

# Cancellation & Deferring Enrolment Policy and Procedure

## 1. PURPOSE

To ensure a transparent and streamlined process for Novaskill staff and for learners wanting to defer or cancel their enrolment with Novaskill.

## 2. SCOPE

This policy is applicable to all learners, potential learners, their parents, or guardians and/or employers and Novaskill staff responsible for the processing of learner's deferrals and cancellations.

## 3. DEFINITIONS

**Cancel/Cancelling** means withdrawing from enrolment and no longer participating.

**Deferral/deferring enrolment** means the act of delaying enrolment to start at a later date or taking a break from studies and recommence at a later date.

**Inactive learner** means a learner who has not submitted an assessment or responded to Trainer/Assessor contact attempts within three (3) consecutive months.

**Non-response** means failure to respond to more than five (5) contact attempts via email, phone, etc.

**Student/Learner** means any person enrolled in a qualification or course delivered by Novaskill, including work-based, online, blended or classroom-learning.

## 4. REFERENCING

This policy complies with:

- The Standards of Registration for RTO's 2025, specifically:
  - Outcome Standard 1 – Training and Assessment
    - 1.3 Learner information and support
  - Outcome Standard 2 – Learner Support and Wellbeing
    - 2.1 Information
    - 2.2 Access and equity
    - 2.3 Training support
    - 2.6 Wellbeing and safety
    - 2.7 & 2.8 Feedback, complaints and appeals
  - Outcome Standard 4 – Accountability and Governance
    - 4.2 Recordkeeping and data integrity
    - 4.3 Regulatory compliance
- Government Funding including:
  - Smart and Skilled Funding (NSW)
- Policies:
  - Enrolment Policy
  - Privacy Policy
  - Training and Assessment Policy
  - Fees and Refund Policy
  - Complaints and Appeal Policy and Procedure
  - Cancellation Procedure – Internal
  - Deferral Procedure – Internal
  - Student Engagement and Management Policy

Staff Initials \_\_\_\_\_

# Cancellation & Deferring Enrolment Policy and Procedure

- Student Progression and Inactivity Policy
- Student Inactivity Procedure – Internal
- Records Management Policy
- Forms and documents:
  - Student Handbook
  - Cancellation Form (*FR-STM-005*)
  - Deferral Form (*FR-STM-006*)
  - Training Services NSW Cancellation Form
  - Training Services NSW Suspension Form

## 5. POLICY

Novaskill is committed to supporting learners through their learning journey. We acknowledge that at times, due to unforeseen circumstances, learner may need to cancel or defer their studies.

### 5.1. Learner-Initiated Cancellations

Learners considering withdrawing from their studies should contact their trainer/assessor or branch staff for support or alternative pathways to continue study.

Learners who wish to cancel their enrolment needs to notify Novaskill in writing using the appropriate cancellation form.

A cancellation is effective from the date the learner provides formal notification to Novaskill of their intention to cancel.

Once the cancellation has been processed and any outstanding fees paid, learners will receive a Statement of Attainment if applicable.

### 5.2. Novaskill-Initiated Cancellations

#### 5.2.1. Inactive Learners

Where a student has disengaged and is unable to be contacted or has not responded to communication about continuing their studies, Novaskill can take action to cancel their enrolment.

#### 5.2.2. Academic Misconduct or Inappropriate Behaviour

Novaskill is committed to providing a safe, respectful, and fair learning environment for all students and staff. Novaskill reserves the right to cancel a student's enrolment, participation in training, or access to services where there is serious or repeated misconduct.

This may include, but is not limited to:

- academic misconduct (e.g. plagiarism, cheating, falsifying assessment evidence, or submitting work that is not the student's own)
- disruptive behaviour that interferes with training or assessment
- harassment, bullying, discrimination, or threatening behaviour towards staff or other students
- failure to comply with Novaskill's policies, procedures, or reasonable directions from staff
- behaviour that risks the health, safety, or wellbeing of others

Staff Initials \_\_\_\_\_

# Cancellation & Deferring Enrolment Policy and Procedure

## 5.2.3. Changes to Scheduled Training

Novaskill reserves the right to cancel, postpone, or reschedule a course, enrolment, or training session, where necessary. This may occur due to, but is not limited to:

- insufficient enrolments
- trainer or assessor unavailability
- unforeseen circumstances (e.g. illness, emergency, facility issues)
- events beyond Novaskill's control (e.g. natural disasters)

Where a course is cancelled by Novaskill:

- learners will be notified as soon as practicable
- alternative dates or arrangements will be offered where possible
- learners may choose to transfer to another course date or receive a refund for affected services
- any refunds will be processed in accordance with Novaskill's Fees and Refund Policy

Novaskill is not responsible for any indirect costs incurred by students (e.g. travel or accommodation expenses)

## 5.2.4. Passed end dates – fee-for-service students

Learners enrolled under a commercial (fee-for-service) arrangement are expected to complete their qualification within the agreed timeframe outlined in their enrolment and training and support plan. Where a learner does not complete all required units by the nominated date, their enrolment may be cancelled and a Statement of Attainment will be issued for any units of competency successfully achieved.

Learners may apply in writing for a course extension of up to three (3) months. Applications will be assessed and, on a case,-by-case basis to consider:

- Demonstrated course progression
- Level of engagement and responsiveness throughout the enrolment
- Assessment submission history
- Outstanding unit requirements

Extensions will generally only be approved where the learner has demonstrated genuine effort and progression during their enrolment period. Learners who have been inactive or non-responsive without reasoning may be required to re-enrol in the qualification.

An approved three (3) month extension will incur a fee of \$400 for full qualifications or \$100 for part qualifications/self-paced (such as Food Safety Supervisor). One-day courses (such as RSA or RCG) are not eligible for extension. The extension period will not commence, and the learner will not be considered as active, until full payment of the extension fee has been paid or an instalment plan approved.

Learners are expected to complete all outstanding training and assessment requirements within the approved extension period. Failure to do so may result in final cancellation of enrolment without further extension.

## 5.3. DEFERRING ENROLMENT OR STUDIES

Learners who are unable to continue their studies for a period of time may request a deferral. Novaskill encourages learners to discuss their circumstances with their trainer/assessor or branch manager before submitting a request.

Staff Initials \_\_\_\_\_

# Cancellation & Deferring Enrolment Policy and Procedure

Learners wishing to defer their studies may only do so for up to twelve (12) months under extenuating circumstances or compassionate reasons. These circumstances include:

- Serious injury or illness of yourself or a person you are the primary carer such as:
  - A child
  - Partner
  - Parent/grandparent
  - Evidence must be supported by a medical certificate
- Natural disasters (flood or fire) that have impacted your studies
- Any traumatic event that has affected your mental well-being such as
  - Witness to or involvement in a serious / life threatening accident or incident
  - Witness or a victim of a serious crime
  - Domestic violence
  - Homelessness
- Bereavement of a close family member, evidence to be provided in the form of a death certificate
- Pregnancy
- Other extenuating circumstances that will be assessed on an individual basis by Novaskill Business Services Manager

Learners who wish to defer their enrolment needs to submit a request to Novaskill in writing using the appropriate deferral form. Requests should include the reason for the deferral and the expected duration.

Novaskill will assess each request on a case-by-case basis. Supporting documentation may be requested where appropriate. Deferrals are granted for a specified period approved by Novaskill.

Failure to return to study or contact Novaskill may result in cancellation of enrolment. Novaskill will make reasonable efforts to support the learner's return to study following the deferral period.

## 6. CANCELLATION PROCEDURE

### 6.1 Learner-Initiated Cancellation

A learner may request to cancel their enrolment at any time.

Learners who wish to cancel must complete:

- Learner Cancellation Form (FR-STM-005); and
- Training Services Cancellation Form (VT16) (for trainees and apprentices only).

The completed form may be submitted via one of the following methods:

- Email to their Trainer/Assessor
- Email to [enquiries@novaskill.com.au](mailto:enquiries@novaskill.com.au)
- In person at their local Novaskill Branch

Upon receipt of the completed form:

- The relevant Novaskill staff member will contact the learner (and employer for work-based training) within 48 hours to confirm the request.
- Where applicable, learners will be informed of any academic progress outcomes, fee implications, and support options available prior to finalising cancellation.
- If the learner confirms their intention to withdraw, enrolment will be cancelled and a Statement of Attainment issued for any units deemed competent.

Staff Initials \_\_\_\_\_

# Cancellation & Deferring Enrolment Policy and Procedure

## 6.2 Engagement Monitoring and Inactivity Management

Novaskill monitors learner engagement in accordance with the Student Engagement and Inactivity Policy.

A learner may be identified as 'inactive' where there is evidence of:

- Missed training sessions (including class attendance or scheduled appointments) or assessment due dates
- Lack of contact or responsiveness to at least five (5) contact attempts from their Trainer/Assessor, and
- Failure to submit assessments for three (3) consecutive months

All contact attempts, discussions and agreed actions must be documented in the SMS.

If an inactive learner following review and escalation remain non-responsive to contact attempts and issue of a warning letter, the learners will be notified in writing that the cancellation is scheduled to proceed. Learners will be given instructions by Novaskill to make contact prior to a cut-off date if they do not want their enrolment cancelled.

For work-based learners a Notification of Issues form must also be submitted to Training Services.

If the learner does not make contact by the specified cut-off date:

- Enrolment will be cancelled due to inactivity\*.
- A Statement of Attainment will be issued for any completed units of competency.
- Relevant parties (including employer and relevant authority for trainees/apprentices) will be notified.

\*Training Services approval may be required prior to finalisation for work-based learners.

## 7. DEFERRING ENROLMENT OR STUDIES PROCEDURE

Learners who are wanting to apply for a deferral of their enrolment must complete a Learner Deferral Form (FR-STM-006), including a Suspension of Traineeship or Apprenticeship (VT13) form if the learner is work-based, and submit via one of the following options:

- Emailing the completed deferral form to their trainer
- Email to [enquiries@novaskill.com.au](mailto:enquiries@novaskill.com.au)
- Hand the completed form in person to your local Novaskill Branch

Applications for deferral will not be accepted after your end date has passed and must be submitted:

- Before you start your studies **or**
- Before your enrolment end date has passed

Learners will then be contacted by the relevant Novaskill staff member to complete the deferral process.

Learners enrolled in a NSW Smart and Skilled Funded course:

- Novaskill will provide every effort to continue your studies if possible. If you proceed with the deferral of training, you may only be granted no more than 12 months of the date of receipt of notice of enrolment. Novaskill will advise learners of the fee implications for deferring from subsidised training in accordance with Novaskill Fee and Refund Policy.
- An enrolled learner must start within 12 months of enrolment despite any deferrals.
- Enrolled learners who do not recommence subsidised training within 12 months of deferral will be reported as discontinued. Learners will be issued with a Statement of Attainment for any competencies successfully achieved.

Staff Initials \_\_\_\_\_

# Cancellation & Deferring Enrolment Policy and Procedure

---



## 8. EMPLOYEE DECLARATION

I hereby declare that I have read and understood this document and agree to adhere to the guidelines presented. I understand that those employees who don't adhere to this document may face disciplinary action.

Name: .....

Signature: ..... Date: .....

Staff Initials\_\_\_\_\_