



THE CENTRE OF EXCELLENCE

Deferral, Suspension and Cancellation

Policy

Student enrolment can be deferred, suspended or cancelled in limited circumstances by The Centre of Excellence (CoE) or by the student. When deferral, suspension or cancellation of enrolment is initiated by CoE, students have the right to appeal the decision.

Definitions

Deferral – postponement of commencement of course.

Suspension – temporary postponement of enrolment during course.

Cancellation – cessation of enrolment in course.

1.0. Guidelines

1.1. CoE Initiated Deferral, Suspension or Cancellation

- 1.1.1. CoE may **defer commencement** of a course when a course is not offered.
- 1.1.2. CoE may **temporarily suspend or cancel enrolment** in the following circumstances.
 - Student misbehaviour as outlined in SMP 2 Student Code of Conduct.
 - Non-payment of outstanding fees.
- 1.1.3. In cases where suspension or cancellation of the student's enrolment is initiated by CoE, students will be notified and advised to access the CoE's internal complaints and appeals process if they are dissatisfied. (see SMP 9 Complaints and Appeals Procedure).

1.2. Student Initiated Deferral, Suspension or Cancellation

- 1.2.1. Students may request a **deferral of the commencement** of their course by completing an AF 24 Deferral/Change of Preference Form and submitting it to a Admin Officer prior to the course commencing.
 - 1.2.1.1. Once the deferral is processed the student will receive a Confirmation of Enrolment letter and have a new enrolment agreement written to reflect the new commencement.
- 1.2.2. Students who wish to **temporarily suspend** enrolment in their course must obtain written approval from the Admin Officer.
 - 1.2.2.1. Students need to complete an AF 23 Course Suspension Form and submit it, together with all supporting documentation, to the Reception.
 - 1.2.2.2. To obtain approval, students must submit the form a minimum of 10 working days before the requested suspension date.
 - 1.2.2.3. In case of an emergency situation that compels the student to suspend their course, the minimum submission deadline of 10 working days may be waived. Please see SMP 31 Compassionate and Compelling Circumstances for further guidelines on what constitutes an emergency situation.
 - 1.2.2.4. A student can suspend enrolment for a maximum period of 6 months.
 - 1.2.2.4.1. In the case of exceptional circumstances (supported by documented evidence), longer suspensions may be granted at the discretion of CoE's management.



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- 1.2.2.5. Once the suspension is processed the student will receive a written letter from the Admin Officer.
- 1.2.3. Students who wish to **cancel** enrolment in their course must obtain written approval from CoE and attend a cancellation appointment.
 - 1.2.3.1. Students must complete an AF 12 Course Cancellation Form and submit it, together with all supporting documentation, to the Admin Officer.
 - 1.2.3.2. The Admin Officer will decide the outcome of the student's request for cancellation.
 - 1.2.3.3. If the student requests a refund, the Admin Officer will submit their request to the CEO for approval of the refund.
 - 1.2.3.3.1. The student must complete SMF 20 Refund Application Form and submit it with their AF 12 Course Cancellation Form.
 - 1.2.3.4. If the student does not accept the outcome of their request for cancellation, the Admin Officer will escalate the student's application to the CEO.

Document Handling and Notations

- 3.1. All documentation relating to the assessment of student deferral, suspension and cancellation applications will be kept in the student's file.
- 3.2. All discussions undertaken with the student during the processing of the application must be recorded on the Student's file as they occur.