

DEFERRAL, SUSPENSION AND CANCELLATION POLICY

PURPOSE

This CG Spectrum Institute (CGSI) policy sets out the conditions for and management of the deferment, suspension of study and cancellation of study by a student in accordance with the Higher Education Standards Framework, 2021 (HES) and the National Code of Practice for Providers of Education and Training to Overseas Students, 2018 (National Code).

SCOPE

This policy applies to international and domestic students.

DEFINITIONS

Deferral means to delay the commencement of a course

Cancellation means the cessation of an enrolment in a course

Suspension means to temporarily delay the enrolment once the course has commenced

Compassionate or compelling grounds means circumstances beyond the control of the student and which have an impact on the student's progress or wellbeing.

RESPONSIBILITIES

The **CEO** is responsible for:

- Ensuring that all CGSI staff are familiar with this policy, and are given ongoing training to assist students in deferral, cancellation or suspension applications.
- Assessing all applications with the supporting documentation.

The **Academic Director** is responsible for:

- advising students on issues relating the deferral, cancellation or suspension in a timely manner.
- If necessary direct the student to counselling or learning support prior to commencement of the course, or cessation of enrolment in a course or the temporarily delay in the enrolment to ensure that a duty of care has been addressed.

PRINCIPLES

CGSI is committed to international and domestic students receiving fair, equitable and transparent treatment.

POLICY

1. A student's enrolment can be deferred, suspended or cancelled by CGSI or by the student.
2. Acceptable reasons for deferral, suspension or cancellation include:
 - a. As stated in the National Code 2018, CGSI can defer or temporarily suspend a student's enrolment on the grounds of compassionate or compelling grounds.
 - b. Compassionate or compelling grounds can include but not necessarily be limited to:
 - i. Serious illness or injury, where a medical certificate states that the student is unable to attend classes,
 - ii. Bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
 - iii. Major political upheaval or natural disaster in the home country requiring emergency travel which has impacted the student's study
 - iv. A traumatic experience which could include:
 1. Involvement in, or witnessing a serious accident; or
 2. Witnessing or being the victim of a serious crime which have impacted the student (cases should be supported by policy or medical professionals' reports)
 - v. Inability to begin studying on the course commencement date due to a delay in receiving a student VISA.
 - c. Where the deferral suspension or cancellation of an International student's enrolment, for the reasons outlined above, cannot take effect until the student grievance process is completed or where the health or wellbeing of the International student, or the wellbeing of others, is likely to be at risk.
 - d. CGSI may suspend or cancel enrolment if the student:
 - i. is in breach of enrolment conditions;
 - ii. has been in breach of a CGSI rule;
 - iii. is assessed as providing a threat to the safety or well-being of other students of staff;
 - iv. has been assessed as engaging in academic or other serious misconduct;
 - v. fails to meet the requirements of the course progress policy;
 - vi. fails to pay tuition fees; and /or
 - vii. fails to re-enroll.
3. Course Deferral
 - a. Requests by students for deferral of the commencement of a course must be made by completing the appropriate form and submitted with the required supporting evidence to Admissions prior to the commencement of the course. CEO is informed of this request.

b. Once the deferral request is processed, the student will receive a written response together with an updated Confirmation of Enrolment letter.

c. For International students, CGSI will inform the Secretary of the Department of Education via PRISMS – which is a requirement under the ESOS Act.

4. Suspension of Enrolment

a. Requests by students for suspension of enrolment must be made by completing the appropriate form accompanied by any supporting evidence to the CEO.

b. The following conditions must be met when applying to suspend enrolment:

i. Applications must be received 10 working days prior to the suspension date

ii. If received within less than 10 working days the application will not be processed

iii. In emergency situations the 10 working days may be waived at the discretion of the CEO.

iv. For International students, CGSI will inform the Secretary of the Department of Education via PRISMS – which is a requirement under the ESOS Act.

5. Cancellation of Enrolment

a. Requests by students for the cancellation of enrolment must be made by completing the appropriate form and submitting it together with any additional evidence.

b. The application and evidence will be assessed by the CEO to ensure there are compassionate and compelling grounds for this request.

c. Once the cancellation request has been processed the student will receive a written response of the outcome.

d. If the request is denied then the student may appeal the outcome in accordance with CGSI's policies and procedures.

6. CGSI Initiated Suspension or Cancellation

a. If CGSI initiates a suspension or cancellation of an International student's enrolment, before imposing the suspension or cancellation CGSI must:

i. Inform the student in writing of that intention and the reasons for doing so; and

ii. Advise the International student within 10 working days of their right to appeal through CGSI's appeals processes

7. Advising and Reporting Obligations

a. When a deferral, suspension or cancellation action is taken CGSI must:

i. Advise an International student to seek advice from Immigration on the potential impact on their student visa.

ii. Report any change for an enrolment of an International student under Section 19 of the ESOS Act.

8. Record Keeping

a. All documentation relating to the deferral, suspension or cancellation of studies will be recorded on the student's file. This includes maintaining a record of any decisions made in the Register for Deferral, Suspension or Cancellation.

RELATED

Deferral form
Suspension form
Cancellation form
Deferral, Suspension and Cancellation Register

RELATED LEGISLATION

The National Code 2018
Standard 9 Education Services for Overseas Students Regulations 2001
Education Services for Overseas Students Act 2000

Version Control

Document: Deferral, Suspension and Cancellation Policy		
Approved by: Academic Board		Date: 30 March 2020
Version: V1.1	Replaces Version: V1.0	Next Review: 2023
V1.0	CRICOS minor adjustments 24/06/2021	
V0.2	Developed policy with amendments	