



DEFERRAL SUSPENSION CANCELLATION WITHDRAWAL POLICY

1.0 PURPOSE

To provide a documented process in Global College Australasia Pty Ltd (ACN 002 965 639 ABN 30 606 828 880, RTO ID 45088, CRICOS Provider 03564F) herein "GCA" for assessing, approving, and recording a deferral of the commencement of study or the suspension of study for the overseas student, including keeping documentary evidence on the student's file of the assessment of the applications. GCA understands that students who do not submit assessments and maintain course progression are in breach of their visa conditions. This document should be reviewed in line with the Course Progression and

2.0 SCOPE

This policy and procedure apply to all enrolled international students at GCA. To be eligible to submit this request, a student must hold a valid Confirmation of Enrolment (CoE) and maintain an active enrolment status at the time the request is made. GCA is not required to respond to enquiries or requests from individuals who do not hold a valid CoE or who are not actively enrolled, as they are not covered under this policy.

This policy and procedure relates to the following RTO Standards: 1.1; 1.2 and 1.7

This policy & procedure aligns to Standards 6, 8, 9 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018

3.0 DEFINITIONS

The below **Definitions** act as a guideline for students who wish to apply for a deferral, suspension, cancellation, or withdrawal of their course. GCA highly advises a student to seek advice from their migration agent and/or the Student Support prior to application:

- A. Deferral** means to delay a course in which a student has been enrolled but which has not yet commenced to another commencement date.
- B. Suspension** means to temporarily delay the enrolment of a course which has already commenced to a future date. The ideal period for a course suspension is between 5 weeks and 6 months.
 - GCA will not suspend a course for more than 6 months. Should a student wish to suspend their course for longer than 6 months, the student should withdraw and reapply for enrolment in GCA.
 - Should a student need to suspend their course for less than 5 weeks, the student should apply for an approved leave request. (See the GCA-approved leave request policy.)
- C. Cancellation** refers to the GCA-initiated cancellation of one or more courses in which a student has enrolled.



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D. Withdrawal means that a student wishes to withdraw from a course and:



- Transfer to another course in GCA, or
- Transfer to another course provider, or
- Stop any further study.

E. Compassionate or Compelling Circumstances are defined as circumstances beyond the control of the student that have an impact on the student's course progress or well-being. These could include but are not limited to:

- Serious illness or injury, where a medical certificate states that the student was unable to attend classes.
- Bereavement of close family members, such as parents or grandparents. (Where possible, a death certificate should be provided.)
- Major political upheaval or a natural disaster in the home country requiring emergency travel that has impacted the student's studies.
- Inability to begin studying on the course commencement date due to a delay in receiving a Student visa.
- A traumatic experience, which could include:
 - Involvement in or witnessing a serious accident; or
 - Witnessing or being the victim of a serious crime where these experiences have impacted the student (cases should be supported by police or psychologist's reports).

F. Student Misconduct. Misbehaviour is defined as students who display unacceptable behaviour in accordance with the Student Handbook and Code of Conduct to ensure all students receive equal opportunity to gain the maximum benefit from their training. Any person(s) displaying the following dysfunctional or disruptive behaviour may be asked to leave the session and/or the course. Examples of unacceptable behaviour include but are not limited to the following:

- Continuous interruptions of the trainer.
- Smoking in non-smoking areas.
- Being disrespectful to other participants.
- Harassment by using offensive language.
- Sexual harassment.
- Acting in an unsafe manner that places themselves and others at risk.
- Refusing to participate, when required, in group activities.
- Continued absence or late arrival.



G. COE: Confirmation of Enrolment.

4.0 POLICY STATEMENT

- 4.1 GCA may only enable students to defer or temporarily suspend their studies, including granting a leave of absence, during the course through formal agreement in certain limited circumstances.
- 4.2 This policy outlines GCA's procedure for assessing, approving, and recording a deferment of the commencement of study or suspension of study for the student in accordance with the requirements of the National Code and ESOS Act.
- 4.3 Any student applying for a deferral, suspension, and/or withdrawal of their course must provide sufficient, adequate, accurate, and relevant supporting documents.

5.0 GCA INITIATED DEFERRAL, SUSPENSION, CANCELLATION, AND WITHDRAWAL

- 5.1 In accordance with the National Code, GCA can defer or temporarily suspend a student's enrolment on the grounds of:
 - A. Compassionate or compelling circumstances.
 - B. Serious misbehaviour by the student (refer to information in the Learner Support Policy and Procedure).
 - C. Failure to comply with the Contract Agreement for Course Progress and Attendance and any formal warning issued by GCA against these processes (refer to Course Progression and Intervention Policy and Procedure).
 - D. The non-payment of course fees, in accordance with the Contract Agreement and Payment Schedule.
- 5.2 In any given situation that leads to a deferment, temporary suspension, or cancellation of studies instigated by GCA, formal written notification will be provided to the student. In turn, the student shall have 20 working days to access GCA's Internal Complaints and Appeals process. The deferment, temporary suspension, or cancellation of studies cannot take effect until the Internal Complaints and Appeals process has been completed unless Extenuating Circumstances relating to the welfare of the student apply.
- 5.3 At the completion of the complaints and appeals process, should the deferment, temporary suspension, or cancellation of studies be upheld by the complaints and appeals hearing, GCA will update PRISMS as required under the ESOS Act.
- 5.4 Students are informed that cancellation of their enrolment may affect their student visa status.



5.5 All documentation relating to the assessment of student cancellation applications will be kept in the student's file and recorded in the student's file and Dropbox folder.

6.0 STUDENT INITIATED DEFERRAL, SUSPENSION, CANCELLATION, AND WITHDRAWAL

6.1 In accordance with the National Code, students may, through a formal agreement with GCA, be given permission to defer commencement, temporarily suspend their studies during the course, or be granted a leave of absence. This may only occur on the grounds of:

- A. Compassionate or Compelling Circumstances.
- B. Student visa delay.

6.2 DEFERRAL

6.2.1 Students initiated deferral of enrolment prior to course commencement.

- a) In the event that a student desires to defer their course before its scheduled start date following the issuance of a Confirmation of Enrolment (COE), the student is required to apply in writing to GCA for course deferment.
- b) The deferral process will involve the Admissions Team, who will assess the grounds for deferral, encompassing potential reasons, such as but not limited to:
 - Delay in granting of student visa.
 - Visa granted close to the intake date, or
 - Compassionate or compelling circumstances.
- c) Once GCA has processed the deferral request, the student will receive written correspondence of the outcome. Students will be advised regarding the next steps to be followed; these may include but not limited to fees payment and/or additional conditions such as finishing a current unit or submitting a unit pending unit submission.
- d) If the evidence and/or conditions have been met, the student will be sent a new Letter of Offer with a new commencement date.
- e) Once the new Letter of Offer is accepted and signed by the student, a new COE will be issued by the Admissions Team.
- f) Student-initiated deferral or suspension after course commencement: students can apply to GCA to defer or temporarily suspend their studies if they have evidence of Compassionate or Compelling Circumstances.

6.2.2 DEFERRAL PROCEDURE

- a) Complete the "Defer, Suspend, Cancel, and Withdrawal (DSCW) Form", which can be accessed from GCA's website or by emailing studentsupportfd@globalcollege.edu.au, or
- b) Meet with Student Support at reception and request a form to be sent to their email.
- c) Email the completed form to studentsupportfd@globalcollege.edu.au with all supporting documentation demonstrating Compassionate or Compelling Circumstances.



- d) The Senior Administrative Coordinator will evaluate and assess the student's request for deferment or suspension. The student might also be requested to attend a meeting with the Senior Administrative Coordinator.
- e) If deferral or suspension is approved, the student will be notified in writing by the Senior Administrative Coordinator, who will review the application. Please note:
 - Deferrals and suspension will only be granted to students under Compassionate or Compelling Circumstances, which may be beyond the student's control for a maximum of 6 months only.
 - GCA will use its own professional judgment and will assess each case on its individual merits. When determining whether Compassionate or Compelling Circumstances exist, GCA will consider certified documentary evidence to support the claim.
- f) The students must notify GCA of the start date of deferral and the intended date of return before creating a new COE.
- g) All documentary evidence will be kept on the GCA student's file and tracking record in the Student Management System (VETtrak).
- h) The GCA will notify the student that deferring or suspending their course may affect his or her student visa.
- i) The GCA will also notify the Department of Home Affairs (DHA) via the PRISMS systems that it is deferring or suspending a student's enrolment for a period, which will affect the end date of the COE.
- j) The student's original COE will be cancelled/reported in PRISMS, and GCA will be offered the opportunity to create a new COE with a more appropriate end date. If the end date of the COE is not affected, then a new COE does not have to be issued, but the information regarding a student's deferral and/or suspension is recorded in the Student Management System (VETtrak) for future reference.

6.3 SUSPENSION

6.3.1 GCA initiated suspension of enrolment. Due to student misconduct or breach of policies, such as:

- Academic dishonesty
- Non-payment of fees
- Violation of visa conditions
- Disruptive behavior

If suspension decision has been decided, the student will be notified in writing by the Senior Administrative Coordinator. Please note:

- Suspension will only be given to students for a maximum of 6 months only.
- GCA will use its own professional judgment and will assess each case with its individual merits.



6.3.2 SUSPENSION PROCEDURE

- a) GCA will notify students of the start date of suspension before revision of COE.
- b) All documentary evidence will be kept on the GCA student's file and tracking record in the Student Management System (VETtrak).
- c) The GCA will notify the student that suspending their course may affect his or her student visa.
- d) The GCA will also notify the Department of Home Affairs (DHA) via the PRISMS systems that it suspends a student's enrolment for a period, which will affect the end date of the COE.
- e) The student's original COE will be cancelled/reported in PRISMS. GCA will issue a new COE with the agreed end date. If the end date of the COE is not affected, then a new COE does not have to be issued, but the information regarding a student's suspension is recorded in the Student Management System (VETtrak) for future reference.

6.3 CANCELLATION

A GCA student may choose to cancel their course at any time, either before or after the course start date, if they have a genuine reason to cancel their course and all fees are paid and/or up to date. To cancel their course, students must follow the process below:

- a) Complete the "DSCW Form" and email it to the Senior Administrative Coordinator via studentsupportfd@globalcollege.edu.au with all supporting documentation.
- b) Meet with Student Support at reception and request a form to be sent to their email.
- c) The student will be advised to attend an interview to discuss their reasons for cancellation.
- d) Whilst a determination is being made, the student is required to attend all scheduled classes until they have been notified of the outcome of their application for cancellation.
- e) GCA will notify the Department of Home Affairs (DHA) via PRISMS within 7 days after the event date of course cancellation. The student will be notified that this may affect their student visa.
- f) GCA is under no obligation to reinstate any student's enrolment if they have cancelled their enrolment. A student may reapply if they have cancelled their enrolment, following normal



admissions processes and are subject to any relevant Department of Home Affairs restrictions that may apply.

- g)** Cancellation of any student COE's by GCA and Department of Home Affairs for any student visa breaches are not eligible for any refunds. Please review GCA refund policy in website for refunds in detail.

6.4 WITHDRAWAL

Withdrawal refers to a student's formal request to discontinue their current course of study. This may include:

- Transferring to another course within Global College Australasia (GCA)
- Changing to a course at another education provider
- Ceasing further study altogether

All withdrawal requests must be supported by compelling or compassionate reasons, as outlined in GCA's Deferral, Suspension, Cancellation, and Withdrawal (DSCW) Policy.

Global College Australasia (GCA) has assessed the student's course variation request in alignment with the Commonwealth Ombudsman's guidelines for Providers Assessing Compassionate or Compelling Circumstances. These guidelines outline the expectations for valid course changes, including the need for compelling or compassionate circumstances supported by appropriate evidence.

The student is advised to follow the school's process and refer to the Commonwealth Ombudsman guideline which can be provided by GCA. Without valid supporting evidence, the request will not be approved under this policy or national regulatory standards.

When a student requests a transfer or release, it is essential to understand that a successful DSCW withdrawal does not automatically result in a release on PRISMS.

- Release is a separate regulatory process and must meet specific criteria.
- A release is only granted under defined circumstances
- Even if a withdrawal is approved, the student will not be released on PRISMS unless the release conditions are satisfied.

Students should ensure they understand both processes and policies and provide appropriate documentation to support their release request, especially when seeking to transfer to another provider.

A release is only granted under specific circumstances—primarily when provider defaults, in this circumstance, the student is eligible to transfer to another provider.

A provider default occurs when a CRICOS-registered education provider does not meet its obligations to deliver a course to an overseas student. According to the Education Services for Overseas Students (ESOS) Act, this includes:

- Failure to start the course on the agreed commencement date.
- Stopping the course delivery after it has started but before completion.
- Not providing the course at the agreed location.

Note: Please click link for reference for Commonwealth Ombudsman - Provider Assessing Compassionate or Compelling Circumstances

[Overseas Students Ombudsman fact sheet](#)

For more information, please see GCA Transfer Policy [GCA-STUDENT-TRANSFER-POLICY.pdf](#)



GUIDELINES AND IMPLICATIONS OF DEFERRAL, SUSPENSION, OR CANCELLATION

- 7.0** Should a student's enrolment be suspended for a period of 28 days or longer, the student must return home unless special circumstances exist.
- 7.1** GCA runs a weekly report on PRISMS to identify significant changes in visa status including visa refusals
- 7.2** Students are to be made aware that:
- A.** Students can only temporarily suspend enrolment for a maximum period of six months.
 - B.** Deferral, suspension, or cancellation of enrolment may affect the student's visa.
 - C.** If the enrolment is suspended for a period greater than six months, the student's visa may be cancelled by the Australian Department of Home Affairs.

8.0 ROLES AND RESPONSIBILITIES

- 8.1** All documentation relating to deferment, temporary suspension, or cancellation of studies will be kept in the student's file.
- 8.2** In addition, any discussions with the student and relevant staff members relating to the deferment, temporary suspension, or cancellation of studies will be recorded and placed as minutes in the student's file, as well as being noted in the Student Management System.

9.0 REPORTING PROCESS GCA INITIATED

- A.** A GCA staff member completes and submits a Deferral, Suspension, Cancellation, and Withdrawal (DSCW) form with any supporting evidence to the GCA Student Support Officer.
- B.** The Student Support Officer records the DSCW form in the DSCW register and then forwards the form to the Senior Administrative Coordinator.
- C.** The Senior Administrative Coordinator will assess the request and evaluate any supporting evidence, considering the current academic progress of the student.
- D.** The Senior Administrative Coordinator will inform the student of the decision in 20 working days with the intended course of action with the DSCW outcome, along with the student's right to appeal the decision in accordance with the GCA Complaints and Appeals Policy.
- E.** At the completion of the complaints and appeals process, should the deferment, temporary suspension, or cancellation of studies be upheld by the complaints and appeals hearing or



'Extenuating Circumstances relating to the welfare of the student apply', then GCA will inform PRISMS as required under the ESOS Act.

- F.** The Student Support Officer is to place all documents in the student's file and record the outcome on the Student Management System (VETtrak) and update/report the student's COE via PRISMS accordingly.

9.1 VISA REFUSALS MID COURSE

Where a visa refusal is received after a learner has commenced study, GCA will follow the process below:

- Contact the student and arrange a meeting
- Notify the student that GCA requires evidence of a valid visa that allows for study rights before the learner can return to class
- Where the learner can provide evidence of a valid visa, confirm via VEVO check and the learner can return to studies
- Where the learner cannot provide evidence of a valid visa, follow standard gca initiated cancellation (intent to report)
- Note that during the process, progression will be denoted in the Enrolment Comments in PRISMS:
 1. Visa refusal mid course received, student contacted and investigation underway
 2. Appeal documentation provided, VEVO check undertaken, study rights confirmed and student returned to class
 3. Appeal dates for AAT confirmed and set for XX/XX/XXXX, follow up set in SMS to confirm outcome

At the end of this process one of two outcomes will be actioned, the students visa will be reinstated and the student can continue with their studies OR the student will have lost their appeal to AAT, the bridging visa withdrawn and cancellation process will need to be actioned in line with study rights being removed.

10.0 REPORTING PROCESS STUDENT INITIATED

- A.** The student completes and submits a DSCW form with any supporting evidence to the GCA Student Support Officer.
- B.** The GCA Student Support Officer records the DSCW form in the DSCW register and forwards the form to the Senior Administrative Coordinator.
- C.** The Senior Administrative Coordinator will assess the request and evaluate any supporting evidence while considering the current academic progress of the student.
- A formal meeting may be requested.
 - The Senior Administrative Coordinator must inform the student of changes in enrolment status and study duration prior to the outcome.
- D.** The Senior Administrative Coordinator will respond in writing to the student to confirm the decision.



- Successful outcome: the Senior Administrative Coordinator informs the student in writing in 20 working days.
 - Unsuccessful outcome: the Senior Administrative Coordinator will inform the student of the decision and the intended course of action in 20 working days, along with the student's right to appeal the decision in accordance with the GCA Complaints and Appeals Policy.
- E.** At the completion of the complaints and appeals process, should the deferment, temporary suspension, or cancellation of studies be upheld by the complaints and appeals hearing or 'Extenuating Circumstances relating to the welfare of the student apply', GCA will inform PRISMS as required under the ESOS Act.
- F.** The Student Support Officers are to place all documents in the student's file and record the outcome on the Student Management System (VETtrak) and update the student COE via PRISMS accordingly.

11.0 QUALITY ASSURANCE

The Quality Assurance Manager conducts an annual review of all marketing materials and reports any issues to the CEO for resolution. The CEO and Quality Assurance Manager are responsible for maintaining compliance.

12.0 RELATED DOCUMENTS

Related documents include the Marketing checklist, Prospectus, , GCA student handbook, GCA website, along with the Student Information Guide. The policy is in conjunction with Complaints and Appeals and Financial Management policy.

13.0 POLICY REVIEW

This policy will be reviewed every 12 months from version date or any legislative, regulation or policy update applicable each year.