



Course Deferment, Suspension, and Cancellation Policy and Procedure

Purpose

The course variation or withdrawal policy includes guidelines for deferral, suspension, leave of absence, and cancellation.

Students may through a formal agreement with the registered provider be permitted to defer commencement, take a leave of absence, or temporarily suspend their studies.

The policy describes the limited circumstances in which students have the right to appeal the decision if deferral, suspension, or cancellation of enrolment is initiated by ACE.

Process:

Deferment of the commencement date:

The college may defer the commencement of the course when it is not offered.

Suspension of the enrolment:

Ace College can defer or temporarily suspend or cancel the enrolment of a student on the grounds of:

- Misbehaviour by the student
- If the student gave false or misleading information upon the application
- the student's failure to pay an amount he or she was required to pay the registered provider to undertake or continue the course as stated in the written agreement.
- a breach of course progress or attendance requirements by the overseas student, which must occur in accordance with Standard 8 (Overseas student visa requirements). National Code of Practice for Providers of Education and Training to Overseas Students 2018 Ace. College will inform the overseas student of that intention and the reasons for doing so, in writing.

The college will advise the overseas student of their right to appeal through the provider's internal complaints and appeals process, in accordance with Standard 10 (Complaints and appeals), within 20 working days. National Code of Practice for Providers of Education and Training to Overseas Students 2018

Definition Compassionate or compelling circumstances

- The circumstances are generally those that are beyond the control of the student, and which may affect their well-being or their progress such as a serious injury, illness, traumatic experience or the death of a close family member. In these situations, the student is generally allowed to remain on a Student visa, provided they are still enrolled in their course of study and intend to resume their studies.
- Ace College will not permit a student to defer commencement or suspend studies except on the grounds of illness as evidenced by a medical certificate indicating that the student cannot attend studies or other exceptional compassionate circumstances beyond the student's control e.g. bereavement.
- Students must notify Ace College in writing stating the exact reason for the course deferral or suspension of studies and accompany the letter with full documentation.



- In the case of deferment or suspension due to sickness, the student must provide original doctor certificates – from a registered medical practitioner. No other certificates are acceptable.
- Ace College will notify the student in writing as to the decision to cancel the student's registration stating the reasons why.
- Any deferment, suspension, or cancellation of studies will be notified to DHA within 20 days via PRISMS. Students will need to be counseled that DHA has the final say as to whether the reasons are acceptable.
- Ace College will inform the student of its intention to suspend or cancel the student's enrolment where the suspension or cancellation is not initiated by the student and notify the student that he or she has 20 working days to access Ace College complaints and appeals process. If the student accesses the registered provider's internal complaints and appeals process, the suspension or cancellation of the student's enrolment under this standard will not take effect until the internal process is completed unless extenuating circumstances relating to the welfare of the student apply.

Prescribed Information about an accepted student who does not commence on the nominated date must include:

1. student's full name, gender, date of birth, country of birth, nationality
2. CRICOS course code
3. Agreed starting day and day when the course is expected to be completed.

Procedure

All course deferrals and suspensions will result in the implementation of Ace College's Cancellation and Refund Strategy:

1. Student completes all registration processes.
2. COE is constructed with start and end date;
3. If student does not start a course on registered start date Ace College will report to DHA via PRISMS.
4. If student contacts Ace College to defer or suspend a course Ace College will report to DHA via PRISMS;
5. If the student contacts Ace College to defer or suspend the course due to exceptional circumstances i.e. medical, bereavement Ace College will report to DHA via PRISMS;
6. If Ace College initiates deferment, suspension, or cancellation the student will be contacted in writing;
7. Ace College will inform the student that deferring, suspending or cancelling his or her enrolment may affect his or her student visa; and
8. Ace College will make an electronic and manual entry onto student notes and in the student file



Related Documents:



Withdrawal and
Release Form.Versio

Document Control

Policy Owner	ACE College
Endorsed by	RTO Manager
The person responsible for the implementation	Admission Manager and student support Officer
Endorsement date	16/01/2024
Version	1.0