

RTO

RTO Policy 20: Deferrals

BE HEARD.
BE RECOGNISED.



OWNERSHIP

This policy is the responsibility of CPA Australia’s Registered Training Organisation (**CPA Australia RTO**) working group (**CPA Australia RTO Working Group**).

Scope

CPA Australia Ltd (**CPA Australia**) has established this policy to support the Australian Skills Quality Authority (**ASQA**) *Standards for Registered Training Organisations (RTO) 2015*. The policy has been developed and implemented by the CPA Australia RTO Working Group to support Candidates and CPA Australia RTO Personnel in the handling of deferral of a Candidates assessment due date.

Review and Maintenance

Maintenance and review of the CPA Australia RTO Access to Training Records Policy is the responsibility of the CPA Australia RTO Working Group. The CPA Australia RTO Working Group will maintain ongoing records of the elements and application of this policy. The CPA Australia RTO Working Group will provide ongoing reports to all relevant stakeholders.

Change Record

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POLICY

Introduction

CPA Australia RTO understand that events may occur which are outside of the control of the Candidate and may therefore impact the Candidate's ability to submit an assessment for marking.

This policy provides clear guidance to CPA Australia RTO Personnel and Candidates regarding deferral of an assessment due date for a module(s) of study in which a Candidate is enrolled. The information provided in this policy and subsequent procedure is designed to provide a clear understanding of the grounds on which a deferral of an assessment due date will and will not be granted, how many deferrals a Candidate is entitled to, and the cost for each deferral.

Grounds for Deferral

A Candidate may apply for and be granted deferral of an assessment task on the grounds of serious illness or injury, or other exceptional personal circumstances, which will seriously impair the Candidate's ability to perform the assessment task.

For deferral of assessment to be approved, the Candidate must complete an *Application for Deferral* form available from the CPA Australia website (www.cpaaustralia.com.au/rto), and submit this to the CPA Australia RTO Manager, where feasible before the scheduled date of assessment and **no later** than 3 working days after the scheduled date of assessment.

If an application for deferral of a Candidate's assessment due date has not been received by this time, the Candidate's enrolment will be cancelled, and the Candidate will be liable for the full enrolment amount if they wish to re-enrol in the module/program.

Candidates' written assessments received after the assessment due date but between 3 days cut off period for deferrals (above) and two (2) weeks after their **assessment due date** will be subject to a late assessment fee which must be paid before the assessment is sent for marking. Assessment (and reassessment) submissions received after the two week cut off period will be cancelled and a full registration fee will be payable if the candidate wishes to proceed with the module.

Candidates who miss the deadline for completion of online exams (such as multiple choice questions) up to **three days** after their **assessment due date** can contact CPA Australia RTO to have their access extended. Candidates who are after the three day cut off period for deferrals and two (2) weeks after their **assessment due date** will be subject to a late assessment fee which must be paid before their access is extended.

Please refer to the CPA Australia Fees, Charges and Cancellations policy for further information.

Deferral Timeframes

RG 146 Compliance Solution

Candidates are entitled to a maximum of two deferrals per module. The length of deferral differs based on how the study is undertaken.

Distance Learning Delivery

Please note: The Federal Government has announced plans to increase the education requirements for the provision of financial advice within Australia, effective from 1 January 2019. Accordingly, CPA Australia have implemented a retirement schedule for the RG146 Compliance Solution program. Accordingly, no deferral requests will be accepted and processed after 31st July 2018 and any extensions of assessment due dates will not go beyond the final deadline for submission of the written assignment on 31st October 2018

Certificate IV in Finance and Mortgage Broking

Candidates are entitled to a maximum of two deferrals for study of this qualification. Each deferral is for a maximum of six (6) weeks.

Any extensions to the standard deferral period will be assessed by the CPA Australia RTO Working Group on a case by case basis.

Costs of Deferral(s)

CPA Australia RTO charges a fee for deferral of assessment. The fee structure is reviewed annually to ensure it meets industry best practice. The fee per deferral is the same regardless of how the study is undertaken.

The following table sets out the fees payable for this service.

Service	Fee
First Deferral of Assessment Due Date	\$150
Second Deferral of Assessment Due Date	\$150
Subsequent Deferral of Assessment Due Date*	\$150

** Subsequent deferral(s) of assessment due date are reviewed on a case-by-case basis by the CPA Australia RTO Working Group and are based on evidence supplied by the Candidate as part of their application for deferral.*

Deferral of Assessment When Feedback Received from Assessor

Where a Candidate has submitted their assessment for marking and has received feedback from the assessor which requires additional work from them, the Candidate is expected to return their updated assessment documentation to the assessor for marking within four (4) weeks from the date the feedback from the assessor was returned to the Candidate.

Where it is not possible for the Candidate to meet this requirement, the Candidate can apply for a **one off** extension of an additional four (4) weeks.

There is no cost for deferral of the assessment due date where a Candidate has been provided feedback from the assessor, however standard late fees and cancellation terms will apply. The Candidate must complete and return an *Application for Deferral* form to the CPA Australia RTO Manager detailing the reasons for the deferral.

If a Candidate's revised assessment documentation is not received by the assessor by this date, the Candidate's enrolment will be cancelled, and the Candidate will be liable for the full enrolment amount if they wish to re-enrol in the module/program.

Procedure: Actions and Responsibilities

Action	Responsibility
<p>CPA Australia RTO will ensure the Candidate is supplied with their assessment Due date for their chosen study in via My Online Learning.</p> <p>Candidates will also be able to contact the CPA Australia Membership team to obtain confirmation of this date at any time during the course of their studies.</p>	CPA Australia RTO Personnel
<p>It is the Candidate's responsibility to ensure they complete their assessment requirements by their assessment due date.</p> <p>If the Candidate is not able to meet this requirement, it is the Candidate's responsibility to contact CPA Australia RTO as soon as practicably possible and no later than 3 days after their assessment due date has passed, to advise of this issue.</p> <p>Consideration of a Candidate's application for deferral of an assessment due date received after this time will only be considered on exceptional circumstances such as severe illness, or injury and must be supported by evidence of these circumstances.</p> <p>Late contact by a Candidate due to holiday or workload will expressly not be considered.</p>	Candidate
<p>Candidates applying for a deferral of assessment due date must complete and return an <i>Application for Deferral</i> form, available from the CPA Australia website at www.cpaaustralia.com.au/rto. Supporting evidence should be provided where relevant/possible and must be provided when applying for "subsequent" deferrals (a deferral in addition to the two deferral periods stated above), and when a Candidate is seeking an extension of time to complete additional work required after receiving feedback from the assessor.</p> <p>The applicable deferral fee must be paid before a deferral of a Candidate's assessment due date is granted.</p>	Candidate
<p>CPA Australia RTO Personnel will process all applications for deferral within three (3) working days of receipt (except where this is not possible due to public holidays/office closure) and will advise the Candidate of the outcome.</p> <p>In the case of a successful application for deferral, the Candidate will receive a new assessment due date via email.</p>	CPA Australia RTO Personnel
<p>All successful deferrals will be recorded on the Candidate's record in the Learning Management System (LMS).</p> <p>All communication sent to the Candidate for both successful and non-successful applications for deferral will be saved in the Candidate's folder in FileSite.</p>	CPA Australia RTO Personnel

Associated Documentation

- Candidate Handbook
- CPA Australia RTO Policy Documentation
- CPA Australia RTO Assessments Policy
- CPA Australia RTO Fees, Charges and Cancellations Policy
- Application for Deferral Form