# Deferral or Withdrawal from training

## Deferrals

If for any reason you wish to defer your involvement in training and assessment, please discuss this with your trainer as a first step. Your trainer may refer you to another, appropriate staff member to discuss any support requirements or to the Customer Protection Officer if you have a complaint or grievance. In all instances we will endeavour to implement processes that will support you to continue with your training.

If you do decide to defer you can only do so for a maximum of 12 months, after this time you will not be entitled to continue with your course.

## Withdrawals

If you decide to withdraw from a course, we ask that you discuss the reasons for doing so with your trainer and assessor or staff member. They may refer you to another appropriate staff member to discuss any support requirements or to the Customer Protection Officer if you have a complaint or grievance. If you still decide to withdraw then the following applies:

* You should give formal notice, preferably in writing, of the date and reasons for your withdrawal
* You will be refunded any outstanding fees in line with the Fee and Refund Policy
* You will be issued any Statement of Attainment for units assessed as competent within 21 days of notice of discontinuation
* Your Training Plan will be updated and you will be given a copy
* You will be given the results of any assessments