

STUDENT HANDBOOK

Part A – All Students

Section 10 – Deferment, Suspension or Cancellation of Study

Foreword to International Students on Deferment, Suspension or Cancellation of Study

International students should additionally refer to the specific section in this handbook on Deferment, Suspension or Cancellation of study for international students. See Part B of the handbook.

Record Keeping for Deferment, Suspension or Cancellation

ALG keep documentary evidence on the student's file of the assessment of the student's application for deferment or suspension. Similarly, should a provider suspend a student's enrolment due to misbehaviour, documentary evidence of this decision should be kept.

DEFERMENTS – Classroom based modules

Deferments are only applicable to classroom based modules.

If a student is not eligible for a refund they may be eligible for a deferment if the following criteria have been met:

1. The student has submitted a completed ALG Deferral Form, with supporting documentation, no later than half way through the affected study period (i.e. week 5 of the affected term) to be eligible for a fee credit and
2. The student has attended no more than 50% of the the timetabled class sessions of the affected term and
3. The student has paid in full for that module, study period and/or course.

ALG will transfer 50% of the applicable fully paid course fees as fee credit towards another term of study. This credit will be valid as per the approved deferral period and can be used toward any course or module. This credit is valid for 6 months, or for the next available module and/or study period and can be used toward any course or module.

The credit amount will be calculated on any discount or promotional price the student paid for the module or entire course on a pro rata basis.

Any fees held in credit are non-refundable and non-transferable to another person.

If a student requests a deferral after Week 5 of the affected term, they are required to submit a completed ALG Deferral Form with supporting documentation. A student requesting a deferral after Week 5 of the affected term will not be eligible for any fee credit.

International students need to refer to Part B of this handbook for further details on the impact deferrals have on their student visa.

In all cases of deferral a student's tuition fees are non-refundable.

EXTENSIONS – Home study based modules

Extensions are only applicable to home study based training modules.

The extension period granted will vary from module to module and will be confirmed at the time of request by the student.

In some circumstances of courses being superseded extensions may not be possible.

CANCELLATION OF ENROLMENT

Course cancellations - Students who wish to cancel their course midway through their studies need to do so in writing to formalise their cancellation of enrolment. Course cancellations will be subject to standard refund policy.

Course cancellations with fees outstanding - students wishing to cancel and enrolment who have fees outstanding e.g. on a payment plan can request to pay an additional cancellation fee that will cease all remaining fee liabilities owing. This fee is in addition to all fees paid to date for that module. This cancellation fee is in addition to all course fees paid to date of cancellation request.

How a Deferment, Suspension or Cancellation can affect your Study Program – Classroom Training

Students can request a deferment, suspension or cancellation of their studies.

In some cases misconduct from the student may lead to ALG suspending or cancelling a student's enrolment.

Students should note a deferment or suspension can affect your original study program and options to when you are able to return to your studies.

Typically ALG conducts its training in cycles. This means that student's will, in general, need to study consecutive terms of study in order to complete all cycles within a qualification.

For example:

- Term 1 – Cycle A
- Term 2 – Cycle B
- Term 3 – Cycle C
- Term 4 – Cycle D

If a student studies with no interruptions, they successfully complete all cycles. A student can also complete cycles in any order – they may enrol in Term 2 – Cycle B, which means they finish with Term 1 Cycle A as their final term of study.

If a student defers, this cycle may be affected. For example:

- Term 1 – Cycle A – completed
- Term 2 – Cycle B – deferral

Term 3 – Cycle C – completed

Term 4 – Cycle D – completed

This means the student has not completed Cycle B. This does not affect their learning, however this may affect a student's course duration. The next time Cycle B is offered is Term 2 of the following year. The student will need to extend their course in order to complete Cycle B when it is next offered.

There may be other options available in order to assist students in completing their course. Students are advised to discuss how their request for deferral or suspension will impact their return to studies with a Student Advisors before making any decisions.

Changes do occur regularly for all education programs to comply with changes in standards or qualification requirements. These changes often come with requirements to no longer teach and assess students under old courses and training packages. In this case a student who has deferred for a considerable time may not find their previous course or module current. Hence the may need to re-enrol into the new program that has replaced the old program. Students asking for a deferment or suspension of their education program should clarify potential program changes.

How a Deferment, Suspension or Cancellation can affect your Study Program – Distance Education Training

Students should note a deferment or suspension can affect your original study program when taking a distance education program.

Changes do occur regularly for distance education programs to comply with changes in standards or qualification requirements. These changes often come with requirements to no longer teach and assess students under old courses and training packages.

In this case a student who has deferred for a considerable time may not find their previous distance education course or module current. Hence the may need to re-enrol into the new program that has replaced the old program.

Students asking for a deferment or suspension of their distance education program should clarify potential program changes.

ALG Action to Suspend or Cancellation a Student's Studies

Students may be suspended or cancelled from their studies due to action taken by ALG. Please refer to the Student Code of Conduct section for information on student's requirements while studying at ALG and the consequences of breaching these requirements.