

Transition Program Online Deferral Suspension and Withdrawal Policy

1. Purpose

This policy is in place to ensure correct and sufficient information is provided to students and staff regarding the grounds on which a student's enrolment may be deferred, suspended, or withdrawn.

Please note that this Policy has been prepared and will be maintained by OpenLearning as the deliverer of the Transition Program Online. This is not a UNSW College or UNSW policy.

2. Scope

This policy applies to:

- (a) All Transition Program Online students; and,
- (b) All OpenLearning staff involved in the promotion recruitment, admission, academic delivery, management or administration of students.

3. Definitions

Deferral means officially postponing the commencement of a program for a period of time.

Misbehaviour means any behaviour of a Transition Program Online student which is in breach of the Student Code of Conduct or as set out in the Transition Program Online Student Misconduct Policy.

Program has the same meaning as Transition Program Online and may be used interchangeably in this Policy.

Suspension means a period of time during which the student does not participate in their program of study. A suspension can only be initiated by OpenLearning.

Transition Program Online means the program delivered by Open Learning Global Pty Ltd (trading as OpenLearning) proudly delivered under licence from UNSW and UNSW College.

Withdrawal means the termination of a student's enrolment in the Transition Program Online.

4. Policy Statement

It is intended that each student will undertake the Transition Program Online continuously through to completion. However, OpenLearning recognises that unforeseen circumstances may necessitate temporary interruption or termination of a student's study.

In cases where a deferral, suspension or withdrawal is required, OpenLearning will ensure its decisions are made in accordance with the assessment process outlined in paragraph 5.

4.1. OpenLearning's Obligations

When processing requests for deferral, suspension or withdrawal staff must:

- 4.1.1. Ensure that the relevant Form has been completed in full;
- 4.1.2. Determine if the reasons for change, and the evidence submitted, are based on compassionate or compelling grounds as set out in paragraph 5;
- 4.1.3. If a student is under 18 years of age, follow additional process as set out in the Transition Program Online Under 18 Student Policy;
- 4.1.4. Notify the student, in writing, of the outcome of the request for change; and
- 4.1.5. Notify UNSW College of the change in enrolment if the student is past the census.

4.2. Student's Obligations

When submitting a request for a deferral or withdrawal:

- 4.2.1. Student's must complete either the Transition Program Online Deferral Form or the Transition Program Online Withdrawal Request Form;
- 4.2.2. Students must give reasons for their request and provide sufficient documentary evidence to support their application;
- 4.2.3. If a student is under 18 years of age, evidence of a parent or legal guardian supporting the request must be provided, in accordance with the Transition Program Online Under 18 Student Policy; and

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- 4.2.4. If the student is sponsored, evidence of the sponsor supporting the request must be provided.

5. Assessment process

The deferral of enrolment request initiated by a student may only be effected through formal agreement in certain limited compassionate or compelling circumstances, as set out in paragraph 5.1. A deferral request can also be considered under circumstances as set out in paragraph 5.2.

5.1. Compassionate or Compelling Circumstances

- 5.1.1. Compassionate or compelling circumstances are generally circumstances beyond the control of the student and which have an impact upon the student's course progress or wellbeing. They could include, but are not limited to:

- 5.1.1.1. Serious illness or injury of a student, which must be evidenced by a medical certificate from a registered practitioner, stating that the student was unable to attend classes.
- 5.1.1.2. Death or serious illness of a close family member such as a parent. This requires a supporting document such as a death certificate which is written in English; or
- 5.1.1.3. A traumatic experience where a student is victim of, or a witness to, a serious accident or crime, and these experiences have impacted on the student. In this case, a hospital report, police report or registered health practitioner's report should be provided; or
- 5.1.1.4. Where OpenLearning was unable to offer a program stream.

5.2. Failure in a pre-requisite course

A deferral request may be considered due to the student's inability to start a program because of their failure in a pre-requisite course studied via UNSW College, but only where the following conditions are satisfied:

- 5.2.1. The student's attendance is satisfactory as defined in the Transition Program Online Course Progress Monitoring Policy (unless there is compassionate and compelling evidence for unsatisfactory attendance); and

- 5.2.2. The student has completed all coursework and assignments (unless there is compassionate and compelling evidence for not having done so).

Note: As a general guide, the maximum number of times to repeat the Program is two.

5.3. Deferral

5.3.1. Student initiated deferral

If a student wishes to defer commencement of their Transition Program Online to a later Intake they must:

- 5.3.1.1. Make an application for deferral of the program by completing the Transition Program Online Deferral Form, including all supporting evidence and submit the completed form to admissions@openlearning.com;
- 5.3.1.2. Provide written evidence of compassionate or compelling circumstances as set out in 5.2;
- 5.3.1.3. The period of time for which a student will be permitted to defer their studies is a maximum of twelve (12) months. However, the student must still meet the Transition Program Online entry requirements; and
- 5.3.1.4. If there are changes in fees, the student must pay for the difference in fees; and
- 5.3.1.5. If a student wishes to defer their studies to a date that is longer than twelve (12) months, deferral is not permitted and the student must re-apply for admission.

5.3.2. OpenLearning initiated deferral

OpenLearning can temporarily defer a student's enrolment on the ground of Misbehaviour by the student.

5.4. Suspension

OpenLearning can temporarily suspend a student's enrolment on the ground of Misbehaviour of the student, which will include any behaviour of a student which is in breach of the Transition Program Online Student Code of Conduct or as set out in the Transition Program Online Student Misconduct Policy.

In the first instance of suspension initiated by OpenLearning, the period cannot exceed fourteen (14) days.

5.5. Withdrawal

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5.5.1. Student initiated withdrawal

If a student wishes to withdraw from the Transition Program Online the student must:

- 5.5.1.1. Submit a Transition Program Online Withdrawal Request Form in accordance with the Transition Program Online Refunds and Fees Policy which sets out when refunds are payable and how they are calculated;
- 5.5.1.2. Where a student is under 18 years of age, they will need to obtain a parent's or legal guardian's approval for the withdrawal, as set out in the Transition Program Online Under 18 Student Policy;
- 5.5.1.3. Where a sponsored student is requesting a withdrawal, approval from the sponsor is also required.

5.5.2. Provider initiated withdrawal

OpenLearning may withdraw a student's enrolment(s) on the grounds of:

- 5.5.2.1. Unsatisfactory program progress; and/or
- 5.5.2.2. Unsatisfactory attendance; and/or
- 5.5.2.3. Non-payment of course fees; and/or
- 5.5.2.4. Misbehaviour by the student (which will include any behaviour of a student which is in breach of the Transition Program Online Student Code of Conduct or as set out in the Transition Program Online Student Misconduct Policy).

5.6. Appealing any OpenLearning decision in relation to suspension or withdrawal of enrolment

Where deferral, suspension or withdrawal is initiated by OpenLearning, the student will be entitled to access the Transition Program Online complaints and appeals process, in accordance with the Transition Program Online Complaints and Appeals Policy.

If the student accesses the internal complaints and appeals process, suspension or withdrawal of the student's enrolment cannot take effect until OpenLearning's complaints and appeals process is completed, unless extenuating circumstances relating to the welfare of the student apply. The extenuating circumstances include, but are not limited to the following, the student:

- 5.6.1. Is missing;
- 5.6.2. Has medical concerns, severe depression or psychological issues which lead the provider to fear for the student's wellbeing;

- 5.6.3. Has engaged or threatens to engage in behaviour that is reasonably believed to endanger the student or others; or
- 5.6.4. Is at risk of committing a criminal offense.

6. Legal and Policy Framework

This Policy operates within the context of, and subject to, Australian State and Commonwealth legislation.

6.1. Responsibilities

6.1.1. Approver

The Academic Director, Australia is responsible for the approval of this policy.

6.1.2. Responsible officer

The Academic Director, Australia is responsible for the implementation, dissemination and review of this policy.

6.1.3. Contact officer

The Head of Customer Success is responsible for the day-to-day implementation of this policy and is the first point of contact for all enquiries that relate to this policy.

6.1.4. Staff

OpenLearning staff are responsible for assisting in the implementation of and adherence to this policy.

6.2. Review

This policy is due for review five years from its date of implementation.

Version	1.2
Approved by	Dr Shazia K Jan Academic Director, Australia
Approval date	4 th July 2023
Effective date	1 st August 2023
Next review	18 th January 2026
Accountable role	Academic Director, Australia
Related documents	Transition Program Online Deferral Form

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	Transition Program Online Withdrawal Request Form Transition Program Online Under 18 Student Policy Transition Program Online Course Progress Monitoring Policy Transition Program Online Student Code of Conduct Transition Program Online Student Misconduct Policy Transition Program Online Refunds and Fees Policy Transition Program Online Complaints and Appeals Policy
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