

## WITHDRAWAL, SUSPENSION AND CANCELLATION POLICY

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### 1. PURPOSE

- 1.1. This Policy provides guidance to International Child Care College Pty Ltd (**ICCC**) employees students and stakeholders on the conditions under which a student may withdraw, suspend, or cancel from a training program at ICCC in which the student is enrolled.

### 2. SCOPE

- 2.1. In this Policy, “**Company**” or “**ICCC**” refers to International Child Care College Pty Ltd.
- 2.2. This Policy applies to all employees of International Child Care College; collectively referred to as [**employees**].
- 2.3. This Policy applies to all students of International Child Care College; collectively referred to as [**students**].

### 3. DEFINITIONS

- 3.1. **Cancellation of Training Contract:** Refers to a training contract that was never commenced. Cancellation is student-led and occurs after enrolment has been finalized but before the student has participated in any learning and assessment.
- 3.2. **Withdrawal from Training:** Refers to the student-led cessation of a training contract after learning and assessment have occurred.
- 3.3. **Suspension of Training Contract:** An agreed period of time within a training contract during which the student is not required to participate in learning and assessment. The qualification attempt is considered ‘on hold’ until the suspension period expires.
- 3.4. **Abandonment of Training:** A determination by ICCC that a student is no longer participating in the training program following continued non-response to ICCC-led requests and/or contact. This may occur at any stage during the training contract, including prior to commencement (also known as cancellation) or following participation in learning and assessment (also known as withdrawal).
- 3.5. **Continued non-response:** Defined as three consecutive instances of failure to reply to emails, return phone calls, or attend meetings.
- 3.6. **Expired Training Contract:** Refers to the cessation of training at the end date of the training contract.

### 4. CONDITIONS FOR ACTION

- 4.1. Students may cancel their enrolment prior to commencement in writing, verbally or by abandonment.
- 4.2. Students may withdraw their enrolment from a training program at any stage after commencement in writing, verbally or by abandonment.
- 4.3. Students may suspend their enrolment in a training program at any stage after commencement for up to 6 months. A written request must be made.
- 4.4. Students who fail to effectively respond to reasonable communication requests may have their training program cancelled by ICCC under abandonment of training.

### 5. STUDENT RESPONSIBILITIES

- 5.1. It is the student’s responsibility to request any alterations to the agreed training contract.
- 5.2. Where the student is employed as a trainee, the employer and/or Training Services NSW may also request to vary the training contract in writing.

- 5.3. Failure to participate in training and assessment due to self-determined (not approved) suspension requests may result in disciplinary action including cancelation of the training contract due to perceived abandonment of training.
- 5.4. Students remain liable for all fees incurred prior to the withdrawal of their enrolment. Unpaid fees may be referred to a debt collection agency and students will be liable for any costs incurred by the College in recovering outstanding fees, if applicable.

## **6. STAFF RESPONSIBILITIES**

- 6.1. ICCC employees must document receipt of any formal request to alter a training contract and inform relevant parties.
- 6.2. Where a student cancels training prior to commencement, ICCC employees must:
  - Not commence and close off the Training Contract.
- 6.3. Where students are on approved suspension from training, ICCC employees must:
  - Leave the Training Contract open.
  - Not contact the student unless directed to do so.
  - Not apply any disciplinary actions over that time period.
- 6.4. Where students withdraw or are cancelled from training, ICCC employees must:
  - Close off the Training Contract.
  - Issue a Statement of Attainment for any achieved competencies.

## **7. COMPLIANCE**

- 7.1. ICCC seeks and encourages the commitment of all employees regarding this Policy and is dedicated to ensuring that all employees are aware of and understand all elements of this Policy, and any associated policies and procedures.
- 7.2. Employees must comply with the requirements of this Policy. Any breach of this Policy may result in disciplinary action including, but not limited to, termination of employment.

## **8. REVISION HISTORY**

<b>Rev</b>	<b>Date</b>	<b>Revision Description</b>	<b>Name</b>
V1	6/03/2023	Initial Policy	ICCC HR
V2	4/06/2024	Review and updated to include abandonment of training	KC