

## CANCELLATION, DEFERRAL, SUSPENSION AND WITHDRAWAL POLICY and PROCEDURE

### PURPOSE

This CG Spectrum Institute (CGSI) policy sets out the conditions for and management of the deferment, deferral and cancellation of study by a student in accordance with the Higher Education Standards Framework, 2021 (HES) and the National Code of Practice for Providers of Education and Training to Overseas Students, 2018 (National Code).

### SCOPE

This policy applies to all students studying accredited courses at CGSI.

### DEFINITIONS

<b>Deferral</b>	means to delay the commencement of a course
<b>Withdrawal</b>	means to discontinue enrolment in a particular subject
<b>Cancellation</b>	means the complete cessation of enrolment in a course
<b>Suspension</b>	means that a student's enrolment has been temporarily paused by CGSI for a particular reason, which may include non-payment of fees, a breach of the student code of conduct, or as a result of an academic integrity issue.
<b>Compassionate or compelling grounds</b>	means circumstances beyond the control of the student and which have an impact on the student's progress or wellbeing.

### RESPONSIBILITIES

The **CEO** is responsible for:

- Ensuring that all CGSI staff are familiar with this policy, and are given ongoing training to assist students in deferral, cancellation or suspension applications.

The **Dean Learning and Teaching and/or the relevant Faculty Dean** are responsible for:

- Overseeing the assessment of all applications with the supporting documentation.
- Advising students on issues relating to withdrawal, deferral, cancellation or suspension in a timely manner.
- If necessary directing the student to counselling or learning support prior to commencement of the course, cessation of enrolment in a course or the temporary delay in enrolment to ensure that a duty of care has been addressed.

## PRINCIPLES

CGSI is committed to all students receiving fair, equitable and transparent treatment.

## POLICY and PROCEDURES

1. A student may withdraw from a subject, defer their studies or cancel their enrolment at any time and for any reason.
2. CGSI may suspend or cancel a student's enrolment if the student:
  - is in breach of enrolment conditions;
  - has breached the Student Code of Conduct;
  - has not engaged with course materials, responded to correspondence or made contact with a member of the CGSI team across a continuous five week period;
  - is assessed as providing a threat to the safety or well-being of other students of staff;
  - has been assessed as engaging in academic or other serious misconduct;
  - fails to meet the requirements of the course progression policy;
  - fails to pay tuition fees; and /or
  - fails to confirm re-enrolment.
3. Course Deferral
  - Requests by students for deferral at the commencement of a trimester must be made in writing, preferably using the appropriate form;
  - Once the deferral request is processed, the student will receive a written response together with an updated Confirmation of Enrolment letter.
4. Subject Withdrawal
  - Requests by students for withdrawal from individual subjects must be made in writing, preferably using the appropriate form;
  - Once the withdrawal request is processed, the student will receive a written response together with an updated Confirmation of Enrolment letter.

#### 4. Cancellation of Enrolment

- Requests by students for the cancellation of enrolment must be made in writing and preferably by completing the appropriate form/s.
- Upon receipt of this request, a member of the CGSI academic leadership team (Course Director, Faculty Dean or Dean Learning and Teaching) is required to engage directly with the student to discuss options and possible support.
- If the cancellation request progresses and has been processed the student will receive a written response confirming the cancellation process has been completed.

#### 5. CGSI Initiated Suspension or Cancellation

If CGSI initiates a suspension or cancellation of a student's enrolment, before imposing the suspension or cancellation CGSI must:

- Inform the student in writing of that intention and the reasons for doing so; and,
- Advise the student within 10 working days of their right to appeal through CGSI's appeals processes

#### 6. Record Keeping

- All documentation relating to the withdrawal, deferral, suspension or cancellation of studies will be recorded on the student's file.

### RELATED FORMS

Deferral form

Suspension form

Subject Withdrawal form

Enrolment Cancellation form

### RELATED POLICIES

Assessment and Moderation Policy

Assessment and Moderation Procedure

Code of Conduct

Student Grievances, Complaints and Appeals Policy

Student Grievances, Complaints and Appeals Procedures

Student Progression, Exclusion and Graduation Policy

Student Progression, Exclusion and Graduation Procedure

**Version Control**

<b>Document:</b> Cancellation, Suspension, Deferral and Withdrawal Policy and Procedure (previously Deferral, Suspension, and Cancellation Policy)		
<b>Approved by:</b> Academic Board		<b>Date:</b> September 25, 2024
<b>Version:</b> 2	<b>Replaces Version:</b> 1.1 (2020)  Adjusted to include subject withdrawals, to clarify terminology, to remove specific international student policies and to align with other CGSI policies and practices.	<b>Next Review:</b> 2026
V1.1	V1.0	
V1.0	CRICOS minor adjustments 24/06/2021	
V0.2	Developed policy with amendments	