Course Deferment, Suspension and Cancellation Policy and Procedure

1. Policy Overview

The College will not allow a student to defer commencement or suspend studies except on the grounds of illness as evidenced by a medical certificate indicating that the student cannot attend studies, other exceptional compassionate circumstances beyond the student’s control e.g. bereavement.

Students must notify the College in writing stating the exact reason for the course deferral or suspension of studies and accompany the letter with full documentation.

In the case of deferment or suspension due to sickness the student must provide original doctors certificates – from a registered medical practitioner. No other certificates are acceptable.

The college will notify the student in writing as to the decision to cancel the student’s registration stating the reasons why.

Any deferment, suspension or cancellation of studies will be notified to Department of Industry, Innovation, Science, Research and Tertiary Education (DIISRTE) within 20 days via PRISMS. Students will need to be counselled that DIISRTE has the final say as to whether reasons are acceptable.

The college will inform the student of its intention to suspend or cancel the student’s enrolment where the suspension or cancellation is not initiated by the student and notify the student that he or she has 20 working days to access the college complaints and appeals process. If the student accesses the registered provider’s internal complaints and appeals process, the suspension or cancellation of the student’s enrolment under this standard will not take effect until the internal process is completed, unless extenuating circumstances relating to the welfare of the student apply.

Prescribed Information about an accepted student who does not commence on the nominated date must include:

- student’s full name, gender, date of birth, country of birth, nationality
- CRICOS course code
- Agreed starting day and day when the course is expected to be completed.
The College can only defer or temporarily suspend the enrolment of the student on the grounds of misbehaviour by the student (e.g. Disciplinary or plagiaristic reasons)

2. Procedure

All course deferrals and suspensions will result in the implementation of the College Cancellation and Refund Strategy:

- Student completes all registration processes;
- COE is constructed with start and end date;
- If student does not start a course on registered start date the College will report to DIAC via PRISMS;
- If student contacts the College to defer or suspend a course the College will report to DIISRTE via PRISMS;
- If student contacts the College to defer or suspend course due to exceptional circumstances i.e. medical, bereavement the College will report to DIISRTE via PRISMS;
- If the college initiates deferment, suspension or cancellation the student will be contacted in writing;
- The College will inform the student that deferring, suspending or cancelling his or her enrolment may affect his or her student visa; and
- The College will make an electronic and manual entry onto student notes and in the student file.