Deferment, Suspension and Cancellation Policy and Procedure

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Policy Statement	
Purpose	Glencoe Institute of Higher Education ('the Institute') *Deferment, Suspension and Cancellation Policy and Procedure* ('the Policy') establishes transparent guidelines for managing the deferment, suspension and cancellation of enrolment for all students. The Policy aligns with the *Higher Education Support Act 2003 (HESA),* and, for international students, complies with the *Education Services for Overseas Students Act 2000 (ESOS Act),* and *National Code of Practice for Providers of Education and Training to Overseas Students 2018* (*National Code)*, specifically *Standard 9*. This alignment ensures a fair, consistent, and compliant approach to changes in enrolment status.
Scope	This Policy applies to all students currently enrolled at the Institute. It should be read in conjunction with the *Admission Policy and Procedur*e, as well as other relevant policies, including the *Academic Progression and Graduation Policy and Procedure*.
Definitions	For definitions, please refer to the *Dictionary of Terms.*

1. Policy Principles

a) Complies with all relevant Commonwealth legislative and regulatory frameworks applicable in Western Australia, including the *Higher Education Standards Framework (Threshold Standards) 2021 (HESF 2021),* the *Tertiary Education Quality and Standards Agency Act 2011 (TEQSA Act),* the *ESOS Act,* and the *National Code*, ensuring lawful, fair, and consistent management of student enrolment status, academic progression, visa compliance, and institutional governance;
b) All decisions related to deferment, suspension, and cancellation will be made transparently, ensuring that students are treated fairly and equitably;
c) Decisions about deferment, suspension, or cancellation of enrolment will strictly adhere to the requirement of the *National Code*;
d) Both students and the Institute may initiate the process of deferment, suspension, and cancellation of enrolment;
e) Procedures and criteria for deferment, suspension, and cancellation will be clearly defined and consistently applied to all students, promoting clarity and reducing ambiguity;
f) The Policy adheres to all relevant regulatory requirements and is regularly reviewed and updated to reflect regulatory changes;
g) Requests to defer, suspend or cancel enrolment must be submitted in writing along with evidence to support the request before the census date;
h) In cases where an international student requests to end their enrolment within six months of course commencement, the Institute holds the right to refuse the request as per the Institute's *International Student Transfer Policy and Procedure*;
i) The Institute recognises that enrolment changes may affect student progression and makes all decisions in line with the *National Code*, ensuring support for students to achieve *Australian Qualifications Framework (AQF)* Level 7 outcomes and course graduate attributes.

2. Responsibilities

a) Students
   i. Responsible for notifying the Institute promptly of any circumstances that may necessitate deferment, suspension, or cancellation of enrolment;

ii. Before formally applying to defer or voluntarily suspend their enrolment, international student should seek guidance from *Department of Home Affairs (DHA)* to fully understand how deferment or suspension may impact their student visa;
iii. Must provide accurate and timely documentation to support requests for deferment, suspension, or cancellation.

b) Student Support Manager
i. Holds the responsibility to inform all students about the situations under which their studies may be suspended due to misconduct or failure to meet course progression requirements or attendance. Such information will be provided to the students both prior enrolment and during student orientation;
ii. Provide guidance and assistance to students regarding the deferment, suspension, or cancellation process;
iii. Responsible for documenting all the information regarding any request for deferment, suspensions, or cancellation in the student's file along with the supporting evidence, and a copy of the decision made by the Institute as per the *Records Management Policy and Procedure*;
iv. Receives and processes requests for deferment, suspension, or cancellation in a timely manner;
v. Communicates decisions to students in writing, outlining reasons and any conditions attached to approved requests;
vi. Monitor student welfare during deferment or suspension to minimise academic disruption and support successful re-engagement with studies.

c) Dean
i. Responsible for approving all requests for deferrals, suspensions, and cancellations;
ii. Reports deferrals, suspensions, and cancellations numbers to the Academic Board annually. The Academic Board retains formal oversight of deferral, suspension, and cancellation processes to ensure appropriate governance and compliance;
iii. Oversees the implementation and effectiveness of the deferment, suspension, and cancellation process.

d) The Institute
i. Ensure that all procedures related to deferment, suspension, and cancellation comply with regulatory requirements;
ii. Provide necessary support services to students during periods of deferment or suspension;
iii. Facilitate the appeals process for students dissatisfied with decisions related to deferment, suspension, or cancellation as per the *Student Grievance Management Policy and Procedure;*
iv. Ensure alignment with academic policies to uphold standards and maintain compliance with *AQF* and *HESF* requirements.

3. Student Initiated Deferral, Suspension or Cancellation

a) Deferral:
i. Students have the option to request a deferral of their enrolment once, if they are unable to start their course on the planned date by completing the *Deferment, Suspension or Cancellation Form;*
ii. Students should be aware that the tuition fees and administrative fees may change if a new Letter of Offer is provided;
iii. Upon approval, international students will receive a revised *Confirmation of Enrolment (CoE)* after the Institute receives the international student's signed acceptance of the revised Letter of Offer.

b) Suspension

i. Students can request for suspension if they are unable to attend the course for compassionate reasons or circumstances beyond their control by completing the *Deferment, Suspension or Cancellation Form*. Such circumstances include but not limited to:
   a. Serious illness or injury, supported by a medical certificate;
   b. Loss of close family members, with supporting documentation;
   c. Major political unrest or natural disaster in the student's home country, requiring emergency travel or affecting study;
   d. A traumatic experience which may include:
      - Involvement in, or witnessing of, a serious accident; or
      - Witnessing or being the victim of a serious crime.

   Such cases must be supported by police reports, psychologist reports or other relevant documentation from appropriately qualified professionals;

   e. The registered provider being unable to offer a pre-requisite subject;
   f. Delay in receiving a student visa.

ii. The maximum duration for suspension is six months and extension beyond this period will be considered in exceptional circumstances and are subject to the Institute's complete discretion;

iii. Upon approval of suspension request, the Institute will (if relevant) cancel the existing *CoE* and record the cancellation in the *Provider Registration and International Student Management* System *(PRISMS)*. International student must inform the Institute at least two weeks before the commencement of a study period for a new *CoE*. The issuance of a new *CoE* is contingent upon the Institute's availability at the time of the request.

c) Termination or Cancellation

i. Students wishing to terminate or withdraw from their studies must notify the Institute in writing by completing the *Deferment, Suspension or Cancelation Form*;

ii. This notification should be made two weeks prior either the completion of the current semester or the tuition fee due date, whichever comes first;

iii. A fully completed and signed *Deferment, Suspension or Cancellation Form*, along with supporting evidence, must accompany the request;

iii. Withdrawal requests lacking required evidence will be deemed invalid and hence, would not be processed;

iv. Details regarding transfer can be found in the Institute's *International Student Transfer Policy and Procedure*;

Students will be notified of the outcome within 10 working days from the date of receipt of the student's application.

d) Important Note on Visa and Academic Progression Implications for International Students
International students will be informed of the potential academic and visa implications associated with requests for deferral or suspension of enrolment. This information may be provided through handouts, orientation materials, or online resources to support informed decision-making and ensure compliance with visa conditions.

i. Requests for deferment, suspension, or cancellation of enrolment may impact an international student's expected course duration and visa compliance, as per *Standard 9* of the *National Code*;

ii. International students are strongly encouraged to consult the *DHA* before submitting such requests to understand potential visa implications;
iii. To avoid disruption to academic progression and graduation timelines, international students should seek advice from the Student Support Manager on any academic or welfare considerations.

4. Institute Initiated Deferral, Suspension and Cancellation

a) Grounds for suspension or cancellation of student's enrolment at the Institute:
i. General or academic misconduct by the student as per the *Student Code of Conduct* and *Academic Integrity Policy and Procedure;*
ii. Non-payment of fees;
iii. Breach of international student's visa conditions (e.g., in relation to academic progress) as per the *Academic Progression and Graduation Policy and Procedure*;
iv. Where a student is at risk of not meeting academic or progression requirements, in line with the *Academic Progression and Graduation Policy and Procedure*.

When academic progression concerns arise, the Institute may recommend conditional enrolment measures, such as a *Learning Management Plan* or targeted support before suspension or cancellation, supporting students to meet academic standards.

b) If the Institute initiates suspension or cancellation:
Decisions of this nature are made by the Dean following a formal recommendation from the Discipline Coordinator. While such decisions are reported to the Academic Board to ensure transparency, they do not require formal approval.
i. The Discipline Coordinator will present to the Dean their intention to suspend or cancel a student's enrolment, including the rationale and supporting evidence;
ii. If the Dean approves the decision, a warning letter will be issued to the student before the suspension or cancellation is imposed or, for international students, any change to enrolment status is reported to the *DHA* via *PRISMS*;
iii. The student has 20 working days to respond, as outlined in the *Student Grievance Management Policy and Procedure*;
iv. If no response is received within the specified timeframe, the Institute will issue a *Notice of Intention to Cancel Enrolment. t.*

c) Student response and internal appeals process:
i. The student has 20 working days to access the Institute's *Student Grievance Management Policy and Procedure*;
ii. Notification on *PRISMS* will be withheld until the conclusion of the internal appeals process, except in extenuating circumstances when the overseas student's health or wellbeing, or the wellbeing of others, is likely to be at risk. Extenuating circumstances include but are not limited to the following. The international student:
a. Cannot be located;
b. Is at risk of committing a criminal offense or is the subject of a criminal investigation;
c. Poses a threat to other students;
d. Has medical or psychological problems affecting their well-being;
e. Has breached the Institute's code of conduct.

d) If a student does not object the suspension or cancellation of their enrolment, or if they have exhausted all internal appeals without success, the suspension or cancellation will be processed;
e) The Institute will use *PRISMS* to notify *the Department of Education and Training (DET)* and the *DHA* of the change in the international student's enrolment status;

5. Reporting and Recording

All instances of deferment, suspension, or cancellation of enrolment will be communicated to the Discipline Coordinator and the Dean. The Student Support Manager will provide regular updates to the Executive Management Team. To strengthen governance and avoid potential conflicts of interest, reporting to the Teaching & Learning Committee and Academic Board will occur through separate channels, ensuring independent oversight. The Teaching & Learning Committee will receive summary reports through the Dean at each meeting, while a detailed annual report will be presented to the Academic Board.

All records will be managed in accordance with the *Records Management Policy and Procedure.* The Academic Board remains responsible for monitoring the effectiveness of this Policy and recommending adjustments as required.

6. Appeals

Students have the right to appeal any decision or penalty made under this Policy. Appeals must be lodged in accordance with the *Student Grievance Management Policy and Procedure.* All appeals will be reviewed, and a formal decision communicated to the student within 10 working days of receipt.

Students who remain dissatisfied with the outcome of an internal appeal have the right to pursue an external review through an appropriate independent body. International students may seek an external review through the National Student Ombudsman, while domestic students may access independent external dispute resolution services, including the Student Mediation Scheme through the Resolution Institute, or lodge a complaint with relevant regulatory authorities where applicable. Further information on external appeal options is available in the *Student Grievance Management Policy and Procedure*.

7. Review and Evaluation

This Policy will be reviewed at least every two years, or earlier if required due to changes in legislation, regulatory requirements, technological developments within professional and industry sectors, or institutional priorities, to ensure its ongoing relevance, accuracy, and effectiveness.

Version Control

Version	Date of Approval	Approved By	Related Documents
1.2	15 April 2026	Academic Board	Student Grievance Management Policy and Procedure Records Management Policy and Procedure Student Code of Conduct Admission Policy and Procedure Academic Progression and Graduation Policy and Procedure International Student Transfer Policy and Procedure
Benchmarking Institutions			Holmes Institute Pty Ltd Queensford College Pty Ltd La Trobe College Australia Crown Institute of Higher Education Pty Ltd Kaplan Business School Pty Ltd Australian Pacific College Pty Ltd Federation University Australia
Policy Owner			Dean
Legislations			Higher Education Standards Framework (Threshold Standards) 2021 (Cth) (HESF 2021) National Code of Practice for Providers of Education and Training to Overseas Students 2018 (Cth) (National Code) Tertiary Education Quality and Standards Agency Act 2011 (Cth) (TEQSA Act) Higher Education Support Act 2003 Education Services for Overseas Students Act 2000 (Cth) (ESOS Act) Australian Qualifications Framework (Cth) (AQF)
National Code of Practice for Providers of Education and Training to Overseas Students 2018 (Cth)			Standard 8; Standard 9; Standard 10.
Higher Education Standards Framework (Threshold Standards) 2021 (Cth)			Standard 1.3; Standard 2.3; Standard 6.3; Standard 7.2.