4** – An NVR registered training organisation undertakes systematic monitoring and evaluation of the organisation to support quality delivery and the continuous improvement of services.

Failure to comply with this policy can have serious consequences, including but not limited to:

- **For the RTO** – failure to manage enrolment changes correctly may result in regulatory non-compliance, financial penalties, or reputational damage.
- **For Staff Members** – staff who fail to follow this policy may face disciplinary action, up to and including termination of employment.
- **For Learners and Clients** – learners not informed of their rights or refund entitlements may experience financial loss or disruption to their training.

## 7) CONTINUOUS IMPROVEMENT

- Feedback from staff, learners, clients and industry stakeholders will be used to inform improvements to compliance processes and the effectiveness of our operations.
- An internal audit is to be conducted at least once per year to assess our compliance with this policy and the relevant legislative and regulatory requirements. The audit schedule is outlined in our Continuous Improvement Schedule and areas for improvements are documented in our Continuous Improvement Register.
- Internal audit review questions for self-assurance purposes should include:
  - Are all requests assessed fairly and without prejudice, taking individual circumstances into account?
  - Are all forms and supporting documentation collected and stored in the learner's file?
  - Are learners provided with timely, clear communication about the status and outcome of their requests?
  - Is the learner's wellbeing considered in all decisions relating to course deferral, extension, suspension or withdrawal?
  - Are approved course extensions and suspensions formally recorded and updated in the Student Management System?
  - Are students given the opportunity to appeal any suspension or cancellation before it is finalised?

## 8) RELATED DOCUMENTS

- Complaints and Appeals Policy
- Continuous Improvement Register
- Continuous Improvement Schedule
- Fees, Charges and Refund Policy
- Schedule of Fees
- Student Code of Conduct
- Student Handbook
- Deferral, Extension, Suspension or Withdrawal Form
- Withdrawal and Refund Application Form

# DEFERRAL, EXTENSION, SUSPENSION OR WITHDRAWAL – LEARNER INITIATED PROCEDURE

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## 1. REQUEST RECEIVED

- i. A learner wanting to defer, extend, suspend or withdraw from their enrolment, is to lodge a *Deferral, Extension, Suspension or Withdrawal Form* via e-mail to: Admin@pegasus.edu.au
- ii. The Administrative & Support Staff is to review the form for its completeness and speak to the learner to find out their reasons for deferment, ensure that they understand how their request can affect their learning journey.
- iii. The Administrative & Support Staff are also to advise the learner of us receiving the form, inform them of the process and that it will take up to **10 business days** for us to process it.

## 2. INFORMATION ENTERED INTO STUDENT'S FILE

- i. The request is to be recorded under the *Notes* section of the student's file.
- ii. The *Deferral, Extension, Suspension, Withdrawal, Cancellation & Refund Form* is to be saved into the student's file and if a hardcopy was provided, the hardcopy is to be scanned into the student's file and then destroyed securely.

## 3. CEO APPROVAL

- i. The learner's request is to be forwarded to the CEO for review within **1 business day** of receipt of the *Deferral, Extension, Suspension or Withdrawal Form*.
- ii. The CEO is to review and process the form within **5 business days**.

## 4. IF REQUEST IS APPROVED

- i. The Administrative & Support Staff is to update the student's file with the approval and details around the deferment, extension, suspension or withdrawal.
- ii. Issue the with the following within **3 business days**:
  - a. Written correspondence of the decision or outcome, and information on our Refunds policy and procedure (if applicable);
  - b. Updated *CoE Training Plan* document; and
  - c. *Payment Refund Form* (if applicable).
- iii. When a *Deferral, Extension, Suspension, Withdrawal, Cancellation & Refund Form* is returned completed and signed, we are to process it in line with our Refunds process.
- iv. **Deferral, Extension and Suspension only:** The Trainer & Assessor is to provide support to the learner and provide assistance to help them through this deferral, extension or suspension, as well as upon their return.

## 5. IF REQUEST IS DENIED

- i. The Administrative & Support Staff is to update the student's file detailing the rejection and the reasons for the rejection.
- ii. The learner is to be notified in writing of the rejection and our Appeals process within **3 business days** and inform them of our Appeals policy.
- iii. The Trainer & Assessor is to provide support to the learner experiencing challenges that may have led to their deferral request and provide assistance to help them overcome these challenges.

## 6. APPEAL

- i. Where the learner is not satisfied or prepared to accept the decision, they may access the Appeals process.
- ii. The Appeal must be lodged within **20 business days** of the Notification meeting occurring.
- iii. Where a learner appeals the decision to suspend or cancel their enrolment and lodges an *Appeals Form*, we are to process it in line with our Appeals policy.

## 7. ISSUANCE OF AQF CERTIFICATION DOCUMENTATION

- i. Where the learner does not appeal the enrolment cancellation decision, we are to issue out their AQF certification documentation in line with our Issuing AQF Certificates and Outcomes policy.

## 8. RECORD MANAGEMENT

- i. The Administrative & Support Staff is to keep detailed notes under the *Notes* section of the student's file along with any supporting documentation.
- ii. All hardcopies are to be scanned into the student's file before securely destroying them.

# SUSPENSION OR CANCELLATION – RTO INITIATED PROCEDURE

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## 1. ORGANISE FOR A FORMAL NOTIFICATION MEETING

- i. When Pegasus International College arrives at a decision to suspend or cancel a student's enrolment, the learner are to be contacted for a MS Teams meeting and no detailed information is to be provided, aside from it to discuss their enrolment with the RTO and that they are able to bring along a support person to the meeting if they wish.
- ii. The meeting must take place within **1 business day** of the decision being made.

## 2. DOCUMENTATION PREPARED

- i. The Administrative & Support Staff is to prepare a written notification and prepare the documentation and evidences that led to the arrival of the decision.
- ii. The written notification must clearly detail:
  - a. The reasons for their suspension or cancellation of enrolment – use compassionate and non-judgement language and emphasise the steps taken by the RTO to support the student prior to our arrival at the decision;
  - b. When this suspension or cancellation takes effect;
  - c. Where it is a suspension of enrolment, how long the suspension is for, and
  - d. Our Appeals policy, including information that where the learner decides to appeal the decision and lodges an *Appeals Form*, we will process it in line with our Appeals process, and the suspension or cancellation cannot take effect until the Appeals process has been completed, unless extenuating circumstances relating to a learner or a staff's safety and wellbeing presents.

## 3. CONDUCT FORMAL NOTIFICATION MEETING

- i. The CEO along with the Trainer & Assessor is to attend the meeting with the learner and their support person (and their parent or guardian if they are under 18).
- ii. The meeting is to be conducted in a compassionate and professional manner.
- iii. During the meeting, the learner is to:
  - a. Be provided with the official suspension or cancellation notification;
  - b. Be advised of the reason as to why and how we arrived at the decision to suspend or cancel their enrolment;
  - c. Be informed of their rights and obligations, including their right to an Appeal if they do not wish to accept the decision;
  - d. Be counselled appropriately;
  - e. If they are being suspended:
    - What we are going to do and how we can help support them upon their return; and

- Collaboratively work with their Trainer & Assessor to prepare a suitable plan to support the learner and the class upon the learner's return.
- iv. **Suspension only:** The Trainer & Assessor is to provide support to the learner and provide assistance to help them through this suspension or cancellation, as well as upon their return.

#### 4. APPEAL

- i. Where the learner is not satisfied or prepared to accept the decision, they may access the Appeals process.
- ii. Where the learner appeals the decision to suspend or cancel their enrolment, this suspension or cancellation of enrolment is not to take effect until the Appeals process has been completed.
- iii. The Appeal must be lodged within **20 business days** of the Notification meeting occurring.
- iv. Where a learner appeals the decision to suspend or cancel their enrolment and lodges an *Appeals Form*, we are to process it in line with our Appeals policy.

#### 5. ISSUANCE OF AQF CERTIFICATION DOCUMENTATION

- i. Where the learner does not appeal the enrolment cancellation decision, we are to issue out their AQF certification documentation in line with our Issuing AQF Certificates and Outcomes policy.

#### 6. RECORD MANAGEMENT

- i. The Administrative & Support Staff is to keep detailed notes under the *Notes* section of the student's file along with any supporting documentation.
- ii. All hardcopies are to be scanned into the student's file before securely destroying them.

# DEFERRAL, EXTENSION, SUSPENSION OR WITHDRAWAL – LEARNER INITIATED PROCESS FLOW-CHART

