



Deferral, Suspension and Cancellation Policy and Procedure

1. Introduction

Australian Learning Group Pty Limited (ALG) defers, suspends and cancels student enrolments in limited circumstances in accordance with Standard 9 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

2. Purpose

The purpose of this policy and procedure is to establish the arrangements for assessing, approving and recording student deferrals, suspensions and cancellations as well as managing and maintaining accurate student records in the Provider Registration and International Student Management System (PRISMS) database.

3. Scope

This policy and procedure apply to all ALG students and staff involved in the deferral, suspension and cancellation process.

4. Policy

- 4.1. ALG may approve a student's request to defer, suspend or cancel a student's enrolment where there are compassionate and compelling circumstances present and relevant supporting evidence has been provided.
- 4.2. ALG reserves the right to reject an application in a case where no or insufficient supporting documentation has been provided.
- 4.3. ALG considers compassionate and compelling circumstances to be those that are beyond the control of the student and that have an impact on the student's course progress or wellbeing. Compassionate and compelling circumstances include but are not limited to:



- a) serious illness or injury, medical condition, or pregnancy, where a medical certificate states the period that the student was unable to attend classes. ALG will only accept medical certificates provided by an Australian registered medical practitioner, health practitioner or approved health specialist;
- b) bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided);
- c) major political upheaval or natural disaster in the home country requiring emergency travel where this has or will impact on the student's studies with ALG; or
- d) a traumatic experience, such as (but not limited to):
 - involvement in, or witnessing of a serious accident; or
 - witnessing or being the victim of a serious crime,where this has impacted the student (where possible a police or psychologist report should be provided).
- e) ALG was unable to offer a pre-requisite unit;
- f) the student was unable to begin studying on the proposed course commencement date due to a delay in obtaining a student visa; or
- g) the student was unable to commence or continue studying due to unavailability of a unit or course.

A change in mode of delivery from face-to-face to online does not constitute a compassionate and compelling reason to cancel a course.

ALG retains discretion to assess each student's request on its individual merits when determining whether compassionate or compelling circumstances exist and considers documentary evidence provided to support the claim to reach a decision.

4.4. ALG may defer, suspend or cancel a student's enrolment including (but not limited to) in the following circumstances:

- a) misbehaviour by the student;
- b) failure of the student to pay an amount he or she was required to pay to undertake or continue the course as stated in the signed Letter of Offer or alternative payment plan;
- c) a breach of course progress or attendance requirements by the student, which must occur in accordance with Standard 8 (Overseas student visa requirements) and ALG Course Progress and Attendance Policy and Procedure;
- d) failure of the student to commence their studies as planned and to make any contact with ALG since the start date of their course; or
- e) unavailability of the course.



- 4.5. Where ALG initiates a deferral, suspension or cancellation, ALG informs the student in writing of the reasons for the intended deferral, suspension or cancellation and of their right to appeal in accordance with the Complaints and Appeals Policy and Procedure. The deferral, suspension or cancellation will not take effect until the internal appeal process is completed unless the student's health or wellbeing, or the wellbeing of others, is likely to be at risk.

ALG may initiate, and or a student may request, a retrospective deferral or suspension where circumstances have not allowed the student to request a deferral or suspension prior to the course commencement due to compassionate and compelling reasons including (but not limited to) accident or injury.

Students can suspend their studies for a maximum of six months over the period of their course duration as stated in the Confirmation of Enrolment (CoE), unless a longer suspension period is required due to the structure of the course.

- 4.6. For all deferrals, suspensions and cancellations, ALG informs the student of the need to seek advice from the Department of Home Affairs on the potential impact on their visa, noting that ALG does not provide immigration advice.
- 4.7. ALG retains records of and supporting evidence for all deferrals, suspensions, cancellations in accordance with the Record Retention Policy and Procedure. Students are to retain their original documents for their own records.
- 4.8. For all deferrals, suspensions and cancellations, ALG reports the change to the student's enrolment on PRISMS in accordance with Section 19 of the *Education Services for Overseas Students Act 2000*.
- 4.9. In cases of suspensions, the student's enrolment period in their course may exceed the original duration.
- 4.10. Where the original duration of the course finishes and the student seeks to re-enrol to complete their course with ALG, a new enrolment is required and outcomes from the previous enrolment are recorded as a Credit Transfer (CT).

5. Procedure

- 5.1. Deferrals or suspensions initiated by students

Students who seek to defer or suspend their enrolment must complete the relevant form:

- For a deferral, to postpone the commencement of a course, by submitting a [Course Deferral Request Form](#)



- For a suspension, to place their enrolment temporarily on hold after commencing the course, by completing the [Course Suspension Request Form](#).

As a condition of the deferral or suspension application, students must ensure that:

- all supporting documentation is provided at the time of submission
- all outstanding fees, including miscellaneous fees, are fully paid

Students who submit a Course Suspension Request Form must remain enrolled and attend all classes as required (where they are able to) until the suspension process has been completed.

On completion of processing the deferral or suspension request, ALG will:

- a) if approved, report the changes on PRISMS and notify the student in writing.
- b) if rejected, notify the student in writing. In this case, the student will be provided 20 working days from the issuance of the written outcome to appeal the rejection decision in accordance with the Complaints and Appeal Policy and Procedure.

Where ALG approves a deferral or suspension request, the student is eligible to receive a transfer of course fees paid for an upcoming term as a credit to a subsequent term if the relevant form was submitted prior to the term commencing. This is defined as being before the first Monday of the term the student wishes to defer or suspend (according to the published date on our timetable). If the term has commenced, a student can still request deferral or suspension of their studies, however, the course fee credit is not available, nor are students eligible for a refund of pre-paid tuition fees.

The period of deferment or suspension of the student's enrolment (as entered in PRISMS) is not included in attendance monitoring calculations.

5.2. Cancellations initiated by students

Students who seek to cancel their enrolment must submit the [Course Cancellation Form](#).

As a condition of the cancellation application, students must ensure that:

- all supporting documentation is provided at the time of submission
- all outstanding fees, including miscellaneous fees, are fully paid

Students requesting a transfer to another provider must refer to the ALG Transfer Between Registered Providers Policy and Procedure. Students seeking to return to their home country must provide evidence that demonstrates they are not returning to Australia.



Any cancellation from a course or package of courses will incur a cancellation fee that must be paid at the time of submitting the Course Cancellation Form. The cancellation fee is outlined in the ALG Additional Fee Schedule. This fee does not apply to students changing courses within ALG.

The processing of any course cancellation is subject to approval.

Where a student's cancellation is approved, ALG will automatically determine the student's eligibility for a refund of tuition fees. If a student is assessed as being eligible to receive a refund of tuition fees, ALG will contact the student and process the refund accordingly.

Conditions of cancellation fees and other payments include (but are not limited to):

- Students who cancel and who pay tuition fees by a payment plan or pay-by-month program should note that course cancellation processing will take 10 working days from the submission of the Course Cancellation Form, provided that all relevant documentation has been received from the student and the cancellation is approved. Any payment instalments scheduled to be paid during this period will be processed as scheduled.
- If a student's cancellation is rejected, ALG will refund the cancellation fee paid at the time of submitting the Course Cancellation Form within 10 working days from the rejected outcome. If a student has any tuition or miscellaneous outstanding fees, ALG will allocate the cancellation fee paid towards the outstanding fees.

5.3. Deferrals, Suspensions or Cancellations initiated by ALG

ALG identifies students who have not commenced at the end of Week 2 of each term. Students who have not had any contact with ALG since the start date of their course will be deemed as a non-commencing student. Non-commencing students are contacted via email at the beginning of Week 3 and given 5 business days to indicate their intention to commence studies. Students who do not respond within the 5-day period will have their enrolment cancelled by ALG according to the ALG Course Progress and Attendance Policy and Procedure.

After making a decision to defer, suspend or cancel a student's enrolment, ALG informs the student of its intention and notifies the student that he or she has 20 working days to access ALG's internal complaints and appeals process. If the student decides to access ALG's internal complaints and appeals process, the deferral, suspension or cancellation of the student's enrolment does not take effect until the internal process is completed, unless extenuating circumstances relating to the welfare of the student apply. In this case, ALG will maintain the student's enrolment until the internal appeals process is completed and the decision supports ALG's intention to defer, suspend or cancel the student's enrolment. The student may choose to access an external appeal process according to ALG's Complaints and Appeals Policy and Procedure, but ALG 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.



If the student's appeal is approved and a decision is made not to defer, suspend or cancel the student's enrolment, ALG will determine an intervention strategy to ensure that the student does not repeat the behaviour/breach. When structuring a return to studies from a deferment or suspension, ALG may plan a study program not equivalent to a full-time study load if this means a shorter extension to the Confirmation of Enrolment (CoE).

5.4. Effects on Course Duration, Study Program and Visa

In the case of a suspension, the student's course duration and study program may be impacted. In such cases, students are required to submit an [Extend Your Studies Form](#) and may need to apply for a student visa extension before the expiry of their current visa, at their own expense. ALG ensures students are informed that deferring, suspending or cancelling their enrolment with ALG may affect their visa and informs them of the requirement to seek advice from the Department of Home Affairs.

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

1.1. Reporting and Processing Deferrals, Suspensions and Cancellations on PRISMS

ALG notifies the Department of Home Affairs, through PRISMS, of changes to the student's enrolment status when a deferral, suspension or cancellation is processed, as follows:

- a) Where the end date of the CoE is not affected, ALG reports the change in PRISMS however a new CoE is not created.
- b) Where the end date of the CoE is affected, ALG reports the change in PRISMS and the existing CoE is cancelled. A new CoE with a revised commencement date and end date must be created, either immediately or at such time as when the student has notified ALG of their intended date of return.
- c) Where the cancellation is permanent, ALG reports the change in PRISMS and the existing CoE is cancelled.

ALG ensures students are informed that deferring, suspending or cancelling their enrolment with ALG may affect their student visa and that they should obtain advice from the Department of Home Affairs.

1.2. Record Keeping

ALG retains the student's application and supporting evidence for a deferral, suspension or cancellation in accordance with its Record Retention Policy and Procedure.



2. Definitions

The definitions of key terms relevant to this policy and procedure are contained in the ALG Glossary.

3. Related Documents

- i. Transfer Between Registered Providers Policy and Procedure
- ii. Course Progress and Attendance Policy and Procedure
- iii. Complaints and Appeals Policy and Procedure
- iv. Additional Fees Schedule
- v. Admissions Policy
- vi. Record Retention Policy and Procedure

4. Document Information and Review

Version	Date Effective	Approved by	Amendment	Date of next scheduled review
7.0	31 October 2022	Director of Studies and Quality Assurance	<ul style="list-style-type: none">• Inclusion of where the student's course duration may exceed the original enrolment as a result of suspensions• Reorganised to separate the policy components from the procedural components.	31 October 2025