

Policy Name	Assessing, Approving and Recording a Deferment, Suspension or Cancellation of Study		
What is the purpose of this policy?	To outline Creative Education Holdings' (CEH) process when a student requests to defer their course, or a student is suspended or has their enrolment cancelled. This document provides a procedure for assessing, approving and recording such deferrals, suspensions or cancellations of study.		
Version	#6	Next review:	February 2020
What law applies?	The National Code (ESOS) 2018: Standard 9. Education Services for Overseas Students (ESOS) Act 2012: Section 19.		
Who is affected by this policy?	Who has rights?	Who has responsibilities?	
	Students	Director	

Definitions

Student Initiated Cancellation – occurs when a student ceases or cancels their enrolment in a course.

CEH Initiated Cancellation – occurs when the CEH cancels an enrolment in a course.

Student Initiated Suspension – occurs when a student temporarily postpones their enrolment.

CEH Initiated Suspension – occurs when the CEH suspends an enrolment in a course.

Student Initiated Deferral – occurs when an applicant or student enrolled in the course postpones the commencement date of the course.

CEH Initiated Deferral - occurs when the CEH defers a student's enrolment.

Policy

CEH encourages its students to complete their course within their enrolment timeframe as shown on their Student Agreement.

CEH recognises that compassionate or compelling circumstances may arise during their studies that may lead a student to request to defer, suspend or cancel part of or their entire course.

If a student is found to have engaged in misconduct, refer to CEH' *Student Charter*, CEH may suspend or cancel the student's studies. A student may also withdraw from a course and thereby cancel their study for their own reasons.

CEH-initiated deferral/suspension/cancellation of enrolment

CEH may defer commencement of a course when a course is not offered.

CEH may suspend or cancel a student's enrolment on the grounds of:

- a) misbehaviour by the student;
- b) unsatisfactory course progress, refer to CEH's *Recording and Monitoring Course Progress Policy and Procedure*;
- c) the non-payment of course fees in accordance with the Student Agreement and Payment Schedule;
- d) where the student is considered a threat to the well-being of staff and students.

Student-initiated deferral or suspension of enrolment

Students may, through formal procedures with CEH, be granted permission to defer the commencement date of the course they are enrolled¹ in; or if they have already commenced their course, to temporarily suspend their studies if they are unable to attend or commit to the course for a specified period of time.

This may only occur on the grounds of compassionate or compelling circumstances, which includes the unavailability of a course (refer to CEH' *Compassionate or Compelling Circumstances Policy and Procedure*).

Student-initiated cancellation of enrolment

Students who wish to cancel their studies may do so at any time. If the student withdraws from the course prior to the Commencement date, they will not incur a debt for that course; however if they withdraw after the Commencement date, they will incur the full debt for that course. Students may apply for a refund of fees as per CEH' *Refunds Policy and Procedure*.

¹ Enrolled – this means that the student has signed the student agreement

Procedure

CEH-initiated deferral/suspension/cancellation of enrolment

- a) Where a situation arises in which CEH has grounds to suspend or cancel a student's enrolment, the Director will assess the situation.
- b) If the outcome is to suspend or cancel the student's enrolment, the Director will write to the student informing them of CEH's intention to suspend or cancel their enrolment, the reasons behind the decision
- c) The student will also be advised that they have 20 working days to appeal the decision in accordance with CEH's *Complaints and Appeals Policy and Procedure*, unless their health or wellbeing, or the wellbeing of others is at risk.
- d) A copy of the letter and supporting evidence along with the documented decision will be placed on the student's file.
- e) If the student chooses not to challenge the suspension or cancellation of their enrolment, or has unsuccessfully exhausted all internal appeal processes, the suspension of study or cancellation of enrolment will be formally processed.
- f) The Director will inform Accounts of the student's deferral or suspension.

Student Appeal

If the student chooses to access CEH's *Complaints and Appeals Policy and Procedure*, CEH will maintain the student's enrolment until the internal grievance process is completed except in extenuating circumstances relating to the welfare of the student.

Extenuating circumstances relating to the welfare of the student may include, but are not limited to, the student:

- being missing;
- having medical concerns, severe depression or psychological issues which lead CEH to fear for the student's wellbeing;
- having engaged or threatening to engage in behaviour that is reasonably believed to endanger the student or others; or
- being at risk of committing a criminal offence.

Any claim of extenuating circumstances will need to be supported by appropriate evidence.

Based on the nature of the misconduct, CEH will decide, on a case by case basis, whether to allow the student to continue to attend class, or make alternative study arrangements for the student, or to deny the student access to study opportunities.

In making such a decision CEH will consider whether denying the student learning opportunities throughout the 20 day appeal period and during the internal grievance process may disadvantage the student in their subsequent studies should the grievance process find in their favour.

Student-initiated deferral or suspension of enrolment

- a) Students may request a deferral of the commencement of their course or suspension of their studies by notifying the Director of their intention in writing.
- b) The Director will determine whether compassionate or compelling circumstances apply.
- c) If the applicant's request for a deferral or suspension is successful, the Director will advise the applicant via email.
- d) If the request is not successful (i.e. their situation does not meet the criteria for compassionate or compelling circumstances) the Director will inform the applicant of the decision and notify them that they have 20 working days to appeal the decision through CEH' *Complaints and Appeals Policy and Procedure*.
- e) The request for deferment and any accompanying evidence will be placed on the student's file.
- f) The Director will inform Accounts of the student's deferral or suspension.

Student-initiated cancellation of enrolment

- a) Students may request to cancel their studies by completing a Withdrawal form and submitting to the Director.
- b) The Director will process the student's request and inform the student of the outcome.
- c) The request for cancellation and any accompanying evidence will be placed on the student's file.
- d) The Director will inform Accounts of the student's cancellation.

Version Control

Approved by	Version #	Date
Management Committee	1	9 July 2009
Management Committee	2	11 April 2011
Policy and Procedure Committee	3	11 March 2015

Policy and Procedure Committee	4	10 May 2016
Course Improvement Committee	5	18 July 2018
Senior Management Meeting	6	02 June 2019
NEXT REVIEW		FEB 2020