

## What you need to know – key take outs

ITeC Academy will ensure it has structured approaches to manage and monitor student progress to ensure effective learner experience and course outcomes.

This policy also incorporates instances of course deferral, suspension and/or cancellation.

**Always read this policy in conjunction with the related procedures identified below.**

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| <b>Policy principles</b> | ITeC Academy will ensure that student progress is monitored, and procedures are documented to implement instances of course deferral, suspension and/or cancellation. The policy is to ensure flexibility is applied for students meeting their individual needs  |
| <b>Purpose</b>           | The purpose of this policy is to ensure that enrolled students' progress through assigned learning and assessment activities aligned to their enrolled training product and course schedule. Instances of delayed progress will be identified and support/other measures implemented to meet the individual's needs and circumstances.  |
| <b>Risk statement</b>    | IRT Group and ITeC Academy have a low-risk appetite for failing to meet our legislative obligations.  |
| <b>Scope</b>             | The scope of this policy covers all ITeC Academy students, employees and/or third parties acting on behalf of ITeC Academy.   |
| <b>Related procedure</b> | Full procedures are outlined in the ITeC Academy Procedure Manual Section/s; <ul style="list-style-type: none"> <li>- Student Progress</li> <li>- Deferrals/Withdrawals/Cancellations</li> <li>- Complaints</li> <li>- Appeals</li> </ul>   |
| <b>Related documents</b> | <ul style="list-style-type: none"> <li>• 1.03.843 Fees and Refunds Policy</li> <li>• 2.82 Student Behaviour and Disciplinary Policy</li> <li>• 1.03.853 Student Welfare and Support Policy</li> <li>• 1.03.854 Access and Equity Policy</li> <li>• 1.03.829 Complaints and Appeals Policy</li> <li>• 1.03.813 Record Retention and Reporting Policy</li> <li>• Procedure Manual</li> <li>• Student Handbook</li> <li>• Withdrawal Form</li> </ul> |

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|---|--|
|   | <ul style="list-style-type: none"> <li>• Deferral Application Form</li> <li>• Student Course Acceptance Agreement</li> <li>• Letter of Offer</li> </ul>  |
| <b>Compliance requirements</b>          | <ul style="list-style-type: none"> <li>• National Vocational Education and Training Regulator Act 2011</li> <li>• Standards for RTOs 2025;             <ul style="list-style-type: none"> <li>• Standard 1. Training and Assessment                 <p>1.1 Training is engaging and well-structured and enables VET students to attain skills and knowledge consistent with the training product.</p> </li> <li>• Standard 2 VET Student Support                 <ul style="list-style-type: none"> <li>○ 2.3 VET students have reasonable access to training support services, trainers and assessors and other staff to support their progress through the training product.</li> <li>○ 2.5 The learning environment promotes and supports the diversity of VET students.</li> <li>○ 2.6 The wellbeing needs of the VET student cohort are identified, and strategies are put in place to support these needs.</li> <li>○ 2.7 Effective feedback and complaints management addresses concerns and informs continuous improvement.</li> </ul> </li> </ul> </li> </ul> |
| <b>Diversity Statement</b>              | IRT is committed to respecting, valuing and celebrating diversity in all its forms in our customer, older people and workforce population and catering for diverse needs through respectful, inclusive and equitable practices.  |
| <b>Policy owner</b>                     | General Manager  |
| <b>Publish date</b>                     | April 2026   |
| <b>Content Manager reference number</b> | EDOC2026/0017142   |

## 1 Regulatory Standards and relevant legislation

This policy has been written to align with the Standards for RTOs 2025 and other relevant legislation and regulations. The following table explains the link between this policy and the relevant external requirements.

| Standard / legislation  | What this means  |
|---|--|
| National Vocational Education and Training Regulator Act 2011 | <p>The National Vocational Education and Training Regulator Act 2011 is legislation that establishes the Australian Skills Quality Authority (ASQA) as the national regulator for the vocational education and training (VET) sector.</p> <p>ASQA is tasked with ensuring the quality and consistency of VET services across Australia.</p> <p>ASQA has powers to investigate complaints, conduct audits of providers, impose sanctions for non-compliance, and revoke registrations or accreditations where necessary to protect the integrity and quality of the VET sector.</p>   |
| Standards for RTOs 2025                                       | <ul style="list-style-type: none"> <li>• Standard 1. Training and Assessment               <ul style="list-style-type: none"> <li>1.1 Training is engaging and well-structured and enables VET students to attain skills and knowledge consistent with the training product.</li> </ul> </li> <li>• Standard 2 VET Student Support               <ul style="list-style-type: none"> <li>2.3 VET students have reasonable access to training support services, trainers and assessors and other staff to support their progress through the training product.</li> <li>2.5 The learning environment promotes and supports the diversity of VET students.</li> <li>2.6 The wellbeing needs of the VET student cohort are identified, and strategies are put in place to support these needs.</li> <li>2.7 Effective feedback and complaints management addresses concerns and informs continuous improvement.</li> </ul> </li> </ul> |

## 2 Monitoring progress

### Student responsibilities

- Advise the Trainer/Assessor if they are experiencing difficulties in meeting the course requirements as per the training and assessment plan/program.

### Trainer/Assessor responsibilities

- Progressively monitor and report on students' progression and meet the RTO obligations in accordance with the Standards for Registered Training Organisations and relevant government contracts.
- At the commencement of each unit of competency/cluster of units, the Trainer must ensure that the student is fully informed about all assessment procedures and events.
- Monitor their student's progress and engagement and maintain contact throughout the course duration
- Complete all necessary documentation/record keeping and upload to the RTO Student Management System.

Support may include:

- Negotiate an extension of time to complete training programs if necessary
- Additional student support sessions
- Provision of additional recordings
- Increased duration of work placement
- Extended timeframes to complete assessments

If a student is experiencing considerable difficulties (of a non-LL&N&D nature – see Language, Literacy, Numeracy and Digital Skills Policy) and it is determined that a specialist service would best meet his/her needs, the Trainer can provide support to make contact with such a service. See Student Wellbeing and Support Policy.

## 3 Deferral, Withdrawal and Cancellations

### 3.1 Deferral

Students may defer the commencement or continuation of a course for up to 12 months in the following limited circumstances:

- On the grounds of compassionate or compelling circumstances (at the discretion of ITeC Academy).

- Students may request a deferral of the commencement of their course prior to the course commencing.
- Students need to complete a Deferral Application form and submit it, together with supporting documentation to the RTO Manager.

Once the deferral has been processed, the student will be issued an updated completion date and training plan. If the deferral impacts government training subsidy arrangements, the student may be withdrawn from the course and re-enrolled at a mutually suitable time. The student will be consulted on this point as part of the deferral process. A revised Confirmation Letter and a new Training Plan will be sent out reflecting the new commencement date.

Compassionate or compelling circumstances are generally those beyond the control of the student and which have an impact upon the student’s course progress or well-being. These may include, but are not limited to:

- Serious illness or injury, where a Medical Certificate states that the student was unable to attend classes;
- Bereavement of close family members such as parents or grandparents (where possible a Death Certificate should be provided);
- Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student’s studies; or
- A traumatic experience which may include but is not limited to:
  - Involvement in, or witnessing of, a serious accident; or
  - Witnessing or being the victim of a serious crime that has impacted on the student (these cases should be supported by police or psychologists’ reports); or
- Where the registered provider has been unable to offer a prerequisite unit.

### 3.2 Withdrawal

Students who wish to withdraw from their enrolled course must advise the RTO in writing by email and/or complete a Withdrawal form and submit it, together with supporting documentation to the RTO Administration Team.

The RTO Manager will decide the outcome of the student’s request for withdrawal and apply the Fees and Refunds Policy as appropriate to the conditions of the request.

#### **Withdrawal from a course that is assessed holistically**

Holistic assessment is when multiple units of competency are combined and assessed together at the end of a cluster or course. If a student is to exit a program that is assessed holistically, prior to completing the holistic assessment, a non-accredited Statement of Attendance will be issued for the sessions attended.

### 3.3 Enrolment cancellation

ITeC Academy retains the right to cancel a student's enrolment if it is deemed necessary.

Following review of student progress and participation, the ITeC Academy General Manager (or delegate) has the authority to determine if a student is not meeting the Academy and course requirements (including work placement components).

If there is a significant breach of ITeC Academy/ IRT Policy and Procedures a student may be terminated from their current enrolment with no provision for refund.

The following procedure will apply:

- The first meeting will be convened with the student, Trainer/Assessor and RTO Manager to discuss the situation and finalise a plan of action to resolve the identified issues. This agreed plan will be shared among all parties in writing and be held in the ITeC Academy Student Management System on the student's record.
- Should progress as per agreed to plan not be evident, ITeC Academy RTO Manager (or delegate) will convene a second meeting with the student, Trainer/Assessor. A revised plan will be established if deemed appropriate and the student will be advised that this is a final warning.
- Should progress as per agreed to plan not be evident, the ITeC Academy RTO Manager will convene the third and final meetings with the student and Trainer/Assessor. The student will be formally advised that his/her enrolment will be cancelled.
- Should a refund apply the ITeC Academy Fees & Refunds Policy will apply.

## 4 Informing Students

ITeC Academy will ensure that all students are informed of their rights and responsibilities in relation to the deferment or withdrawal of their enrolment.

## 5 Document Handling and Record Keeping

All documentation relating to the assessment of student deferral, suspension and cancellation applications will be kept in the student's file as detailed in the Record Retention and Reporting Policy and related procedures.

All discussions undertaken with the student during the processing of the application must be recorded in the Student Management System in a timely manner.

## 6 Continuous Improvement

As part of ITeC Academy’s Continuous Improvement Activities including review of student feedback, the experience and results of student support strategies will be reviewed by the RTO Leadership team to determine overall effectiveness of the strategy/s, the requirement for improvement and associated actions.

**In practice example:**

Joe X is a student who is experiencing difficulty submitting assessment tasks on time due to some unplanned personal issues. He advises his ITeC Academy Trainer who helps Joe with a re-negotiated assessment schedule.

## 7 Roles and responsibilities

| Role  | Responsibility   |
|---|--|
| Policy Owner – General Manager ITeC Academy | Ensuring the currency and appropriateness of the policy to meet regulatory and legislative requirements.                       |
| Policy Monitor – Compliance Manager         | Review operational compliance with policy.<br>Prepare draft policy improvements.   |
| Policy Monitor – RTO Manager                | Ensure day-to-day implementation and compliance with policy.   |
| Implementation – All employees              | Implement policy procedure requirements as per ITeC Academy Procedure Manual, Administration Process Manual and RTO workflows. |

## 8 Definitions

In this Policy, words have the following meaning:

| Term         | Definition  |
|--------------|---|
| RTO          | Registered Training Organisation  |
| Deferral     | Deferral generally refers to a student's decision to postpone their enrolment to a later time, typically for personal or academic reasons.                    |
| Withdrawal   | Application to withdraw an enrolment with the RTO by a student.   |
| Cancellation | Cancellation refers to a process whereby the RTO cancels a student's enrolment due to factors that relate to non-compliance with RTO policies and procedures. |
| LLN&D        | Language Literacy Numeracy and Digital  |