

# Enrolment Changes Policy & Procedure

## Purpose

This policy outlines the requirements and processes for course deferment, suspension, transfer and withdrawal at Communicare RTO.

The policy ensures that learner requests are managed fairly, consistently and transparently while supporting learner wellbeing, protecting consumer rights, maintaining accurate records, and complying with the Standards for Registered Training Organisations (RTOs) 2025.

## Scope

This policy applies to:

- Learners enrolled in nationally recognised training delivered by Communicare RTO, including training delivered under third-party arrangements
- Learners enrolled in non-accredited training programs delivered directly by Communicare RTO
- Third-party organisations involved in the delivery of training and assessment on behalf of Communicare RTO
- Staff responsible for learner administration, enrolment management, compliance and recordkeeping

## Definitions

**Course Deferment** – A temporary postponement of a learner's participation in a course, approved by Communicare RTO.

**Suspension of Studies** – A temporary approved pause to a learner's enrolment after training has commenced, allowing the learner to resume training at a later date without withdrawing from the course

**Course Transfer** – Movement of a learner from one scheduled intake of the same course to a future scheduled intake.

**Course Withdrawal** – A learner's formal decision to discontinue their course prior to completion.

**Extenuating Circumstances** – Circumstances beyond the learner's control that significantly impact their ability to participate in training. Examples may include illness, injury, bereavement, family crisis or other compassionate grounds.

**Third-Party Arrangement** – A formal agreement where another organisation delivers services on behalf of Communicare RTO, while Communicare retains responsibility for compliance and learner outcomes.

**Non-Contactable Learner** – A learner who ceases engagement and cannot be contacted despite reasonable attempts by Communicare RTO.

## Policy

Communicare RTO recognises that learners may experience personal, educational, employment or wellbeing circumstances that require changes to their enrolment.

Requests for deferment, suspension, transfer or withdrawal must be emailed to [rto@communicare.org.au](mailto:rto@communicare.org.au), and will be considered fairly, consistently and without discrimination.

Communicare RTO will:

- Provide learners with clear information regarding available enrolment change options
- Consider requests on an individual basis
- Promote reasonable flexibility while maintaining course integrity and operational requirements
- Maintain accurate learner records
- Ensure refund decisions align with the Fees and Refunds Policy and Procedure
- Provide access to the Complaints and Appeals Policy and Procedure where a learner disagrees with a decision
- Support learners experiencing barriers to participation through referral to appropriate support services where applicable.

## Deferment and Suspension Principles

### Deferment Principles

Communicare RTO acknowledges that learners may occasionally need to delay the commencement of their training.

Deferment applies where a learner has not yet commenced their course and requests to move their enrolment to a future intake.

Deferment may be approved where:

- Another intake of the course is scheduled and available
- The learner submits a request before commencement wherever possible
- The deferment does not negatively impact regulatory requirements or course viability
- Extenuating circumstances exist that justify special consideration

Deferment is generally permitted only to the next available scheduled intake.

Where significant extenuating circumstances are demonstrated, alternative arrangements may be approved at the discretion of the RTO Manager.

### Suspension of Studies Principles

Communicare RTO recognises that learners who have commenced training may experience circumstances that temporarily prevent their continued participation.

For nationally recognised training, a learner may request an approved suspension of studies where compassionate, compelling or other legitimate circumstances exist.

Examples may include:

- Serious illness or injury
- Mental health or wellbeing concerns
- Family or caring responsibilities
- School-based intervention or support requirements
- Other circumstances approved by the RTO Manager

During an approved suspension:

- The learner's enrolment remains active
- Progress achieved to date will be retained
- A return-to-study plan may be developed where required
- Training product transition requirements will continue to apply

The duration of any suspension will be determined on a case-by-case basis and documented on the learner file.

### Transfer Principles

Communicare RTO permits transfer only between different intakes of the same course.

Transfers from one course to a different course are not permitted under this policy.

Transfer requests must be submitted a minimum of two (2) business days prior to course commencement.

Transfer approval is subject to:

- Availability in the future intake
- Relevant enrolment requirements being met
- Operational capacity

Approved transfers are recorded on the learner file.

### Withdrawal Principles

Learners may withdraw from a course at any stage by submitting a formal request.

Where withdrawal occurs:

- Relevant enrolment records will be updated
- Refund eligibility will be determined under the Fees and Refunds Policy and Procedure
- Where applicable, Statements of Attainment may be issued for completed units of competency in accordance with certification requirements, provided all agreed fees for the learner have been received by Communicare RTO
- Learners will receive written confirmation of the withdrawal outcome

## Third-Party Arrangements

For learners enrolled through a third-party arrangement, including school-based programs:

- Requests for suspension or withdrawal should be initiated through the third-party representative
- The third party must notify Communicare RTO in writing
- Communicare RTO will assess and process the request
- Communicare RTO remains responsible for maintaining training records and certification outcomes
- All approved actions will be communicated to the learner and the third-party representative

## Procedure

### Deferment Request

#### Learner Responsibilities

The learner must:

- Submit a request via [rto@communicare.org.au](mailto:rto@communicare.org.au)
- Provide details of the reason for the deferment
- Provide supporting documentation where applicable

#### RTO Actions

Communicare RTO will:

- Review the request
- Consider course availability and learner circumstances
- Determine whether a suitable future intake is available
- Advise the learner in writing of the outcome
- Update learner records where approved

Approved deferments will normally apply to the next available intake.

### Suspension of Studies

#### Learner Responsibilities

The learner, parent/guardian (where applicable), or third-party representative may submit a request for suspension of studies.

The request must:

- Be submitted in writing to [rto@communicare.org.au](mailto:rto@communicare.org.au)
- Identify the reason for the request
- Provide supporting evidence where relevant

### RTO Actions

Communicare RTO will:

- Review the learner's circumstances
- Consider learner wellbeing, progression and completion requirements
- Consult with the learner and third-party representative where applicable
- Determine whether suspension is appropriate
- Confirm the outcome in writing
- Record the approved suspension on the learner file
- Develop a return-to-study plan if required

The RTO may refuse a suspension request where:

- Regulatory requirements cannot be met
- The learner would be unable to successfully complete the training product
- There is insufficient evidence to support the request

## Transfer Request

### Learner Responsibilities

The learner must:

- Submit the request in writing
- Submit the request at least two (2) business days before the scheduled commencement date
- Identify the future scheduled intake requested

### RTO Actions

Communicare RTO will:

- Confirm eligibility
- Confirm availability in the future intake
- Assess any operational implications
- Notify the learner in writing of the outcome
- Update enrolment records

Transfers are only available between different scheduled intakes of the same course.

## Withdrawal Procedure

### Learner Responsibilities

The learner must:

- Submit a withdrawal request in writing to [rto@communicare.org.au](mailto:rto@communicare.org.au)
- Include the reason for withdrawal where appropriate
- Provide supporting documentation if seeking consideration of extenuating circumstances

### RTO Actions

Communicare RTO will:

- Record the withdrawal request
- Assess any refund entitlement
- Determine whether certification can be issued for completed units
- Notify the learner in writing
- Update learner management systems and records

## Course Commencement

For the purposes of this policy:

### Accredited Training

A course is deemed commenced when:

- LMS access has been issued to the learner and
- Training and assessment resources become available to the learner

### Non-Accredited Online Programs

A course is deemed commenced at the commencement of the first facilitated Teams session.

### Non-Accredited Face-to-Face Programs

A course is deemed commenced at the scheduled start time of the first training session.

## Extenuating Circumstances

Communicare RTO may consider deferment, suspension, transfer or alternative training arrangements where a learner experiences extenuating circumstances.

Examples include:

- Serious illness
- Medical treatment
- Injury
- Bereavement
- Family emergencies
- Other exceptional circumstances approved by the RTO Manager

Supporting evidence may be requested.

## Non-Contactable Learners

A learner may be withdrawn by Communicare RTO where:

- The learner ceases participation; and
- Three (3) documented contact attempts have been made over a period of ten (10) business days; and
- No response or instructions are received from the learner.

Reasonable attempts may include:

- Email communication
- Telephone calls
- Communication through the third-party representative (where applicable)

Records of all contact attempts must be retained on the learner file.

## Recordkeeping Requirements

All deferment, suspension, transfer and withdrawal decisions must be documented and retained in accordance with the Records Management and Issuance of Certification Policy and Procedure.

Records may include:

- Learner requests
- Supporting evidence
- Communication records
- Approval decisions
- Return-to-study plans
- Enrolment status changes

## Refunds

Refund eligibility relating to deferment, transfer or withdrawal requests will be assessed in accordance with the Fees and Refunds Policy and Procedure.

Specific course conditions published on the Communicare RTO website may also apply where relevant to the course in which the learner is enrolled.

## Appeals

Where a learner is dissatisfied with a deferment, transfer, withdrawal or refund decision, they may access the Complaints and Appeals Policy and Procedure.

## Responsible personnel

### RTO Manager

- Approves complex deferment, transfer and withdrawal decisions
- Determines outcomes relating to extenuating circumstances

### Training and Compliance Coordinator

- Maintains compliance with regulatory requirements
- Monitors recordkeeping requirements

### Training and Development Administrator

- Processes learner requests
- Updates learner management systems
- Communicates outcomes to learners

### All RTO Staff

- Refer learners and providers from third-party arrangements to this policy and procedure

## Related documents

Fees and Refunds Policy and Procedure

Complaints and Appeals Policy and Procedure

Records Management and Issuance of Certification Policy and Procedure

Third-Party Arrangements Policy and Procedure

Training Support, Wellbeing, Diversity and Inclusion Policy and Procedure

Learner Handbook