



Deferral, Suspension and Cancellation Policy and Procedure

Academic Board Approved Document

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Version Control

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Policy contact	Dean
Related Policy Document	Course Progression and Graduation Policy Dictionary of Terms Student Handbook Student Code of Conduct Student Admissions Policy and Procedure Refund Policy Fraud Prevention Policy
Related Legislation	Higher Education Standards Framework (Threshold Standards) 2021 (Cth) Tertiary Education Quality and Standards Agency Act 2017 Australian Qualifications Framework 2013 National Code of Practice for Providers of Education and Training to Overseas Students 2018 Education Services for Overseas Students (ESOS) Act 2019
Higher Education Standards Framework (Threshold Standards) 2021 (Cth)	B1.1 "Higher Education Provider" Category Standard 1.1; ss 2 Standard 1.2; ss 1 – 2 Standard 1.5; ss 7 Standard 7.2; ss 2
Benchmarking Institutes	Australian Institute of Higher Education Macquarie University Western Sydney University International College of Management Sydney (ICMS)

Version History

v1.1 5 October 2019 Policy approved by Academic Board

v1.2 26 April 2022 Minor amendments in response to TEQSA
CRICOS Initial Assessment Report

1. Purpose

The purpose of the Deferral, Suspension and Cancellation Policy and Procedures ('the Policy') is to allow students, under certain conditions, to defer, temporarily suspend or cancel their studies during their enrolment at Churchill Institute of Higher education ("the Institute") by formal agreement. This Policy and Procedure describe the conditions and circumstances under which the Institute or an enrolled student can initiate the deferral, suspension or cancellation of the enrolment of a student.

2. Definitions

For definitions, refer to the *Glossary of Terms*.

3. Scope

3.1 This Policy applies to all students and staff directly or indirectly involved in enrolling international students in the Institute.

3.2 It should be noted that the procedures set out in this Policy do not replace or amend processes or other responsibilities that may occur under other policies or statutes or any other relevant legislation.

4. Policy Statement

4.1 The Institute is dedicated to the well-being of its students and to ensuring that all students receive adequate support and to facilitating the transition to life and study in Australia.

4.2 The Institute is committed to dealing fairly and in a timely manner with students' requests for deferment, suspension and cancellation.

4.3 The Institute encourages all students to closely read this Policy when considering applying for transfer from or to another registered provider.

4.4 There is no cost of issuing letter of release to the students.

4.5 The Institute is committed to documenting evidence of formal notification provided to the student who has had his or her enrolment deferred, suspended or cancelled, including advising of the student that such deferment, suspension or cancellation may affect their student visa;

4.6 In case of any deferment, suspension or cancellation the Institute is committed to report through PRISMS the changes to student's study period and/or implications on their student visa duration/status;

4.7 In case approved extension of course duration, the Institute will advise the student to contact the Department of Home Affairs (DHA) to seek advice of potential impact on their student visa.

5. Deferral of Enrolment

5.1 Students

A student may request a deferral at the beginning of his/her course by finishing a Deferment Application Form. Students must submit a Deferment Request Form and send proof supporting their request to the Student Support Officer, who will:

- 5.1.1 discuss the request for deferment with the Academic Manager;
- 5.1.2 advise the student if deferment is approved/disapproved by the Academic Manager;
- 5.1.3 if deferment approved/disapproved, discuss the potential changes to the student's study plan with the student;
- 5.1.4 inform the student whether his/her application for deferment affects their student visa;
- 5.1.5 inform the student that the length of time should not exceed two (2) terms;
- 5.1.6 update the student file accordingly;
- 5.1.7 send the student a letter outlining the deferment details;
- 5.1.8 send the student a letter explaining the reason, in case of refusal;
- 5.1.9 notify DHA that the enrolment has been deferred via PRISMS.

Once a new commencement is processed, a new CoE will be issued to international students.

5.2 The Institute

- 5.2.1 The Institute may defer the enrolment of student(s) in a course. Students will be notified of the course and/or amendments in the course and will be given the choice of either agreeing to the amendments or receiving a refund, as described in the 'Refund Policy' stated in the student handbook and accessible on the website.

5.3 Refund

The Institute will process refund of tuition fees in accordance with the Institute's Refund Policy that is in line with government legislation if the student defers or withdraws from a course or unit prior to the census date.

- 5.3.1 If the Institute or TEQSA discontinues a course, refunds will be granted to international students in accordance with the provisions of the ESOS Act 2019 and 2019 ESOS Regulations.
- 5.3.2 No refund of tuition fees is payable if a student:
 - i. Withdraws from a course without notifying the Institute;
 - ii. Violates the conditions of their Student Visa;
 - iii. Defers or withdraws from a course or unit after the date of census;
 - iv. Changes their enrolment after the date of census.

6. Suspension of Enrolment

6.1 Students

- 6.1.1 Students may request for a suspension of their participation at the beginning of the course under compelling or compassionate circumstances. Students must submit documents supporting their course suspension claim (e.g. medical certificates).
- 6.1.2 The student must fill out an Application Form for Deferment, Suspension or Cancellation of Studies to lodge his/her request for suspension.
- 6.1.3 Complete an Application Form for Deferment, Suspension or Cancellation of Studies, and submit to the Student Support Officer, who will:
 - i. discuss the application for suspension with the Academic Manager;
 - ii. confirm the outcome of the meeting in writing, and, if granted, provide the student with a copy of the new study plan;
 - iii. discuss the changes to the study plan with the student;
 - iv. inform the student whether his/her application for suspension affects their student visa
 - v. update the student file accordingly;

- vi. send student a letter outlining the details of his/her suspension;
 - vii. in case of refusal, send the student a letter explaining the reason; and notify the Department of Education via PRISMS that the enrolment has been suspended.
- 6.1.4 The maximum accepted duration for suspension is two (2) study terms.
- 6.1.5 Compassionate or compelling circumstances exist, including (but not limited to):
- i. serious illness or injury affecting a student's ability to study;
 - ii. witnessing or being the victim of a serious crime;
 - iii. bereavement of close family members, such as parents or grandparents;
 - iv. major political upheaval or natural disaster in a student's home country;
 - v. traumatic event in Student's personal life.
- 6.1.6 The suspension may be granted at the discretion of the Dean in accordance with this Policy. The Institute must provide written approval to the student's request for suspension before he / she can leave the Institute.

7.2. The Institute

- 7.1.1 The Institute may suspend the enrolment for a course if the course ceases to be provided at any time after it starts but before it is completed.
- 7.1.2 Students will be informed of changes to the course details and will be reimbursed as specified in the Refund Policy outlined in the Student Handbook, Letter of Offer, and available on the Institute website.
- 7.1.3 In case of the Institute's initiation of suspending a student's enrolment due to misconduct, the length of time a student may have their enrolment suspended is at the discretion of the Dean. However, a student's enrolment may not be suspended for more than one (1) term without the circumstances being re-assessed.
- 7.1.4 The student will be notified in writing in advance of the reasons and the timeframe of the suspension. A student may appeal a suspension decision through the Institute internal appeals process. Any appeal will be dealt with as a matter of urgency to minimise any disadvantage to the student. A student's enrolment will be maintained throughout the appeal process.
- 7.1.5 If, as part of this process, a student's enrolment is cancelled, the student will be notified in writing of the reasons for the cancellation and given twenty (20) working days to access the Institute internal complaints and appeals process.
- 7.1.6 Any change in enrolment status will not be reported to the Department of Education until the internal appeals process has been completed unless extenuating circumstances relating to the student apply. Once the deferral, suspension or cancellation is processed the Institute will notify the Department of Education via PRISMS.

8 Cancellation of Enrolment

8.1 Students

- 8.1.1 Any student who wishes to cancel their enrolment with the Institute must apply in writing by completing an Application Form for Deferral, Suspension or Cancellation of Studies. Students must fill the application form for Deferral, Suspension or Cancellation of Studies and submit the completed form to the Academic Manager.
- 8.1.2 Cancelling student enrolment will attract cancellation fees. Where applicable, cancellation may also affect the refund. The students are encouraged to read the Refund Policy carefully to make an informed decision. A copy of the Refund Policy is always included in the student's

Letter of Offer.

- 8.1.3 The Academic Manager will invite the respective student for an interview in which he/she will identify the reason for the cancellation and its effect on release from PRISMS. If the reason is to transfer to another education provider, then the concerned Administration Staff will check whether the students have completed six (6) months of their principal course. In this case, the Institute's Policy on 'Student Transfer', will be followed. As per the procedures in this Policy, students will be required to complete Request for Release Form and submit it, together with a Letter of Offer from another education provider and other supporting documentation.
- 8.1.4 The Academic Manager will then arrange a meeting of the student with the Dean. The student is required to explain the reasons for seeking a cancellation of enrolment.
- 8.1.5 The Dean along with the Academic Manager will ensure by checking with the Finance Department that the student has no outstanding tuition fees. If fees are outstanding, then the students will be notified in writing and at the same time will be advised that their cancellation request may be pending until the outstanding payment is cleared. Enrolment cancellations may involve a refund. This is discussed with the Dean on a case-by-case basis.
- 8.1.6 If the cancellation is approved, the Academic Manager will process the cancellation of enrolment in PRISMS and notify student in writing.

8.2 *The Institute*

- 8.2.1 The Institute may choose to cancel the enrolment of a student under the following circumstances:
 - i. Breach of the Institute's Student Code of Conduct;
 - ii. Non-payment of student fees;
 - iii. A determination that the student has failed to meet satisfactory course progress in accordance with the Institute's Course Progression and Graduation Policy.
- 8.2.2 If the Institute decides to cancel the student's enrolment, then the student will be informed of the decision in writing, via a Notice of Intention to Cancel/Suspend/Defer. The Notice of Intention will detail the reason or reasons for the decision to suspend or cancel the student's enrolment. The Institute will advise the student, that the change in enrolment status may affect their visa, and that they have twenty (20) working days to use the Institute's complaints and appeals process as outlined in this Policy. A copy of all correspondence will be kept in the student file for a period of at least two years after the student ceases to be enrolled at CIHE..
- 8.2.3 If the student decides not to access the complaints and appeals process, then the DHA will be informed via PRISMS that the student's enrolment has been cancelled. If the student does use the complaints and appeals process, the cancellation will not take effect until the process is completed.

9 Appeal

- 9.1 If the student is not satisfied with any decision relating to deferral, suspension and cancellation, the student has the right to appeal the decision in accordance with the Student Grievance Management Policy. In this event, the Institute will maintain the student's enrolment in the course or courses in which he or she is enrolled to study until the appeals process is completed.
- 9.2 An appeal must be lodged in writing to the Academic Manager within 10 working days from the date of the decision was taken.