

Deferment, Suspension and Cancellation Policy and Procedure

1. Introduction

This document outlines CCEB's policy and procedure for deferring, suspending, or cancelling a student's enrolment in a course or courses. This can be student initiated or initiated by CCEB.

2. Policy

- 2.1 Enrolments at CCEB can be deferred, suspended or cancelled. This can be student initiated or initiated by CCEB.
- 2.2 Students request to defer, suspend or cancel a course or courses must be made in writing using the Student Variation Form.
- 2.3 If a student under the age of 18 requests defer, suspend or cancel a course or courses, the student's parent(s) or legal guardian must provide written evidence that they support the change. They can countersign the Student Variation Form to provide this written evidence.
- 2.4 A copy of any supporting documents must be submitted with the Student Variation Form.
- 2.5 Students requesting to defer a course must submit their completed Student Variation Form to CCEB at least 4 weeks before the course is due to commence.
- 2.6 Students requesting to suspend a course must submit their completed Student Variation Form to CCEB at least 4 weeks before the date they wish to suspend their studies.
- 2.7 CCEB will report through PRISMS any overseas student that defers, suspends or cancels a course(s). This will notify the Department of Education and Training and the Department of Home Affairs
- 2.8 Where an overseas student's course(s) is deferred or suspended, CCEB will ensure that a valid CoE is issued in PRISMS with a start date that reflects the student's intended date of return to studies.
- 2.9 Where an overseas student's course(s) is cancelled, CCEB will cancel the CoE(s) in PRISMS.
- 2.10 The cancellation of a CoE for a younger overseas student does not cancel a Confirmation of Appropriate Accommodation and Welfare (CAAW) and CCEB is still responsible for welfare arrangements until any of the following apply:
 - the overseas student has alternative welfare arrangements approved by another registered provider;
 - the overseas student has a nominated guardian approved by the Department of Home Affairs;
 - the overseas student leaves Australia;
 - CCEB notifies the Department of Home Affairs through PRISMS that it is no longer able to approve the overseas student's welfare arrangements;
 - CCEB has taken the required action under Standard 5.5 after not being able to contact the overseas student.
- 2.11 CCEB can defer or suspend the enrolment of a student if it believes there are compassionate or compelling reasons.
- 2.12 CCEB may grant a student request to defer, suspend or cancel for the following reasons:
 - A completed Student Variation Form, including intended date of return to studies and supporting documents, has been received; and
 - the student does not have any fees owing to CCEB; and
 - CCEB agrees that a student would be better suited to a different course; or
 - CCEB agrees that a student would benefit from undertaking an General English course before starting or continuing a higher level English course or vocational course; or
 - there is evidence of compassionate or compelling circumstances; or

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- an appeal on another matter results in a decision or recommendation to defer, suspend or cancel the student.
- 2.13 CCEB may refuse a student request to defer, suspend or cancel for the following reasons:
- A completed Student Variation Form, including intended date of return to studies, has not been received.
 - The student has not submitted the request within the timeframe specified in this policy.
 - Where a request from a student under 18 is not countersigned by the student's parent(s) or legal guardian or does not attach written evidence that the student's parent(s) or legal guardian support the change.
 - Supporting documents such as medical certificates are not provided.
 - ANY changes may jeopardise the student's progression through a package of courses.
 - The student has fees owing to CCEB.
 - The change is perceived as detrimental to the student.
- 2.14 On receiving the written request to defer, suspend or cancel, the Principal Administrator will assess and respond in writing within 10 working days.
- 2.15 CCEB will assess the reasons for the request submitted by the student and any supporting evidence they have provided against our deferment, suspension and cancellation policies.
- 2.16 CCEB will maintain records of all requests to defer, suspend or cancel an enrolment, the assessment of that request, and the decision regarding the request. This will be stored on the student's file for 2 years after the student ceases to be an accepted student.
- 2.17 If a student does not commence their studies as per the written agreement and does not arrange for an alternate start date within 2 weeks of the agreed start date, they will be cancelled by CCEB. This is classed as a student-initiated cancellation. Students will need to reapply and pay the applicable fees if they wish to start after the cancellation is processed. For overseas students, a course variation will be processed by CCEB in PRISMS as 'non-commencement of studies' and the CoE and any subsequent CoEs will be cancelled.
- 2.18 If a student does not return to their studies after a scheduled break and does not arrange for an alternate return within 2 weeks of the course scheduled restart date (i.e., the term start date), they will be cancelled by CCEB. This is classed as a student-initiated cancellation. Students will need to reapply and pay the applicable fees if they wish to start after the cancellation is processed. For overseas students, a course variation will be processed by CCEB in PRISMS as 'student notifies cessation of studies' and the CoE will be cancelled. Subsequent CoEs may also be cancelled.
- 2.19 CCEB can exclude a student from a class for late arrival or misbehaviour. This is not deemed as a suspension.
- 2.20 CCEB can suspend or cancel a student's enrolment on the basis of, but not limited to:
- misbehaviour of the student; or
 - the student's failure to pay the required amount as stated in the written agreement; or
 - the student's failure to start or continue the course as stated in the written agreement; or
 - a breach of course progress or attendance requirements by the student; or
 - circumstances or behaviour that leads CCEB to believe it is not in the best interest of the student's health, wellbeing or wellbeing of others to continue studying.

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- 2.21 Where CCEB initiate a deferral, suspension or cancellation for an overseas student, CCEB will issue a notice of intention to report and allow the student 20 working days to access CCEB's internal complaints and appeals process.
- 2.22 Where CCEB initiate a deferral, suspension or cancellation the process will not be finalised until the overseas student has had the opportunity to access CCEB's internal complaint and appeals process. For course progress and/ or attendance breaches, both internal and external complaints and appeals processes need to be completed.
- 2.23 CCEB does not have to give a student the opportunity to appeal where the student's health, wellbeing or wellbeing of others is likely to be at risk. This may include, but not limited to:
- a younger overseas student refusing to maintain approved care arrangements; or
 - the student is missing; or
 - the student has medical concerns, severe depression or psychological issues which lead the CCEB to fear for the student's wellbeing; or
 - the student has engaged in, or threatened to engage in, behaviour that is reasonably believed to endanger the student or others; or
 - the student is at risk of committing a criminal offence.
- 2.24 CCEB will advise students that any changes to their course(s) may have ramifications on their admission to subsequent courses.
- 2.25 CCEB will inform overseas students that any deferment, suspension or cancellation may have visa implications and it is advisable the student contact the Department of Home Affairs to seek advise regarding their student visa.
- 2.26 CCEB Cancellation and Refund Policy should be used in conjunction with this policy.
- 2.27 All relevant staff will be informed and updated on changes to policies and procedures as and when the policy is updated.

3. Procedures

- 3.1 Student initiated deferrals, suspensions or cancellations of their enrolment
- 3.1.1 Any student wishing to request defer, suspend or cancel a course or courses must complete and submit the Student Variation Form to CCEB with any supporting documents attached. Deferral and suspension requests must be made at least 4 weeks before the deferral/ suspension date. For example, a student wishing to suspend a VET term would need to submit their form at least 4 weeks before the term they wish to suspend starts.
- 3.1.2 If a student under the age of 18 request to defer, suspend or cancel, the student's parent(s) or legal guardian must countersign the request.
- 3.1.3 The student will be informed that any changes to their course(s) may have ramifications on their admission to subsequent courses, and for overseas students, changes may have visa implications and it is advisable the student contact the Department of Home Affairs to seek advise regarding their student visa.
- 3.1.4 The Principal Administrator will assess the request to defer, suspend or cancel.
- 3.1.5 Where the request is granted:
- 3.1.5.1 CCEB will inform the student (and agent if required) by email.

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3.1.5.2 For overseas students, CCEB will record the deferment, suspension or cancellation in PRISMS and issue a new CoE(s) as required. New CoEs will be emailed to the student (and agent if required).

3.1.5.3 CCEB will record notes relating this in the student management system.

3.1.5.4 CCEB will make relevant changes in the student management system to the courses affected.

3.1.6 Where a request is refused:

3.1.6.1 CCEB will inform the student (and agent if required) by email including the reasons for refusal.

3.1.6.2 CCEB will record notes relating this in the student management system.

3.1.7 Where a student does not commence or fails to return:

3.1.7.1 CCEB will send an email to the student (and agent if required) advising them they are at risk of being cancelled.

3.1.7.2 If the student still does not commence/ recommence studies or arrange for an alternate start/ restart date within the required timeframe, CCEB will inform the student (and agent if required) of the cancellation by email.

3.1.7.3 For overseas students, CCEB will record the cancellation in PRISMS resulting in the cancellation of the CoE(s).

3.1.7.4 CCEB will record notes relating this in the student management system.

3.1.7.5 CCEB will make relevant changes in the student management system to the courses affected.

3.2 Provider initiated deferrals, suspension or cancellations of enrolment

3.2.1 CCEB will issue a notice of intention to report giving the student the right to appeal the decision within 20 working days in accordance CCEB's Student Complaints and Appeals Policy and Procedure.

3.2.2 CCEB will only finalise the deferral, suspension or cancellation once an appeal against the intention to report is finalised and found in favour of CCEB or the student chooses not to appeal within 20 working days of being notified.

3.2.3 For overseas students, CCEB will record the deferment, suspension or cancellation in PRISMS and issue a new CoE(s) as required. New CoEs will be emailed to the student (and agent if required).

3.2.4 CCEB will record notes relating this in the student management system.

3.2.5 CCEB will make relevant changes in the student management system to the courses affected.

4. Definitions

- a) Cancellation – Termination of studies.
- b) Deferment – Postponing a course(s) where the course(s) has not yet started.
- c) Suspension – Temporarily putting a course that has started on hold.
- d) Student – All students enrolled at CCEB.
- e) Overseas Student – Any student who holds a student visa as defined by the ESOS Act.

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- f) Younger student – Any student under the age of 18 years old.
- g) ESOS – Education Services for Overseas Students Act 2000. This act sets out the legal framework governing delivery of education to international students in Australia on a student visa.
- h) CoE – Certificate of Enrolment.
- i) PRISMS – Provider Registration and International Student Management System.
- j) Compassionate or compelling circumstances – Generally circumstances beyond the control of the student and which have an impact upon the student’s course progress or wellbeing. These include, but are not limited to:
 - serious illness or injury, where a medical certificate states that the overseas student was unable to attend classes;
 - bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided);
 - major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the overseas student’s studies;
 - a traumatic experience, which could include involvement in, or witnessing of a serious accident; or witnessing or being the victim of a serious crime, and this has impacted on the overseas student (these cases should be supported by police or psychologists’ reports); or
 - where CCEB is unable to offer a pre-requisite unit, or the student has failed a prerequisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol.

5. Relevant Legislation

Commonwealth	National Code of Practice for Providers of Education and Training to Overseas Students 2018 (Standard 9) National Code of Practice for Providers of Education and Training to Overseas Students 2018 (Standard 5) Education Services for Overseas Students Act 2000
Queensland	-

6. Related Documents

Letters/ forms	Course Variation Form Student Course Change Request Form Student Complaints/ Appeals Form
Policies/ procedures	Cancellation and Refund Policy Younger Students Policy and Procedure Student Transfer Policy and Procedure Student Code of Conduct Student Complaints and Appeals Policy and Procedure VET Course Progress Policy and Procedure
Other documents	Pre-departure Booklet – Student Handbook

Document History

Version	Version release date	Author	Description of change	Date for next review
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