

## Deferral, Suspension and Cancellation

### Policy

Student enrolment can be deferred, suspended or cancelled in limited circumstances by Carrick Higher Education or by the student. When deferral, suspension or cancellation of enrolment is initiated by Carrick Higher Education, students have the right to appeal the decision.

### Definitions

**Deferral** – postponement of commencement of course.

**Suspension** - temporary postponement of enrolment during course.

**Cancellation** – cessation of enrolment in course.

### 1.0 Guidelines for Local Students

#### 1.1 Carrick Higher Education Initiated Deferral, Suspension or Cancellation

1.1.1 Carrick Higher Education may **defer commencement** of a course when a course is not offered.

1.1.2 Carrick Higher Education may **temporarily suspend or cancel enrolment** in the following circumstances.

- Student misbehavior as outlined in CHESMP 2 Student Code of Conduct.
- Non-payment of outstanding fees.

1.1.3 In cases where suspension or cancellation of the student's enrolment is initiated by Carrick Higher Education, students will be notified and advised to access the Carrick Higher Education's internal complaints and appeals process if they are dissatisfied. (see CHESMP 40 Grievance Handling and Resolution Procedure).

#### 1.2 Student Initiated Deferral, Suspension or Cancellation

1.2.1 Students may request a **deferral of the commencement** of their course by completing AF 24 Deferral/Change of Preference Form and submitting it to an Admissions Officer prior to the course commencing.

1.2.1.1 Once the deferral is processed the student will receive a Confirmation of Enrolment letter and have a new enrolment agreement written to reflect the new commencement.

- 1.2.2 Students who wish to **temporarily suspend** enrolment in their course must obtain written approval from the Student Services Manager.
- 1.2.2.1 Students need to complete AF 23 Course Suspension Form and submit it, together with all supporting documentation, to the Student Services Department.
  - 1.2.2.2 To obtain approval, students must submit the form a minimum of 10 working days before the requested suspension date.
  - 1.2.2.3 In case of an emergency situation that compels the student to suspend their course, the minimum submission deadline of 10 working days may be waived. Please see SMP 31 Compassionate & Compelling Circumstances for further guidelines on what constitutes an emergency situation.
  - 1.2.2.4 A student can suspend enrolment for a maximum period of one semester.
    - 1.2.2.4.1 In the case of exceptional circumstances (supported by documented evidence), longer suspensions may be granted at the discretion of Carrick management.
  - 1.2.2.5 Once the suspension is processed the student will receive a written letter from the Student Services Manager granting suspension or cancellation.
- 1.2.3 Students who wish to **cancel** enrolment in their course must obtain written approval from Carrick and attend a cancellation appointment.
- 1.2.3.1 Students must complete CHEAF 12 Course Cancellation Form and submit it, together with all supporting documentation, to the Student Services Department.
  - 1.2.3.2 The Student Services Manager will decide the outcome of the student's request for cancellation.
  - 1.2.3.3 If the student requests a refund, the Student Services Manager will submit their request to the Campus Director for approval of the refund.
    - 1.2.3.3.1 The student must complete CHESMF 20 Refund Application Form and submit it with their AF CHEAF12 Course Cancellation Form.
  - 1.2.3.4 If the student does not accept the outcome of their request for cancellation, the Student Services Manager will escalate the student's application to the Campus Director.
  - 1.2.3.5 Once the cancellation is processed, the student will receive a Release Letter from the Student Services Department.

## 2.0 Guidelines for International Students

### 2.1 Carrick Higher Education Initiated Deferral, Suspension or Cancellation

2.1.1 Carrick Higher Education may **suspend** a student enrolment in the following instances.

- Student misbehavior as outlined in CHESMP 2 Student Code of Conduct.
- Intervention strategy for unsatisfactory course progress.
- Compassionate and compelling circumstances

2.1.2 Carrick Higher Education may **cancel** a student enrolment in the following instances.

- Student demonstrates serious misconduct as outlined in CHESMP 2 Student Code of Conduct.
- Erratic course progress, for example, consistent unsatisfactory course progress in non-consecutive semesters or continuous absence from scheduled course hours.
- Non payment of outstanding fees.

2.1.3 In cases where suspension or cancellation of the student's enrolment is initiated by Carrick Higher Education, students will be notified and given 20 working days to access Carrick Higher Education's internal complaints and appeals process (see CHESMP 40 Grievance Handling and Resolution Procedure).

2.1.3.1 The change in enrolment status will not be reported to DEEWR until the internal appeals process is completed unless extenuating circumstances relating to the welfare of the student apply.

2.1.4 Once the deferral, suspension or cancellation is processed, Carrick Higher Education will notify DEEWR via PRISMS.

### 2.2 Student Initiated Deferral, Suspension or Cancellation

2.2.1 International students may **defer commencement** of a course or **suspend their enrolment** during their course in the following limited circumstances.

- On the grounds of compassionate or compelling circumstances (at the discretion of Carrick Higher Education). See SMP 31 Compassionate & Compelling Circumstances.
- Student visa delay.

2.2.2 Students may request a **deferral of the commencement** of their course by completing a AF 24 Deferral/Change of Preference Form and submitting it to an Admissions Officer prior to the course commencing

2.2.2.1 Once the deferral is processed the student will receive a Confirmation of Enrolment letter and have a new enrolment agreement written to reflect the new commencement.

- 2.2.3 Students who wish to **suspend** their enrolment must obtain written approval from the Student Services Manager.
- 2.2.3.1 Students need to complete AF 23 Course Suspension Form and submit it, together with all supporting documentation, to the Student Services Department.
  - 2.2.3.2 To obtain approval, students must submit the form a minimum of 10 working days before the requested suspension date.
  - 2.2.3.3 In case of an emergency situation that compels the student to suspend their course, the minimum submission deadline of 10 working days may be waived. Please see SMP 31 Compassionate & Compelling Circumstances for further guidelines on what constitutes an emergency situation.
  - 2.2.3.4 Once the suspension is approved the student will receive a letter from the Student Services Manager granting the suspension.
- 2.2.4 Students who wish to **cancel** enrolment in their course must obtain approval from Carrick Higher Education and attend a cancellation appointment.
- 2.2.4.1 Students must complete CHEAF 12 Course Cancellation Form or where applicable CHEAF 21 Provider Transfer Request Form and submit it, together with all supporting documentation, to the Student Services Department.
  - 2.2.4.2 The Student Services Manager will decide the outcome of the student's request for cancellation.
  - 2.2.4.3 If the student requests a refund, the Student Services Manager will submit their request to the Campus Director for approval of the refund.
    - 2.2.4.3.1 The student must complete CHESMF 20 Refund Application Form and submit it with their CHEAF 12 Course Cancellation Form.
  - 2.2.4.4 If the student does not accept the outcome of their request for cancellation, the Student Services Manager will escalate the student's application to the Campus Director.
  - 2.2.4.5 Once the cancellation is processed the student will receive a Release Letter from the Student Services Department.
- 2.2.5 Once the deferral, suspension or cancellation is processed, the nominated compliance staff member will notify DEEWR via PRISMS.

### **3.0 Additional Guidelines for International Students**

- 3.1 If an international student's enrolment is temporarily suspended for a period of 28 days or longer, the student must return home (unless special circumstances exist).
  - 3.1.1 The student will be required to prove that they are returning home, such as providing their airline ticket.
  - 3.1.2 The Student Services Department will take a copy of the airline ticket for the student's file.
- 3.2 International students can temporarily suspend enrolment for a maximum period of six months.
  - 3.2.1 In the case of exceptional circumstances (supported by documented evidence), longer suspensions may be granted at the discretion of Carrick management.
- 3.3 Deferral, suspension or cancellation of enrolment may affect the student's visa.
  - 3.3.1 If an international student's enrolment is suspended for more than six months, the student's visa may be cancelled by DIAC.

### **4.0 Document Handling and Notations**

- 4.1 All documentation relating to the assessment of student deferral, suspension and cancellation applications will be kept in the student's file.
- 4.2 All discussions undertaken with the student during the processing of the application must be recorded on Wise.Net as they occur.

#### **Related Policies**

CHESMP 2 Student Code of Conduct  
CHESMP 3 Student Fees and Charges  
CHESMP 15 International Student Satisfactory Academic Performance Monitoring  
CHESMP 40 Grievance Handling and Resolution Procedure  
EL 17 English Language Course Progress Policy  
SMP 31 Compassionate and Compelling Circumstances  
SMP 32 Extension of Course Duration

#### **Related Forms**

CHEAF 12 Course Cancellation Form  
AF 23 Course Suspension Form  
AF 24 Deferral /Change of Preference Form

#### **Policy Locations**

P: Drive  
Course Brochure  
Website