

## Deferral, Suspension and Cancellation

### Policy

Student enrolment can be deferred, suspended or cancelled in limited circumstances by Carrick Institute of Education or by the student. When deferral, suspension or cancellation of enrolment is initiated by the Institute, 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 Institute of Education Initiated Deferral, Suspension or Cancellation

- 1.1.1. Carrick Institute of Education may **defer commencement** of a course when a course is not offered.
- 1.1.2. Carrick Institute of Education may **temporarily suspend enrolment** in the following circumstances.
  - Student misbehavior as outlined in SMP 2 Student Code of Conduct.
  - Compassionate and compelling circumstances
  - Non-payment of outstanding fees.
- 1.1.3. Carrick Institute of Education may **cancel** a student enrolment in the following instances.
  - Student demonstrates serious misconduct as outlined in SMP 2 Code of Conduct.
  - Non-commencement of studies or continuous absence from scheduled course hours.
  - Non payment of outstanding fees or failure to provide appropriate documentation by commencement of course
- 1.1.4. In cases where suspension or cancellation of the student's enrolment is initiated by the institute, students will be notified and advised to

access the institute's internal complaints and appeals process if they are dissatisfied. (see SMP 9 Complaints and Appeals 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 an 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 an 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 and 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 six months or two terms.
 

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.
  - 1.2.2.6. The students Fee payment plan remains unchanged and fee payments are still due on the dates specified in the student's Enrolment Agreement.
- 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 an AF 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.
 

The student must complete SMF 20 Refund Application Form and submit it with their AF 12 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 Institute of Education Initiated Deferral, Suspension or Cancellation

- 2.1.1. Carrick Institute of Education may **suspend** a student enrolment in the following instances.
  - Student misbehavior as outlined in SMP 2 Code of Conduct.
  - Compassionate and compelling circumstances
- 2.1.2. Carrick Institute of Education may **cancel** a student enrolment in the following instances.
  - Student demonstrates serious misconduct as outlined in SMP 2 Code of Conduct.
  - Intervention strategy for unsatisfactory course progress.
  - Erratic course progress, for example, consistent unsatisfactory course progress in non-consecutive terms or continuous absence from scheduled course hours.
  - Non payment of outstanding fees.
- 2.1.4. In cases where suspension or cancellation of the student's enrolment is initiated by the institute, students will be notified and given 20 working days to access the institute's internal complaints and appeals process (see SMP 9 Complaints and Appeals 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, the institute 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 the Institute). 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 an 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 an 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. Where a student has had a break in their studies due to a deferment or suspension, the break is not counted for the purposes of determining if

- the student has completed six months of their principal course.
- 2.2.5. Students who wish to **cancel** enrolment in their course must obtain approval from Carrick and attend a cancellation appointment.
- 2.2.5.1. Students must complete an AF 12 Course Cancellation Form or where applicable AF 21 Provider Transfer Request Form and submit it, together with all supporting documentation, to the Student Services Department.
- 2.2.5.2. The Student Services Manager will decide the outcome of the student's request for cancellation.
- 2.2.5.3. If the student requests a refund, the Student Services Manager will submit their request to the Campus Director for approval of the refund.
- The student must complete SMF 20 Refund Application Form and submit it with their AF 12 Course Cancellation Form.
- 2.2.5.4. 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.
- 2.2.5.5. Once the cancellation is processed, the student will receive a Release Letter from the Student Services Department.
- 2.2.6. Once the deferral, suspension or cancellation is processed, the nominated Quality Assurance 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 or two terms.
- 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 affected and the student is advised to contact DIAC for further information.

#### **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**

- SMP 2 Code of Conduct
- SMP 3 Student Fees and Charges
- SMP 9 Complaints & Appeals Procedure
- SMP 15 Vocational Course Progress
- SMP 31 Compassionate & Compelling Circumstances Policy
- SMP 32 Extension of Course Duration
- EL 17 English Language Course Progress

#### **Related Forms**

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

#### **Policy Locations**

- P: Drive
- Website
- MyCarrick