



# Deferral, Suspension and Cancellation

**POLICY AND PROCEDURES**

Document ID	Deferral, Suspension and Cancellation Policy and Procedures
Related Documents	<ul style="list-style-type: none"> <li>- Student Code of Conduct;</li> <li>- Course Progress and Intervention Policy and Procedures;</li> <li>- International Student Fees and Refund Policy and Procedures;</li> <li>- Privacy and Data Protection Policy and Procedures;</li> <li>- Access and Equity Policy and Procedures;</li> <li>- Disability and Special Needs Policy and Procedures;</li> </ul>
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References and Legislation	<ul style="list-style-type: none"> <li>- Education Services for Overseas Students Act 2000 (Cth);</li> <li>- Education Services for Overseas Students Regulations 2001;</li> <li>- National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018.</li> <li>- Standards for Registered Training Organisations (RTOs) 2015</li> </ul>

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## **DEFERRAL, SUSPENSION AND CANCELLATION POLICY AND PROCEDURES**

### **1 Purpose**

Chambers School of Business ('the School') enables students to defer, temporarily suspend or cancel their studies during their enrolment at the School through formal agreement in certain circumstances.

This policy and procedures outlines the conditions and circumstances under which the School or an enrolled student can initiate the deferment, suspension or cancellation of a student's enrolment, in compliance with:

- a) The relevant standards of National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 ('the National Code 2018');
- b) The relevant standards of the Standards for Registered Training Organisations (RTOs) 2015.

### **2 Scope**

- 2.1 This policy applies to all students as well as all staff involved either directly or indirectly with enrolment of international students at the School.
- 2.2 It should be noted that the procedures set out in this document do not replace or modify procedures or any other responsibilities which may arise under other policies or under statute or any other law.
- 2.3 This document should be read in conjunction with other related policies.

### **3 Policy Statement**

- 3.1 The School is committed to the welfare of its students and to ensure that appropriate support is available to all students and to ease the transition into life and study in Australia.
- 3.2 The School is committed to dealing with student requests for deferment, suspension and cancellation in a fair and timely manner.
- 3.3 The School encourages all students to read this policy and procedures carefully if considering making an application to transfer to or from another registered provider.
- 3.4 There is no cost to a student in having a letter of release granted.

### **4 General Deferment, Suspension and Cancellation Principles**

- 4.1 This policy and its related procedures demonstrate the School's commitment to the following principles:

- a) The School is committed to the welfare of its students and to ensure that appropriate support is available to all students and to ease the transition into life and study in Australia.
- b) The School will accept applications from international students wishing to defer, suspend or cancel their enrolment at the School.
- c) The School will document all procedures and any outcomes related to assessing, approving or not approving deferment of the commencement, suspension and cancellation of study.
- d) The School is committed providing students with information regarding the deferment, suspension and cancellation of studies prior to student enrolment.
- e) The School 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.
- f) The School is committed to reporting any deferment, suspension or cancellation through PRISMS.

## 5 Policy

- 5.1 The School deals with student deferral, suspension or cancellation requests fairly and in a timely manner.
- 5.2 The School assesses and records all deferrals, suspensions or cancellations of study
- 5.3 The School ensures that students are informed of their rights and provided with due care and where relevant opportunities for appeal.
- 5.4 Students must be informed prior to enrolment of the grounds on which their enrolment may be deferred, suspended or cancelled.
- 5.5 Students may apply for deferral or suspension of their studies if they have good reason for doing so (compassionate or compelling circumstances).
- 5.6 The School may choose to approve or decline any student's request for deferral or suspension of studies, in accordance with this policy.
- 5.7 The School may defer or temporarily suspend the enrolment of the student on the grounds of:
  - a) compassionate or compelling circumstances (for example, illness where a medical certificate states that the student is unable to attend classes); or
  - b) misbehaviour by the student.
- 5.8 Compassionate or compelling circumstances are generally those beyond the control of the student which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to:
  - a) Serious illness or injury, where a medical certificate states that the student was unable to attend classes;
  - b) Bereavement of close family members such as parents or grandparents (where possible c) a death certificate to be provided);
  - d) Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; or
  - e) A traumatic experience which could include:
    - I. Involvement in, or witnessing of a serious accident; or
    - II. Witnessing of being the victim of a serious crime and this has impacted on the student (these case should be supported by police or psychologists' reports);

- f) Where the School was unable to offer a pre-requisite unit; or
- g) Inability to begin studying on the course commencement date due to delay in receiving a student visa;
- h) The School may suspend or cancel a student enrolment for misbehaviour / for breaching the Student Code of Conduct (refer to the School Student handbook). This may include (but is not limited to):
  - I. Disrespecting or discriminating other students or staff;
  - II. Intimidating other students or staff;
  - III. Refusing to study in a safe, clean, orderly and cooperative environment;
  - IV. Damaging or misusing other students' or the School's property (including computer files and student work);
  - V. Refusing to have any disputes settled in a fair and rational manner;
  - VI. Engaging in cheating or plagiarism;
  - VII. Committing criminal actions;
  - VIII. Failure to maintain course satisfactory progress;
  - IX. Failure to pay fees when due;
  - X. Other actions deemed inappropriate by the Principal, Academic Manager or Student Support Manager.
- i) The School may decide to accept an application from a student for deferral of commencement or suspension of study on the following grounds:
  - I. On medical grounds (a medical practitioner's certificate indicating the student is unable to attend class is required); or
  - II. In exceptional compassionate circumstances beyond the students control, such as serious illness or death of a close family member (independent evidence of the exceptional circumstances is required);
  - III. In the event of the unavailability, in a particular study period, of key or prerequisite units resulting in a significantly reduced study load. This ground is only available if the deferral allows the student to return to the School with a fuller load in a subsequent study period.
- j) The School will consider documentary evidence provided by students to support their claim of compassionate or compelling circumstances when determining if the claim exists. Copies of these documents will be placed in the student's file.
- k) Applications for student deferral, suspension or cancellation must be submitted at least 14 working days before the requested Deferral/Suspension/Cancellation date.
- l) Deferral, suspension or cancellation of enrolment applications will be accepted only if they are made in writing, on either the Deferral or Suspension Application Form or the Cancellation or Release Letter Application Form, signed by the student and sent to the School's Student Support Manager. These forms are available on the School website.
- m) Cancellation of enrolment may trigger a refund in accordance with the Written Agreement between the School and the student.
- n) Students who cancel their enrolment and believe they are due for a refund must also apply for a refund.
- o) Refund applications must be made in writing to the School's Student Support Manager.
- p) The student Refund Application form, available from the School, may be used as the written application.
- q) Written applications for refunds will also be accepted by mail or by email.
- r) Refunds that are payable will be made as per the School's International Student Fees and Refund Policy and Procedures.

- s) the School's International Student Fees and Refund Policy and Procedures is available on the School website on the following link:

[www.CSB.edu.au](http://www.CSB.edu.au)

- t) A refund application form can be requested through Student Support Services or via the following link:

[www.CSB.edu.au](http://www.CSB.edu.au)

- u) The student's application to defer, suspend or cancel their enrolment will be processed within 14 working days.
- v) The Principal, or delegate is responsible for the implementation of the policy and procedures and to ensure that staff are aware of its application and implement its requirements.

## 6 Procedure

### 6.1 Initiated by the School

- a) In accordance with the National Code, School can defer or temporarily suspend a student's enrolment on the grounds of:
- I. Compassionate or compelling circumstances, or
  - II. Misbehaviour by the student
- b) In addition to a deferment or temporary suspension, the School may cancel a student's enrolment on the grounds of:
- I. Serious misbehaviour by the student;
  - II. Failure to comply with the Offer of Terms as outlined in the Letter of Offer for Course Progress, and any formal warning issued by the School against these processes, and
  - III. The Non-Payment of course Fees in accordance with the Offer of Terms as outlined in the Letter of Offer and Payment Schedule.
- c) In any given situation that leads to a deferment, temporary suspension or cancellation of studies, instigated by the School, formal written notification will be provided to the student. In turn, the student shall have 20 working days to access the School's Student Complaints and Appeals process.
- d) The deferment, temporary suspension or cancellation of studies cannot take effect until the Internal Complaints and Appeals process has been completed, unless extenuating circumstances relating to the welfare of the student apply.
- e) At the completion of the complaints and appeals process, should the deferment, temporary suspension or cancellation of studies be upheld by the complaints and appeals hearing, the School will inform the Secretary of the Department of Education via PRISMS as required under the ESOS Act.

### 6.2 Misbehaviour

- a) To ensure all students receive equal opportunity to gain the maximum benefit from their training, any person(s) displaying the following dysfunctional or disruptive behaviour may be asked to leave the session and/or the course.
- b) Examples of unacceptable behaviour include but are not limited to the following:
  - I. Continuous interruptions of the trainer;
  - II. Smoking in non-smoking areas;
  - III. Being disrespectful to other participants;
  - IV. Harassment by using offensive language;
  - V. Sexual harassment;
  - VI. Acting in an unsafe manner that places themselves and others at risk;
  - VII. Refusing to participate when required, in group activities;
  - VIII. Continued absence or late arrival at required times.

### 6.3 Student Initiated

- a) In accordance with the National Code 2018, student's may through formal agreement with the School, be given permission to defer commencement, temporarily suspend their studies during the course or be granted a leave of absence. This may only occur on the grounds of:
  - I. Compassionate or compelling circumstances; or
  - II. Student VISA delay.

### 6.4 Student Initiated Deferral

- a) Applications for deferral of the commencement of the course must be made by completing a Withdrawal, Deferment or Amendment Form with any additional evidence and submitting it to the School's Student Support Manager prior to the course commencing.
- b) The Withdrawal, Deferment or Amendment Forms can be submitted via Email, Mail or in Person.
- c) Once the School has processed the deferral request, the student will receive a written correspondence of the outcome:
  - I. An updated Confirmation of Enrolment letter and Enrolment Agreement will be provided to reflect the new training plan;
  - II. The School will inform the Secretary of the Department of Education via PRISMS as required under the ESOS Act.
- d) If the request is denied, then the student may appeal the outcome in accordance with the School's Student Complaints and Appeals Policy and Procedures.

### 6.5 Student Initiated Suspension

- a) Applications for Suspension of enrolment must be made by completing a Enrolment Suspension Form with any additional evidence and submitting it to the School's Student Support Manager.
- b) Applications must be received at least 10 working days prior to the requested Suspension date.
- c) Applications received less than 10 working days prior to the requested Suspension date will not be processed, however:



- I. In the event of an emergency situation requiring Suspension, the submission timeline of 10 working days may be waived by the School.
- d) Once the School has processed the Suspension request, the student will receive a written correspondence of the outcome.
- e) The school will inform the Secretary of the Department of Education via PRISMS as required under the ESOS Act.
- f) If the request is denied, then the student may appeal the outcome in accordance with the School's Student Complaints and Appeals Policy and Procedures.

## 6.6 Student Initiated Cancellation

- a) Applications for Cancellation of enrolment must be made by completing a Enrolment Cancellation Form with any additional evidence and submitting it to the School's Student Support Manager.
- b) The Enrolment Cancellation Form can be submitted via Email, Mail or in Person.
- c) Once the School has processed the Cancellation request, the student will receive a written correspondence of the outcome.
- d) If the request is granted, the student will receive a Letter of Release.
- e) Once the Cancellation has been processed, the School will inform the Secretary of the Department of Education via PRISMS as required under the ESOS Act.
- f) If the request is denied, then the student may appeal the outcome in accordance with the School's Student Complaints and Appeals Policy and Procedures.

## 6.7 Guidelines and Implications of Suspension or Cancellation

- a) Should a student's enrolment be temporarily suspended for a period of 28 days or longer, the student must return home, unless special circumstances exist.
- b) Students are to be made aware that:
  - I. Students can only temporarily suspend enrolment for a maximum period of six months;
  - II. Deferral, Suspension or Cancellation of enrolment may affect the student's VISA; and
  - III. If the enrolment is suspended for a period greater than six months, the student's visa may be cancelled by DIBP;
  - IV. The Student is informed to contact the DIBP to discuss the impact on their visa.

## 7 Records

- 7.1 Records will be maintained on student files of all transfer requests and their assessment and outcomes.
- 7.2 Any discussions or correspondence with the student and relevant staff members relating to the deferment, temporary suspension or cancellation of studies will be recorded and placed as minutes in the student's file as well as being noted in the Student Management System.

## 8 Confidentiality

- 8.1** All information relating to students regarding deferral, suspension and cancellation will be treated as confidential and in accordance with the School's Privacy and Data Protection Policy and Procedures.
- 8.2** The School will maintain confidentiality to ensure that:
  - a) Only a record of when and where a debriefing took place will be kept; and
  - b) No information will be released without the agreement of the individual or group involved.

## **9 Appeals**

- 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 Complaints and Appeals Policy and Procedures. In this event, the School 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 Student Support Manager within 20 working days from the date of the decision was taken.
- 9.3** The appeal should include the following details:
  - a) the student's full name (family/surname and first name), student number and contact details,
  - b) the nature of the decision or matter being appealed,
  - c) the basis for the appeal,
  - d) details of the specific outcome sought by the student, and
  - e) copies of all relevant documents.
- 9.4** An appeal may not proceed if:
  - a) no reasonable grounds are stated for the appeal,
  - b) no new or different grounds are stated for the appeal from those already considered by the Principal, or nominee,
  - c) the student has not ensured that they are in a position to receive all notifications from the School. Late or no receipt of official letters will not be accepted as grounds for appeal if changes of address have not been notified and received by the School, or
  - d) the appeal is lodged outside the 20 working day timeline specified above.

## **10 Further Information and Assistance**

- 10.1** Students should seek clarification on any aspects of this Policy and its related Procedures prior to accepting an offer of admission made by the School.
- 10.2** Student assistance is available by contacting School Reception or Student Support.
- 10.3** Students may make an appointment with the Student Support Manager for assistance with their request relating to this Policy and its related Procedures.
- 10.4** Contact details for the School are outlined as follows:

Phone: +61 2 8820 0205

Address: Level 04, 79 George Street,  
Parramatta, NSW 2150

Email: [studentsupport@CSB.edu.au](mailto:studentsupport@CSB.edu.au)

NOTE: For definitions and explanation of the terms used in this policy and procedures, please refer to the document titled '*Glossary of Terms.*'