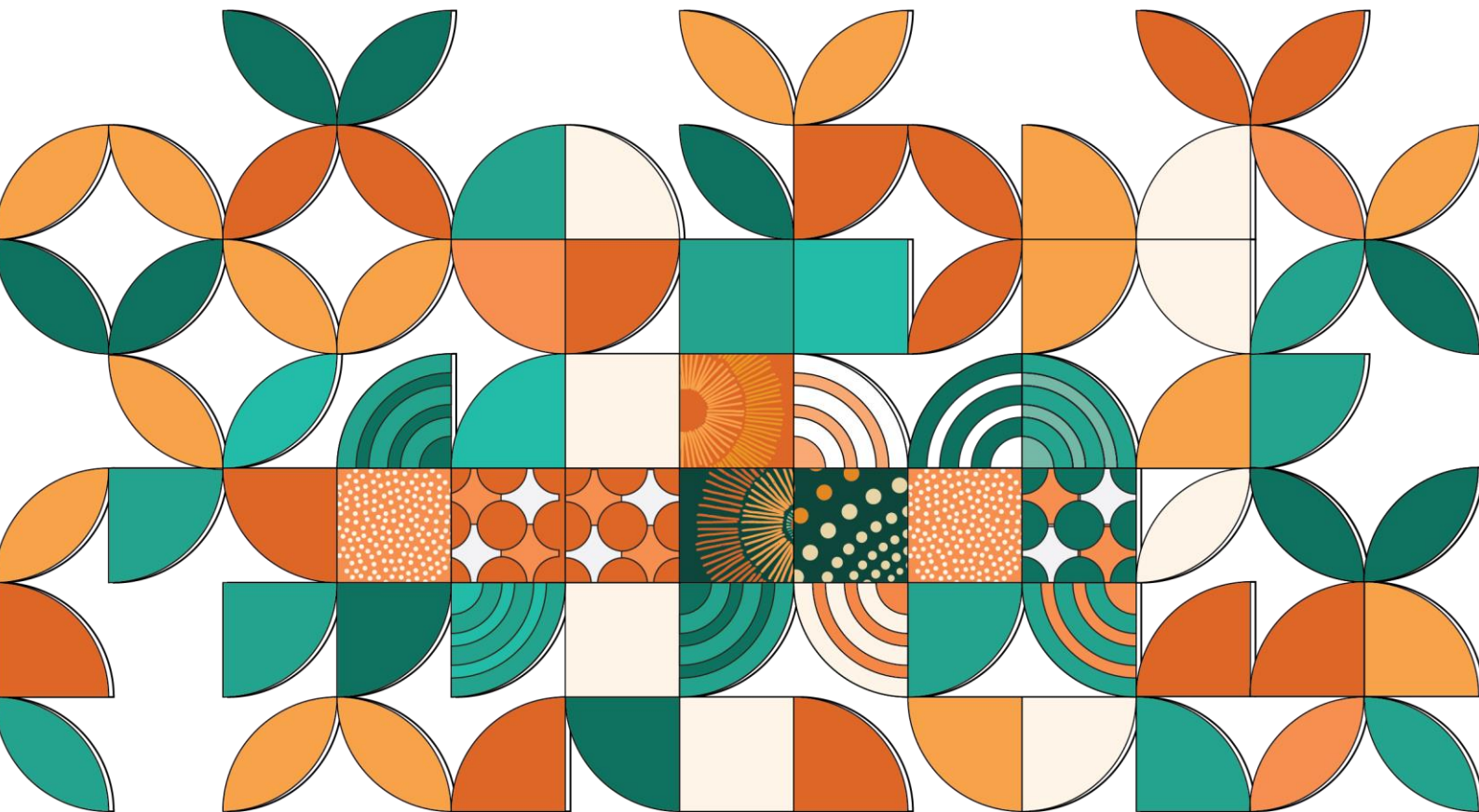


Deferral, Leave of Absence, Withdrawal and Suspension Policy



SECTION 1

1. Purpose

- 1.1 This policy describes the strategies in place at IHNA for deferral, withdrawal, leave of absence and suspension from courses or units of competency for any enrolled students in the Institute of Health and Nursing Australia (IHNA).

2. Scope

- 2.1 This policy applies to all students admitted to any course or unit at IHNA.
- 2.2 This policy follows Standards 9 and 13 of the National Code 2018 and Standards for RTOs 2015 clause 5.2.

3. Definitions

- 3.1 Refer to IHNA's Glossary of Terms.

SECTION 2

4. Principles

- 4.1 Any assessments and decisions made to change a student's enrolment will comply with this policy and related procedures and supported regulatory requirements.
- 4.2 A student's enrolment may be deferred, suspended, or cancelled either upon the student's request or by initiation of IHNA in accordance with its regulatory obligations.
- 4.3 Students may request the deferral, suspension, or cancellation of their enrolment under circumstances outlined in this Policy and Procedure, which align with relevant regulations and standards.
- 4.4 HNA reserves the right to defer, suspend, or cancel a student's enrolment under certain circumstances, including but not limited to:
- Delay in visa grant
 - Student misconduct
 - Failure to maintain satisfactory academic progress as per course rules or visa requirements
 - Non-payment of invoices for course enrolment or continuation as stated in the written agreement
 - Breach of course progress or attendance requirements by international students per IHNA Attendance Policy and relevant regulatory requirements
 - Failure to re-enrol

- g. Compassionate and compelling circumstances, generally beyond the student's control, affecting course progress or wellbeing, such as:
 - i) Serious illness or injury, with a medical certificate stating inability to attend classes
 - ii) Bereavement of close family members (parents or grandparents), with a death certificate if possible
 - iii) Major political upheaval or natural disaster in the home country necessitating emergency travel, impacting studies
 - iv) Traumatic experiences, including: - Involvement in or witnessing a serious accident - Witnessing or being a victim of a serious crime, impacting the student (supported by police or psychologist reports)
- 4.5 All claims of compassionate or compelling circumstances must be supported by appropriate evidence, such as original or certified copies of death certificates, medical certificates, or reports from psychologists or police.
- 4.6 If IHNA initiates the suspension or cancellation of enrolment, IHNA must provide written notification to the student, detailing the intention and reasons for the action, in accordance with this policy.
- 4.7 If deferral, suspension, or cancellation of enrolment may impact a student's visa, the student is encouraged to seek advice from the Department of Home Affairs to understand the potential implications. IHNA does not provide immigration advice to students.

5. Withdrawal

- 5.1 There are four possible scenarios by which a student may withdraw from a unit enrolment:
 - a. The student has engaged in some learning activities and has then notified IHNA of their withdrawal before engaging in all of the assessment criteria ('Formal Withdrawal');
 - b. The student has engaged in some learning activities and then stopped attending or submitting assessments (i.e. discontinued) for two months, without notifying IHNA;
 - c. The student has not engaged in any learning activity for the unit/course; or
 - d. The student is in arrears and IHNA cannot come to an acceptable financial arrangement with the student (as per the Standards for RTOs 2015, Clause 3.3).
- 5.2 Withdrawal for Victoria Funding (Domestic Students only):
 - a. If a student under the Skills First Program in Victoria advises IHNA (verbally or in writing) that they will not be continuing in an enrolled unit/course, this constitutes a formal withdrawal. IHNA may elect to document its own formalised withdrawal process (e.g. via an internal 'Withdrawal Form'),

providing that any such document encompasses all requirements under the Contract and the Statistical Guidelines.

- b. Where a student has ceased engagement in a unit/course, as per the Victorian VET Student Statistical, the student will be reported to Skills First as withdrawn no later than two months from the date of withdrawal or the final data submission date for the data collection year.
- c. For apparent withdrawals, when this two month period occurs across a fee collection year (for example the last evidence of participation (EOP) available is for December but the student is withdrawn after the close of the collection year), a dated file note should be appended to the last point of EOP and the unit/course end date should be changed to 01/01 of the new fee collection year.
- d. IHNA will retain records of Skills First Students until three years after the student has withdrawn from the program they were enrolled in.

5.3 Deferral for Smart and Skilled Deferral (Domestic Students only):

- a. When an enrolled student indicates a desire to defer their subsidised training in an approved qualification, IHNA will make every effort to assist the student in continuing their training where possible.
- b. IHNA will develop and implement strategies to accommodate students who wish to defer their subsidised training.
- c. If a student proceeds with the deferral, IHNA may only permit deferrals totalling no more than 12 months from the date of receipt of the deferral notice from the student.
- d. IHNA will advise students of the fee implications of deferring their subsidised training in accordance with the Fees Policy.
- e. Smart and Skilled students must start their training within 12 months of enrolment, regardless of any deferrals. Students who do not recommence training within this 12-month period must be reported as discontinuing their subsidised training.
- f. IHNA will submit relevant training activity data and update:
 - i. The end dates for any Unit of Competency (UoC) for which UoC Outcome Code of 70 has been reported.
 - ii. The start and end dates for any Unit of Competency which has not been commenced.
- g. IHNA will keep a record of all requests and notices of deferral. This includes maintaining a file note or log of such requests/notices along with the evidence of all deferrals made.

5.4 Withdrawal for Smart and Skilled Deferral (Domestic Students only):

- a. When an enrolled student indicates they wish to discontinue their training in an approved qualification without completing it, IHNA will first determine if the reason for discontinuation relates to IHNA's performance, including the delivery of subsidised training.
- b. If the reason for discontinuation relates to IHNA's performance, IHNA will make reasonable efforts to address the student's concerns related to the delivery and assessment of training.
- c. If the student proceeds to discontinue their training, IHNA must:
 - i. Attempt to obtain formal notification from the student of the date training will end.
 - ii. Comply with the Fees Policy, including refunding any applicable fees.
 - iii. Issue the student a Statement of Attainment and associated transcript for completed units of competency within 30 days of notification of the discontinuation.
 - iv. Update the Training Plan to list all units of competency where an outcome has been achieved, commenced but not completed, and/or not commenced.
 - v. Provide the updated Training Plan to the student.
 - vi. Return results of any outstanding completed training activities and/or assessments to the student.
 - vii. For apprentices or trainees, notify the local Training Services NSW Regional Office within 14 days of notification of the discontinuation of training.
 - viii. Submit Training Activity Data to finalize the record and, if eligible, receive any further payments or subsidies and loadings.
- d. IHNA must submit the relevant training activity data, including reporting Code TNC.
- e. IHNA must keep records of all requests/notices of discontinuation or maintain a file note or log of such requests/notices, along with evidence of all discontinuations made, including evidence that IHNA fulfilled its obligations.
- f. IHNA must not report the UoC Outcome Code 40 (Withdrawn) for any unit of competency in which the student did not participate in subsidised training.

6. Appeals

- 6.1 Once a decision is made on deferral, suspension, cancellation and/or exclusion for either reasons initiated by the student or IHNA, the student will be notified in writing of the outcome, including reasons for the decision.
- 6.2 Appeal is the formal process through which a student can request a review or reconsideration of a decision made regarding deferral, suspension, cancellation, or exclusion from courses or units of competency at IHNA. This process allows students to challenge the outcome of the initial decision if

they believe it was made in error, unjustly, or unfairly. Appeals typically involve submitting a written request for review along with supporting documentation or evidence to substantiate the grounds for the appeal.

7. Responsibility

- 7.1 The IHNA Academic Board is accountable for ensuring that this policy meets the requirements of the Standards for Registered Training Organisations 2015 and is consistent with the IHNA obligations regarding the principles of access and equity.
- 7.2 National Training Managers and Course Coordinators along with the Registrar are responsible for implementing the process in accordance with this policy.

SECTION 3

8. Associated Information

Related Internal Documents	<ul style="list-style-type: none"> • Fees Policy • Refund Policy • Academic Participation and Progress Policy • Academic Participation and Progress Procedure • Student Code of Conduct • IHNA Student Complaints and Appeals Policy
Related Legislation, Standards, and Codes	<ul style="list-style-type: none"> • National Vocational Education and Training Regulator Act 2011 • Standards for Registered Training Organisations 2015 • Education Services for Overseas Students Act 2000 (ESOS Act) • National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code) • Enrolled Nurse Accreditation Standards 2017 • Australian Core Skills Framework • Relevant State and Commonwealth contracts and eligibility documents (VET Student Loans, Skills First Program, Department of Training and Workforce Development (DTWD), Smart and Skilled)
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Department	Learning and Teaching
SRTO2015 Stds and sub-standards	National Code 2018 - Standard 9 and 13 Standards for RTOs 2015 - clauses 5.1 – 5.3

9. Change History

Version Control		Version 5.0
Version No.	Date	Brief description of the change, incl version number, changes, who considered, approved, etc.
V.4.0	02/03/2020	Revised and updated with pertinent information
V.4.1	27/02/2024	Updated in the new template and logo
V. 5.0	16/07/2024	Added general Policy principles applicable to International as well as domestic students Updated 'Withdrawal for Victoria funding' section with the current obligations Added Smart and Skilled Deferral and Withdrawal section