



## DEFERRAL, SUSPENSION AND CANCELLATION POLICY

### Table of Contents

Purpose.....	1
Definition .....	1
Policy.....	2
1. Deferral of student or leave from studies (student-initiated suspension).....	2
2. Provider-initiated suspension or cancellation .....	2
3. Student initiated cancellation of studies .....	3
4. Visa Status .....	3
5. Complaints and appeals.....	3
6. Records.....	3
7. Publication.....	3
Procedures .....	4
1. Student initiated deferral of enrolment .....	4
2. Leave from studies (student-initiated suspension).....	4
3. Student-initiated cancellation of enrolment (withdrawal) .....	5
4. Provider-initiated suspension or cancellation of enrolment .....	5
Document Control.....	7

### Purpose

The purpose of this policy is to outline the circumstances in which a student can defer, take leave from studies (student-initiated suspension) or cancel their enrolment with Paramount International College (PIC) and where Paramount International College can initiate the suspension or cancellation of the student's enrolment.

This ensures compliance with Standard 9 of the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018.

### Definition

**Cancellation** means withdrawal from the course, it can be either student-initiated or RTO-initiated.

**CoE** means Confirmation of Enrolment

**DE** means Department of Education

**DHA** means Department of Home Affairs

**Deferral** means to postpone commencement of studies.

**ESOS Act** means the Education Services for Overseas Students Act 2000

**Leave from Studies** means a request initiated by the student to temporarily postpone their study after the commencement of their course.

**National Code** means National Code of Practice for Providers of Education and Training to Overseas Students 2018 which can be accessed from [www.legislation.gov.au](http://www.legislation.gov.au)

**PRISMS** means Provider Registration and International Student Management System

**RTO** means Registered Training Organisation, a provider and assessor of nationally recognised vocational education and training.



## DEFERRAL, SUSPENSION AND CANCELLATION POLICY

**SRTO** means the Standards for RTOs 2015 – refer definition of ‘Standards’

**Standards** means the Standards for Registered Training Organisations (RTOs) 2015 of the VET Quality Framework which can be accessed from [www.asqa.gov.au](http://www.asqa.gov.au)

**Suspension** is a temporary postponement of studies. if student-initiated, please refer to *Leave from Studies*.

**Training Product** means AQF qualification, skill set, unit of competency, accredited short course or module.

### Policy

#### 1. Deferral of student or leave from studies (student-initiated suspension)

- 1.1 Requests from students for deferral and leave from studies (student-initiated suspension) will only be granted in compassionate or compelling circumstances which are generally those beyond the control of the student and which have an impact upon the student’s course progress or wellbeing. These could include, but are not limited to:
  - 1.1.1 serious illness or injury, where a medical certificate states that the student was unable to attend classes
  - 1.1.2 bereavement of close family members such as parents or grandparents (Where possible a death certificate should be provided)
  - 1.1.3 major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted the student’s studies
  - 1.1.4 a traumatic experience that has impacted the student which could include involvement in or witnessing of a serious accident or witnessing or being the victim of a serious crime. Such cases supported by police or psychologists’ reports
  - 1.1.5 where Paramount International College is unable to offer a pre-requisite unit
  - 1.1.6 inability to begin studying on the course commencement date due to delay in receiving a student visa
- 1.2 These circumstances are an example of what may be considered compassionate or compelling circumstances, however each case will be assessed on its individual merits.
- 1.3 When determining whether compassionate or compelling circumstances exist, Paramount International College considers documentary evidence provided to support the claim, and stores copies of these documents in the student’s file.
- 1.4 A retrospective deferment or leave from studies (student-initiated suspension) may be justified if the student was unable to contact Paramount International College because of a circumstance such as being involved in a car accident.
- 1.5 Where a student-initiated deferral or leave from studies (suspension) of enrolment is granted, Paramount International College will suspend an enrolment for an agreed period of time - to a maximum of 12 months. If the deferral is required for longer than 12 months, the student’s application will be re-assessed. If the suspension period has expired and the student does not return, the student’s enrolment will be cancelled.

#### 2. Provider-initiated suspension or cancellation

- 2.1 Paramount International College may suspend or cancel a student’s enrolment including, but not limited to, on the basis of:
  - 2.1.1 misbehaviour by the student (including plagiarism, collusion and cheating)
  - 2.1.2 the student’s failure to pay an amount he or she was required to pay the registered provider to undertake or continue the course as stated in the written agreement
  - 2.1.3 a breach of course progress or attendance requirements by the overseas student, which will occur in accordance with Standard 8 (Overseas student visa requirements) and as specified in Paramount International College’s *Course Progress and Attendance Monitoring Policy and Procedure*.
- 2.2 Standards of behaviour required are outlined in the *International Student Handbook*.



## DEFERRAL, SUSPENSION AND CANCELLATION POLICY

---

- 2.3 Where Paramount International College suspends or cancels a student's enrolment, before imposing a suspension or cancellation Paramount International College will inform the student in writing of that intention and the reasons for doing so and advise the overseas student of their right to appeal through the provider's internal complaints and appeals process, in accordance with Standard 10 (Complaints and appeals), within 28 days.
- 2.4 Under no circumstances will the suspension or cancellation of the overseas student's enrolment under Standard 9.3 cannot take effect until the internal appeals process is completed, unless the overseas student's health or wellbeing, or the wellbeing of others, is likely to be at risk.

### 3. Student initiated cancellation of studies

- 3.1 Students may initiate cancellation of their studies at any time during their course.
- 3.2 Students who wish to withdraw within six months of their course to transfer to another provider will be processed as per Paramount International College's *Course Transfer Policy and Procedure*.

### 4. Visa Status

- 4.1 When there is any deferral, suspension or cancellation action taken under this standard, Paramount International College will inform the student of the need to seek advice from DHA on the potential impact on their student visa, as well as the report the change to the overseas student's enrolment under section 19 of the ESOS Act i.e. notification via PRISMS.
- 4.2 Students are referred to the DHA website at <https://www.homeaffairs.gov.au> or the Helpline (131 881) for information and their local DHA office for advice on how the potential change to enrolment status may impact his or her visa.

### 5. Complaints and appeals

- 5.1 Where a student accesses the Complaints and Appeals process, Paramount International College will not notify DE via PRISMS until the internal appeals process is complete unless the student's health or wellbeing, or the wellbeing of others, is likely to be at risk. Where the student chooses to access an external appeals process, DE will still be notified via PRISMS.

### 6. Records

- 6.1 All records relating to deferrals, suspensions and cancellations will be kept on the student's file. This will include all decisions made.

### 7. Publication

- 7.1 This policy is provided to students in the *International Student Handbook*, which is provided to students prior to or upon commencement of a course, and also via PIC's website at [www.PICacademy.edu.au](http://www.PICacademy.edu.au)



## DEFERRAL, SUSPENSION AND CANCELLATION POLICY

### Procedures

#### 1. Student initiated deferral of enrolment

Procedure	Responsibility
<p><b>A. Process application from student</b></p> <ul style="list-style-type: none"> <li>Provide application for deferral (<i>Student Request Form</i>) on request to students.</li> <li>Assist students in completing form as required.</li> </ul>	Administrative/ Senior Student Support Officer
<p><b>B. Assess request for deferral and respond to student</b></p> <ul style="list-style-type: none"> <li>Consider reasons for request for deferral and approve cases that fall within compassionate and compelling circumstances as defined in this policy.</li> <li>Notify DE through PRISMS that the student will be deferring their enrolment.</li> <li>Where the deferral is approved, the student and the end date of the CoE is affected, a new CoE is created through PRISMS and sent to the student along with a new written agreement to reflect the new commencement date.</li> <li>Forward notification of decision within 10 working days of receipt of an application.</li> <li>Where the request for deferral is approved and does not affect the end date of the CoE (i.e. it is a short period of deferment), although a new CoE will not be required, a notice of deferral will be recorded in PRISMS.</li> <li>Where the request for deferral is refused, the student will be informed of the decision including the reason for refusal, as well as their right to appeal the decision within 28 days. The refusal of the request for deferral will be entered into PRISMS and the CoE cancelled. DHA will contact the student regarding the status of their visa.</li> <li>A refund of fees paid will be made as per Paramount International College <i>Fees, Refunds and Charges Policy</i>.</li> </ul>	Head of Administration

#### 2. Leave from studies (student-initiated suspension)

Procedure	Responsibility
<p><b>A. Process student request for leave from studies (suspension)</b></p> <ul style="list-style-type: none"> <li>Provide student with the application for leave from studies (<i>Student Request Form</i>) for request for suspension of studies.</li> <li>Provide assistance to students in completing the application form as required.</li> <li>Students wishing to take leave from studies (student-initiated suspension) must apply in writing to Paramount International College a minimum of ten (10) working days prior to the requested suspension date. Note, however, that suspension may be granted retrospectively where the student was unable to contact the organisation to inform them of the suspension in their studies e.g. they were involved in a car accident.</li> </ul>	Administrative/ Senior Student Support Officer
<p><b>B. Assess request for leave from studies (student-initiated suspension)</b></p> <ul style="list-style-type: none"> <li>Consider reasons for request for leave (student-initiated suspension).</li> <li>Approve cases that fall within compassionate and compelling circumstances as defined in this policy.</li> <li>Notify DE via PRISMS of suspension of enrolment. Where the suspension is approved and does not affect the end date of the CoE (i.e. it is a short period of suspension), although a new CoE will not be required, a notice of suspension will be recorded in PRISMS to be sent to DHA.</li> <li>Where the request for suspension is approved and affects the CoE, create a new CoE through PRISMS and send it to the student, along with a new written agreement for signing to reflect the new CoE.</li> </ul>	Head of Administration



## DEFERRAL, SUSPENSION AND CANCELLATION POLICY

Procedure	Responsibility
<ul style="list-style-type: none"> <li>▪ If it is unclear when the student will return, wait until the student has advised of the intended date of return before creating a new CoE.</li> <li>▪ If the student does not return after a break, it is considered that the student has 'inactively' advised Paramount International College that they will not be continuing their studies. DE is notified via PRISMS and the student's enrolment status is recorded on PRISMS as cancelled.</li> <li>▪ Inform student where the request for leave from studies (student-initiated suspension) is refused, including the reason for refusal and their rights to access the complaints and appeals process according to PIC <i>Complaints and Appeals Policy and Procedure</i>.</li> <li>▪ All decisions on suspension are to be advised to students within 10 working days of receipt of an application.</li> </ul>	

### 3. Student-initiated cancellation of enrolment (withdrawal)

Procedure	Responsibility
<p><b>A. Assess student request for suspension of studies</b></p> <ul style="list-style-type: none"> <li>▪ Provide student with the application for withdrawal (<i>Student Request Form</i>).</li> <li>▪ Provide assistance to students as required to complete the application for withdrawal.</li> <li>▪ Organise meeting with student to discuss the reasons for the withdrawal.</li> </ul>	Head of Administration
<p><b>B. Process application for withdrawal</b></p> <ul style="list-style-type: none"> <li>▪ Complete course variation report in PRISMS. This will result in the status of the CoE changing to cancelled.</li> <li>▪ Include the reason for cancellation of enrolment, the date enrolment was cancelled and any other relevant information.</li> <li>▪ Process applicable refunds in accordance with Paramount International College's <i>Fees and Refunds Policy and Procedure</i>.</li> <li>▪ Ensure that student's financial records are adjusted to take account of the cancellation of enrolment as relevant.</li> <li>▪ Inform all relevant personnel that the student's enrolment has been cancelled.</li> <li>▪ Advise student in writing that their enrolment has been cancelled and that DHA has been informed and they will be advised of their change in visa arrangements.</li> <li>▪ Record cancellation of enrolment on the Student Management System.</li> <li>▪ Include all documentation in the student's file.</li> </ul>	Head of Administration

### 4. Provider-initiated suspension or cancellation of enrolment

Procedure	Responsibility
<p><b>A. Suspend student</b></p> <ul style="list-style-type: none"> <li>▪ Inform student in writing that they are temporarily suspended because of misbehaviour and that that they will need to continue to attend classes except where behaviour is considered to be such that the student needs to complete work outside of the class.</li> <li>▪ Notify DE within 14 days of the suspension via a course variation in PRISMS of the suspension as per the instructions in the PRISMS user guide.</li> <li>▪ Investigate student misbehaviour that led to suspension decision.</li> </ul>	Head of Administration
<p><b>B. Decide on action and implement decision</b></p>	Head of Administration



## DEFERRAL, SUSPENSION AND CANCELLATION POLICY

Procedure	Responsibility
<ul style="list-style-type: none"><li>▪ Arrive at an appropriate decision e.g. issue a warning, charge for any damage caused, request a formal apology or suspend or cancel studies.</li><li>▪ Where the decision is to cancel the student's enrolment, provide the student with a <i>Notice of Intention to Cancel Enrolment Letter</i> informing them of their right to access the <i>Complaints and Appeals Policy and Procedure</i>.</li><li>▪ Where the student accesses the complaints and appeals process and the decision following the internal appeals process is to cancel the student's enrolment, DE should be informed via PRISMS.</li></ul>	



## DEFERRAL, SUSPENSION AND CANCELLATION POLICY

### Document Control

<b>Document Name:</b>	PIC Deferral, Suspension and Cancellation Policy v3.0
<b>Version ID:</b>	V3.0
<b>Quality Area:</b>	ESOS requirements
<b>Authored by:</b>	External Compliance Consultant and Compliance Officer
<b>Reviewed and approved by:</b>	Chief Executive Officer (CEO)
<b>Date of Approval:</b>	01.01.2024

Version	Description of Change	Modified Date
2.0	Full Version Deferral, Suspension and Cancellation Policy and Procedure <i>Version ID: SC9-I: Course Progress Policy &amp; Procedures</i>	15.04.2015
2020.1	Version ID: <i>PIC-DS&amp;C-V1.0</i> Revised version V1.0 Version naming convention changed to keep consistency across all policies and procedures as well as other PIC documents. Reviewed and updated against the current SRTOs and National Code Standards. Reviewed and updated according to the current administrative and legal frameworks in practice. Reviewed and updated in alignment with the current marketing and advertising documents and materials used.	28.09.2020
3.0	Version ID: <i>PIC-DS&amp;C-V1.0</i> Version naming convention changed to keep consistency across all policies and procedures as well as other PIC documents while reviewing all documents in the context of regulatory performance assessment report. Reviewed and updated government department names and internet reference links for legislation tools. Reviewed the policy and procedures to align with the practice and updated responsibilities according to the current organisation structure.	01.01.2024