

POLICY AND PROCEDURE

PP19 DEFERRAL AND WITHDRAWAL



PURPOSE

The National Indigenous Training Academy (**NITA**) acknowledges that there are times when students cannot engage successfully in their studies or do not wish to continue their studies. NITA is committed to providing students with flexibility and the ability to withdraw from a course with as little inconvenience to the student as possible.

SCOPE

This Policy and Procedure outlines the various circumstances under which a NITA student based at Ayers Rock Resort may opt to withdraw from their studies, for a short period of time (deferral) or permanently (withdrawal).

It also outlines how NITA may pause a student's study for a short period or permanently (discontinuation of enrolment).

This Policy and Procedure falls within the following NITA Student Experience segment:

- Learn.

VET DEFINITIONS

ASQA means the Australian Skills Quality Authority.

ACAP means the Apprentice Connect Australia Provider which delivers support services nationally through more than 480 field officers and 137 physical locations (shopfronts) to apprentices, trainees, their employers and training providers, such as NITA.

GTNT is the Northern Territory's primary ACAP.

Student (or trainee) means an enrolled learner or trainee who has agreed to use the services provided by NITA. In the case of the SIT30622 Certificate III in Hospitality, the student is an enrolled trainee who has agreed to a contracted traineeship with NITA.

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NITA does not charge any fees or place any financial barriers on students wishing to defer or withdraw from their course. See NITA's **Fees and Charges Policy and Procedure** for more detail.

Where a student withdraws or their enrolment is discontinued by NITA, a Statement of Attainment will be issued for all units of competency achieved subject to a USI being provided.

A Statement of Attainment is not to be issued if the student entered with credits and did not complete any additional units with NITA. Where a trainee has completed additional units with NITA any credit transfers, provided they are equivalent to the units being offered, are to be included in the Statement of Attainment.

Trainee-Initiated Withdrawal of Enrolment

Trainees may initiate a withdrawal of their enrolment during their course by notifying NITA's Training Manager. The RTO Operations Manager and the RTO Administrator should be notified by the Training Manager of the proposed withdrawal as soon as the Trainee is considered at risk. A meeting can then be set with the Trainee (after input is received from the RTO Operations Manager) to discuss their circumstances, so that it may be determined if any interventions can be put into place to support the trainee's participation and completion rather than opting for withdrawal.

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All trainee requests for a withdrawal must be made on a **Withdrawal Form** and be received as early as possible prior to the proposed date of withdrawal. The completed and approved Withdrawal Form will be provided to the RTO Administrator, who will then inform GTNT as soon as reasonably possible. NITA's Training Manager and RTO Administrator will notify ARR P&C and Residential Teams of the trainee withdrawal and exit date following the process flow set out in **D19-04 Withdrawal Flow Chart**.

Once a trainee has withdrawn, and if they wish to re-apply they must re-apply for a new traineeship place and meet all current eligibility requirements, which may have altered since the previous course of enrolment, regardless of whether it is the same qualification and stream. The circumstances in which the trainee withdrew will be considered by the NITA Chief Executive Manager who will determine whether the trainee may re-enrol.

Trainee-Initiated Deferral of Enrolment

Enrolled trainees may initiate a deferral of their enrolment for a maximum combined period of 6 months through discussion with NITA's Training Manager and subject to the prior approval of the RTO Operations Manager.

All requests for deferrals must be made on a **Deferral Form** and must be provided to the Training Manager as early as possible prior to the proposed date of deferral.

The request will be considered by the RTO Operations Manager and the trainee may be invited to meet with the Training Manager and RTO Operations Manager to discuss their request.

A deferral may be made on the grounds of compassionate or compelling circumstances: conditions which are beyond the control of the trainee which may impact on the trainee's course progress or wellbeing. These may include, but may not be limited to the following:

- cultural leave – including bereavement of close family members
- parental or carer's leave
- serious illness or injury – where a medical certificate states the trainee was unable to attend classes.
- natural disaster requiring emergency travel
- a traumatic experience, such as involvement in or witness a serious crime or accident
- other reasons may be considered

When determining whether compassionate or compelling circumstances exist, the RTO Operations Manager may consider documentary evidence provided to support the claim, and store copies of these documents in a Student's file alongside the completed **Deferral Form**.

A retrospective deferral may be justified if the trainee was unable to contact NITA's Training Manager in specific circumstances. Acceptance of this request is delegated to the RTO Operations Manager by the NITA Chief Executive Manager.

A date for return to studies should be agreed in communication between a trainee and the Training Manager. The Training Manager and trainee will maintain contact throughout the deferred period and once a return date has been agreed, the Training Manager will notify the RTO Administrator of the adjusted training plan requirement, to be documented in the **Vocational Stream & Training Plan Adjustment Request**. The RTO Administrator will action accordingly.

If a trainee is completely uncontactable for an unexpected and extended period of time Voyages usual employment policies and procedures may be followed and could result in disciplinary action up to and including termination of employment.

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If the deferral is required for longer than 6 months, a trainee may make this request, but it will only be considered by the RTO Operations Manager in exceptional circumstances and be subject to approval by the NITA Chief Executive Manager.

GTNT notification requirements - the following GTNT suspension notification rules apply in accordance with leave duration and trainee progression and will be notified to GTNT by the RTO Administrator:

- a GTNT suspension must be initiated for any leave period exceeding one month.
- a GTNT suspension is not required if the leave is less than one month, and the trainee is on track to complete their traineeship within the 12-month period (evidence of good course progression must be demonstrated).
- a GTNT suspension is required for leave between 2 to 4 weeks where a trainee is not progressing well in their training.
- No GTNT suspension is required for any leave shorter than two weeks, regardless of the reason.

If a Trainee deferral is for an extended time this may impact fixed term employment contract arrangements. The RTO Operations Manager will conduct a progression check for all continuing active Trainees 6 weeks before the end of an **Intake** 12-month period, to check if any Trainees require an employment contract extension to support the additional time required to complete their Certificate III. This will then be discussed with the NITA Chief Executive Manager and if extensions are supported this will be communicated to Voyages People and Culture Team.

Trainee-Initiated Transfer to Another Employer

A Training Contract may be transferred, at NITA's discretion, to another registered employer with the agreement of NITA's RTO Operations Manager, the current employer, the new employer and the trainee. It is not possible to transfer a Northern Territory Training Contract to an interstate employer. The RTO Administrator will promptly advise GTNT of any such change.

NITA-Initiated Actions

NITA may **defer** a trainee's commencement when a course is not offered at the scheduled commencement date. The trainee will be offered the opportunity to transfer to an alternative course, where appropriate.

NITA may **extend** a trainee's course duration when a trainee has not fully completed their required course work in the expected timeframe. The Training Manager may offer an extension of an agreed time if required, with intensive supports, documented on the Individual Learning Support Plan and approved by NITA RTO Operations Manager. A further extension may be considered however only in exceptional circumstances and with the approval of NITA's Chief Executive Manager.

NITA may **suspend** a trainee enrolment if a trainee's employment with Voyages is under investigation or is suspended as determined by Voyages' People & Culture Team, in consultation with the NITA Chief Executive Manager.

NITA may **cancel** a trainee enrolment in the following instances:

- if a trainee's employment with Voyages is terminated; or
- if a trainee is not making satisfactory course progress and fails to comply with their study requirements such as the agreed **Training Plan, assessment requirements** and/or the agreed **Individual Support Plan**.

The decision to defer or extend a trainee's enrolment is at the discretion of NITA's RTO Operations Manager. The decision to suspend or cancel a trainee's enrolment is at the discretion of the NITA Chief Executive Manager. In all instances, NITA's RTO Administrator will notify GTNT promptly so that Training Contracts may be adjusted.

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Ceasing to Offer a Qualification – Enrolled Trainees

In instances where NITA ceases to offer a qualification, it will ensure that all impacted and enrolled trainees receive Statements of Attainments for all completed Units of Competency (where deemed as Competent) and be offered to be supported to credit transfer into a replacement course with an alternative training provider. The RTO Administrator will advise GTNT promptly so that the trainee's Training Contract may be adjusted.

Termination as an RTO

In the event NITA cannot complete training and/or assessment, once the trainee has commenced study, it will support its enrolled trainees to enrol with an alternative training provider and negotiate full course subsidisation through Voyages so that the trainee is not disadvantaged in any way. The RTO Administrator will advise GTNT promptly so that the trainee's Training Contract may be adjusted.

Trainee Right to Appeal

In cases where changes to a trainee's enrolment is initiated by NITA, the trainee will be given reasonable notice and have access to NITA's complaints and appeals process (refer to **Complaints and Appeals Policy and Procedure**).

Should a complaint be lodged, the change to a trainee's enrolment will not take effect until the internal appeals process is completed, unless the trainee's health or wellbeing, or the wellbeing of others, is likely to be at risk.

RELATED DOCUMENTS

RELATED DOCUMENTS

Deferral Form
Withdrawal Form
Withdrawal Flow Chart
Vocational Stream & Training Plan Adjustment Request
Individual Learning Support Plan

RELATED POLICIES AND PROCEDURES

Complaints and Appeals Policy and Procedure
Fees and Charges Policy and Procedure

PUBLISHING DETAILS

POLICY AND PROCEDURE:	PP19 Deferral and Withdrawal		
VERSION:	2		
RELEVANCE:	Training Manager NITA Chief Executive Manager RTO Operations Manager		
APPROVED BY:	NITA Chief Executive Manager (CEM)		
APPROVED DATE:	30/06/2025	NEXT REVIEW DATE:	30/06/2026

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REVISION HISTORY:

VERSION	DATE	DESCRIPTION OF REVISIONS	REVISED BY
1	30/06/2022	Created	Director NITA
2	21/08/2023	Reviewed	NITA CEM
2	22/07/2024	Reviewed	NPM and NITA CEM
2	1/11/2024	Reviewed	NPM and NITA CEM
2	24/03/2025	Credit transfers	Voyages C&R Manager and NITA CEM
2	04/04/2025	Employment contract extensions and GTNT notification	NITA CEM
2	30/06/2025	Reviewed as part of the Outcome Standards RTOs 2025	NITA CEM