
Deferral, Suspension and Cancellation Policy

The following are policies governing the deferral, suspension and cancellation procedure in George Brown College (GBC):

Please Note:

For any changes that need to be made to a Confirmation of Enrolment (CoE) an administration fee of \$250 will be charged.

1. Defer Commencement Date:

GBC may defer the commencement of a course in the following **circumstances**:

- GBC is unable to offer the course at that particular time
- The Student has experienced delays in their offshore visa grant
- The Student has received an extension to complete their preparatory course of study subsequently delaying the commencement of their next course

2. Suspension of Enrolment:

GBC may suspend a Student's enrolment in the following **circumstances**:

- Student misconduct
- If the Student gave false and misleading information upon application, the enrolment may be suspended while GBC considers the consequences and its actions
- Compassionate or compelling circumstances (these are generally beyond a Student's control and have an impact on a Student's wellbeing and/or on their ability to progress in their Courses or program)

3. Cancellation of Enrolment:

GBC may cancel the Student's enrolment in the following circumstances or more;

- Non-payment of outstanding fees
- Unsatisfactory course progress as outlined in the Course Monitoring Policy
- Serious misconduct
- If the Student is found to have provided false or misleading information or documentation
- Failure to commence a course
- A new visa for the Student has come into effect
- The Student has left the country

Guidelines:

In cases where the Student's enrolment has been deferred, suspended or cancelled by GBC, the Student will be notified and given 20 working days to access GBC's internal complaints and appeals process.

GBC will notify the Australian Department of Immigration and Border Protection (DIBP) via PRISMS as they administer the deferral, suspension or cancellation.

4. Course Variation Requested By Student – Deferment or Suspension for Onshore Students

Change in Start Date:

- Onshore Students will be required to provide substantial proof as evidence to warrant a change in their start date
- The Student is also required to pay course tuition fees and any extra fees for the terms the Student is absent from. The Student's enrolment will then be changed to the requested new start date
- Compassionate or compelling circumstances

5. Course Variation Requested By Student – Deferment or Suspension for Offshore Students

Change in Start Date:

- The Student must complete the applicable change request form
- Offshore Students will be required to provide relevant proof as evidence to warrant a change in their start date
- If the Student wishes to start later owing to compassionate and/or compelling circumstances or if a visa has not been granted, he/she will not be charged the change in CoE fee.

Change of Course:

- The Student must complete the applicable change request form and pay relevant fees
- The Student can request a Change of Course; however, it is dependent on approval by the General Manager
- Students will be required to attend a meeting with a Compliance SSO to discuss their situation before a decision is made
- Once the approval has been granted, the course change will be affected in the RTO Manager as well as on PRISMS
- After course commencement, if the student wishes to change their course / qualification, they are still required to pay the term fee (for their current term).

Current Student – Deferral or Leave:

- The Student must complete the applicable Request Form and submit substantial proof for a request for leave of absence along with a \$250 administrative fee.
- The request needs to be made a minimum of 14 days before the proposed date that the leave would commence. A shorter notice period will be considered only in the event of compassionate and/or compelling reasons.
- Leave of absence will:
 - Be subject to approval by the Compliance and SSO.
 - Be treated as a deferral if the course end is going to be affected by the absence – or four (4) weeks or more of absence (not including school holidays).
 - Be treated as leave if the course end is not going to be affected – or less than 4 weeks of absence not including school holidays.
- If the leave is treated as a deferral the CoE will be changed and recorded on the RTO Manager & PRISMS.

Withdrawal from the course/Change in provider:

- The Students must complete the applicable withdrawal or release application form with any relevant supporting documents.
- Supporting documents may include, for example, a doctor's certificate, unconditional Letter of Offer from the new provider, fully paid flight tickets.
- Students will be required to attend a meeting with the Customer Service Manager to discuss their situation before a decision is made.
- The GM will need to approve any application to withdraw from a course.
- As per the National Code, Standard 7, registered providers are restricted from enrolling transferring Students for the first six months from the commencement of the Student's principal course of study.
- Therefore, Students who wish to transfer to a different provider before completing six (6) months studies at GBC (the principal course), will need to apply for a Release Letter from GBC.

Students should be aware that a \$250 application fee is charged for withdrawals.

Release Letter issuance

GBC can grant a Release Letter only under exceptional circumstances that:

- Impacted the Student after the acceptance of their offer (with GBC)
- Make it impractical for the Student to complete six (6) months of study at GBC
- Are beyond the control of the Student and for which the Student is not responsible

- GBC will grant the Release Letter only if the transfer will not be to the detriment of the Student.
- Similarly, GBC will refuse the Release Letter if the transfer is considered to not benefit the Student.

Note:

- **Any withdrawal of a Student will be reported to Department of Immigration and Border Protection (DIBP) via PRISMS and their CoE will be cancelled.**
- **As per the Department of Immigration and Border Protection (DIBP) regulations an international Student must obtain a Letter of Release from the current education provider before enrolling in a course with another provider.**

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This policy / procedure is to be reviewed a minimum of twelve (12) months from this date.

Disclaimer:

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