Deferment Cancellation Suspension Policy and Procedure

CAMPBELL INSTITUTE

Granville Campus (Head Office)
Level 1, 16-20 Good Street Granville NSW 2142 Australia
0422 092 884 • info@campbellinstitute.edu.au

CONTENTS

1. Purpose - - - - - 2
2. Scope - - - - - 2
3. Definition - - - - - 2
4. Responsibility - - - - - 2
5. Policy - - - - - 3
6. Procedure - - - - - 5
7. Appeals - - - - - 6
8. Review and Improvement - - - - - 6
9. Associated Documents - - - - - 6
Version Control - - - - - 7

1 PURPOSE

This policy outlines the requirements for Campbell Institute and international students enrolled with Campbell Institute to defer, suspend, and cancel the course under eligible circumstances in accordance with standard 9 of the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018.

2 SCOPE

This policy applies exclusively to the international students enrolled in a course with Campbell Institute and Staff involved in the deferral, suspension, and cancellation process.

3 DEFINITION

- **CoE:** Confirmation of Enrolment
- **Compassionate or Compelling circumstances:** Circumstances beyond the control of the student and which have an impact on the student's course progress or well-being.
- **Deferral:** Postpone commencement of studies due to extenuating circumstances.
- **Department of Home Affairs (DHA):** Department is responsible for immigration and customs border policy.
- **Principal course of study:** Main course of study to be undertaken by an overseas student where a student visa has been issued for multiple courses of study. The principal course of study would normally be the final course of study where the overseas student arrives in Australia with a student visa that covers multiple courses.
- **PRISMS:** Provider Registration and International Students Management System.
- **Suspension:** Temporary postponement of studies.

4 RESPONSIBILITY

All parties involved in a refund process have the responsibility to ensure they abide by the following:

Students and Third-Party:

- Be familiar with the deferment, cancellation and suspension policy and procedure.
- Provide the deferment, cancellation or suspension request to the admission team in writing by filling in the enrolment variation form.
- Provide the admission team with the supporting documentation translated into English by a recognised authority, e.g. National Accreditation Authority for Translators and Interpreters (NAATI).

Admission Team:

- Provides the student with a written acknowledgement of the application within 5 working days of receiving the complete application.
- Consult with the Campus Manager to assess the case and provide the student with a written outcome (including specific reasons) within 10 working days of the Institute receiving the complete application.
- Where a deferment is granted to an overseas student, issue a new Offer Letter and Confirmation of Enrolment (CoE) to the student.
- Report the student to the Department of Education and Training within 20 working days via PRISMS, once the deferment or suspension has been finalised.

Campus Manager:

- Responsible for the implementation of this policy and for ensuring that staff and students are aware of its application and procedures.
- Approve the decision to defer commencement of studies or suspend studies.
- Advise the Academic Officer to check the academic record of deferred, cancelled or suspended students and update the records in the student management system.

Accounts:

- Check student account status, review and follow up any outstanding fees.
- Issue a warning letter and cancellation notice for non-payment of fees.
- Issue refund if applicable.

CEO:

- Record the final decision outcome of cancellation in PRISMS.
- CEO is responsible for provider default notification if applicable.

5 POLICY

5.1 Deferral and Suspension of Studies

5.1.1 Deferment of studies will only be granted in compassionate or compelling circumstances. These circumstances could include, but are not limited to:

- serious illness or injury;
- bereavement of close family members such as spouse/partner, parent or grandparent;
- major political upheaval or natural disaster in the home country requiring emergency travel;
- a traumatic experience that has impacted on the student which could include involvement in or witnessing of a serious accident or witnessing or being the victim of a serious crime. In such cases supported by police or psychologists' report;

- inability to begin studying on the course commencement date due to delay in an receiving a student visa; or
- where Campbell Institute is unable to offer a pre-requisite unit.

5.1.2 The circumstances listed are examples of what may be considered compassionate or compelling circumstances, and each case will be assessed on its individual merits.

5.1.3 When determining whether compassionate or compelling circumstances exist, Campbell Institute considers documentary evidence provided to support the claim, and stores copies of these documents in the student file.

5.1.4 A retrospective deferment or temporary suspension may be justified if the student was unable to contact Campbell Institute because of a circumstance such as being involved in an accident.

5.1.5 Where a student-initiated deferral or temporary suspension of enrolment is granted, Campbell Institute will suspend an enrolment for an agreed period of a maximum of 3 months assessed on a case by case basis. If the deferral is required for longer than 3 months, the student's application will be reassessed. If the suspension period has expired and the student does not return, the student's enrolment will be cancelled.

5.1.6 Where applicable, if the student has had an approved study break during their studies, as a result of deferment or suspension, that period will not be counted as part of their course which determines the completion of six (6) months of their principal course.

5.2 Provider-Initiated Cancellation of Studies

5.2.1 Campbell Institute may suspend or cancel a student's enrolment for reasons including, but not limited to:

- misbehaviour;
- plagiarism, collusion and/or cheating;
- failure to pay an amount owing to Campbell Institute to undertake or continue the course as stated in their Written Agreement;
- in the event that Campbell Institute is unable to deliver a course due to insufficient student numbers;
- a breach of course progress by the international student, as specified in Campbell Institute's Course Progress Policy and Procedure.

5.2.2 The standards of behaviour required are outlined in the International Student Handbook.

5.2.3 Where Campbell Institute suspends or cancels a student's enrolment, before imposing a suspension or cancellation, Campbell Institute 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, as per Campbell Institute's Complaints and Appeals Policy and Procedures, within 20 business days.

5.3 Student -Initiated Cancellation of Studies

5.3.1 Students who wish to withdraw after the first 6 months of their principal course to transfer to another Registered Provider, will be processed in accordance with Campbell Institute's Course Transfer Policy and Procedures.

5.3.2 When an international student notifies Campbell Institute of any cessation of studies (deferral, suspension or cancellation), the international student must either leave Australia, obtain enrolment in an alternative course or apply for a different visa within twenty-eight (28) days of the cessation being reported. If an international student chooses

- to leave Australia, their student visa will be subject to cancellation. An international student who has left Australia and wishes to return to their studies must, at that point, apply for a new student visa.

6 PROCEDURE

6.1 Student's Initiated Deferral, Suspension or Cancellation

6.1.1 Students wishing to defer, cancel, or suspend their studies, should submit a Variation Form along with the supporting documents via email to admissions@campbellinstitute.edu.au at least 10 business days prior to their suspension or cancellation date. The deferral is subject to an academic review.

6.1.2 The Admission Team will review the application, supporting evidence and academic progress (if submitted during a period of study) to make an initial assessment in accordance with the applicable policies and procedures and will acknowledge the student's request writing within 5 business days of the receipt of the enrolment variation form and supporting documents.

6.1.3 The Admission Team will consult with the Campus Manager, to determine the outcome of the student deferment, cancellation or suspension request.

6.1.4 The Admission Team will inform the outcome of the request to students via email within 20 business days from the date of the receipt of the enrolment variation form.

6.1.5 In the event where the application is unsuccessful, Campbell Institute will advise the student about their rights to appeal the decision within 20 business days of receiving the outcome of the application.

6.1.6 If the deferment application is approved, the student will receive a revised offer letter. Once the student accepts and acknowledges the terms of the revised offer letter, Campbell Institute will notify the student's deferment to DESE through PRISM.

6.1.7 If the student's cancellation application has been approved, Campbell Institute will notify the student via email, cancel the CoE and subsequently report the cancellation on PRISMS within 10 business days.

6.1.8 Campbell Institute will retain copies of all written material related to deferrals, suspensions, or cancellations in the student's file as per its record management policy.

6.2 College-initiated Deferral, Suspension or Cancellation

6.2.1 Campbell Institute identifies students who have not commenced at the end of Week 3 of each term.

6.2.2 Students who have not had any contact with Campbell Institute since the start date of their course, will be deemed as non-commencing students. Non-commencing students will be contacted to indicate their intention to commence studies. Students who do not respond within 10 business days from the receipt of the final notice will have their enrolment cancelled by Campbell Institute.

6.2.3 After deciding to defer, suspend or cancel a student's enrolment, Campbell Institute informs the student of its intention and notifies the student that they have 20 working days to access Campbell Institute's complaints and appeals process.

6.2.4 If the student decides to access Campbell Institute's internal complaints and appeals process, the deferral, suspension, or cancellation of the student's enrolment does not take effect until the process is completed. In this case, Campbell Institute will maintain the student's enrolment until the internal appeal process is completed and the decision to defer, suspend or cancel the student's enrolment has been finalised.

6.2.5 The student may choose to access an external appeal process according to Campbell's Complaints and Appeals Policy and Procedure, but the Institute does not have to wait for the outcome of an external appeal in cases of misbehaviour and non-payment before notifying the Department of Home Affairs of the change to the student's enrolment status.

6.2.6 If the student's appeal is approved and a decision is made not to defer, suspend, or cancel the student's enrolment, Campbell Institute will determine an intervention strategy to mitigate potential repeat in behaviour or breach.

6.2.7 When structuring a return to studies from a deferment or suspension, Campbell Institute will plan a study program not equivalent to a full-time study load if this means a shorter extension to the Confirmation of Enrolment (CoE).

6.3 Effects on Course Duration, Study Program and Visa

6.3.1 In the case of a deferment or suspension, the student's course duration and study program may be impacted. In such instances, students are required to submit a Variation Form and may need to apply for a student visa extension before the expiry of their current visa, at their own expense.

6.3.2 Prior to requesting a deferment or suspension, students are advised to discuss how their request for deferment or suspension will impact their return to studies with a relevant Campbell Institute staff member. There may be other options available to assist students in completing their course within the original course duration.

6.3.3 Campbell Institute ensures students are informed that deferring, suspending, or cancelling their enrolment with Campbell Institute may affect their visa and informs them of the requirement to seek advice from the Department of Home Affairs.

7 APPEALS

The student may appeal through the Institute's outcome within 20 business days as outlined in the Complaints and Appeals Policy and Procedure.

8 REVIEW AND IMPROVEMENT

This policy will be reviewed on a yearly basis by the Compliance Team to identify and implement improvements as part of the Continuous Improvement processes as required.

9 ASSOCIATED DOCUMENTS

- Complaints and Appeals Policy and Procedure
- Course Transfer Policy and Procedure
- Internation Student Handbook
- Student Offer Letter
- Website
- Complaint & Appeal Form
- Enrolment Variation Form

VERSION CONTROL

Version Number	Date	Document Name:	Description of changes	Approved By	Date of next review
1.0	01.02.2022	SC10-I - Deferral, Suspension and Cancellation P&P V1.0	Released for comment	Harpreet Singh (CEO)	01.06.2023
1.1	16.05.2024	Deferment, Cancellation & Suspension Policy and Procedure_v1.1 May 2024	• Updated policy and procedures in line with the National Code 2018 • Updated Campus Details and Addresses	Harpreet Singh (CEO)	15.05.2025
1.2	18.09.2026	Deferment, Cancellation & Suspension Policy and Procedure V1.2 September 2026	• Updated address, Version and Address	Harpreet Singh (CEO)	17.09.2027