
DEFERRAL, SUSPENSION AND CANCELLATION POLICY AND PROCEDURE

Document Control

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Document owner	CEO, All Staff

Standards & Legislation Mapping

This policy declares the specific requirements it gives effect to under Britts College's self-assurance obligations.

Framework	Reference(s)
Applicable standards	Outcome Standards for RTOs, Standard 2.1, 2.3, 2.8, 4.2, 4.3, 4.4, 8 and 9

1. Purpose

Britts College is committed to providing Students with clear and supportive processes to defer the commencement of their course, extend the duration of their enrolment, temporarily suspend their enrolment, withdraw from their training program or the cancellation of their enrolment. This policy ensures that decisions regarding deferment, extension, suspension, withdrawal or cancellation are handled ethically, fairly, and transparently while aligning with compassionate or compelling circumstances and regulatory requirements.

2. Scope

This policy applies to:

- All staff and Students; and

- All of our training and assessment, and enrolment business functions.

3. Software

- Prisms
- Accelerate

4. Responsibilities

Britts College does not have a governing board. Control and influence over Britts College, and all decision-making authority, rest solely with the CEO and the Director. Accountability under this policy therefore sits exclusively with the CEO and the Director; all other roles are responsible for carrying out activities, or are consulted or informed, under the direction of the CEO and the Director.

CEO/ PEO

- Ensures compliance with legislation, regulations and Standards for RTOs.
- Process learner requests for deferral, extension, suspension or withdrawal.
- Authorises refunds as per our Fees and Refunds policy.

Administrative & Support Staff

- Manages and coordinate requests for deferral, extension, suspension or withdrawal with the Student Support Manager and the student.
- Communicates the process, outcomes and provide relevant documentation to Students.
- Maintains accurate records in the student's file.

Trainers & Assessors

- Provide support to Students experiencing challenges that may lead to deferral, extension, suspension, withdrawal or cancellation of their enrolment, and upon their return.
- Alerts Student support team to any significant learner concerns.

5. Definitions

- A **deferral** is to delay the commencement of a course.
- An **extension** is to extend the enrolment period, up to a maximum of an additional year.

- A **suspension** is to temporarily delay the enrolment once the course has commenced.
- A **withdrawal** is when a learner decides to cease their enrolment in a course.
- A **cancellation** is when BRITTS COLLEGE ceases to provide any further training and assessment services to a learner in respect of a particular enrolment into a course.

6. General Principles

We are to observe and uphold the following when managing and administering this policy:

- Ensure that all processes related to deferrals, extensions, suspensions, withdrawals and cancellations are carried out in a fair, impartial and transparent manner.
- Prioritise the well-being and educational needs of the students by considering their individual circumstances and providing tailored support.
- Aim to minimise disruption to the student's study journey and ensure continuity of training and assessment, wherever possible.
- Clearly communicate all requirements, timelines and outcomes promptly – including that their *Deferral, Extension, Suspension or Withdrawal Form* is to be lodged at least 10 business days prior to the date they want their deferral, extension, suspension or withdrawal to take effect.
- Accept and assess any **deferral**, course duration **extension** and **suspension** requests from Students without prejudice, taking into account the personal circumstances of the learner and provide an **extension** to the course duration under certain circumstances, such as:
 - Student visa delay (evidenced by communications and records from the Department of Home Affairs).
 - In compassionate or compelling circumstances, which includes but are not limited to:
 - Serious illness or injury (evidenced by a medical certificate);
 - Bereavement of close family members (evidenced by a death certificate or obituary);
 - Major political upheaval or natural disaster;
 - A traumatic experience, which can include, but is not limited to:

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- The involvement in, or witnessing of, a serious accident, or
 - The witnessing of or being the victim of a serious crime (evidenced by police or Psychologist's reports).
 - After the implementation of an intervention strategy, the student is still at risk of not meeting satisfactory course progress.
 - **International Students only:** Where an international student is seeking to **defer** their enrolment by a period of 28-days or longer:
 - The student is to return to their home country unless special circumstances exist; and
 - They should be notified that their student visa may be affected as a result of their deferral and that they should contact the Department of Home Affairs for advice.
 - Where Britts College initiates a **suspension** of a student's enrolment, we only do so after:
 - Three formal warnings have been issued and continuous misconduct, misbehaviour or failure to comply with our Student Code of Conduct persists; or
 - Where serious misconduct, misbehaviour or misuse of our resources by the student has occurred (where the serious misconduct is considered criminal, the learner may be expelled instead).
 - **International Students only:** Where an international student is seeking to **suspend** their enrolment by a period of 28-days or longer:
 - They can only temporarily suspend their enrolment for a maximum of 6-months;
 - If their enrolment is suspended for a period greater than 6-months, their student visa may be cancelled by the Department of Home Affairs;
 - The student is to return to their home country during the suspension period unless special circumstances exist; and
 - They should be notified that their student visa may be affected as a result of their suspension and that they should contact the Department of Home Affairs for advice.
 - Where Britts College initiates a **cancellation** of a student's enrolment: This is only done as a last resort if the following situation occurs:
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- After the student has already been issued with three formal warnings regarding their course progress being less than 50% in a study period and the student has not approached the college for an intervention plan
 - Student's enrolment was suspended previously due to continuous misconduct, misbehaviour, misuse of college resources, or failure to comply with the Student Code of Conduct.
 - Criminal misconduct or behaviour occurred on college premises or using our facilities, resources and/or equipment; or
 - The non-payment of outstanding course fees and charges – where they have been overdue for 14-days and the student makes no resolution or enter into a payment plan with BRITTS COLLEGE to fulfil the payment even after a 20-day notice of cancellation has been to the student.
- Where the **withdrawal** request is successful or the **cancellation** of the student's enrolment is not appealed, the student will be issued with a Statement of Attainment for the units they have already completed.
 - Where refunds are due as a result of the student's enrolment deferral, extension, suspension, withdrawal or cancellation, they are to be processed in line with the college Fees and Refunds policy.

7. Compliance

This policy aligns with:

- **Standards for RTOs 2025:**
 - **Standard 2.1** – VET students have access to clear and accurate information, including to make informed decisions about the training product and the RTO, and are made aware of changes that affect them.
 - **Standard 2.3** – VET students have reasonable access to training support services, teachers, Trainers & Assessors and other staff to support their progress through the training product.
 - **Standard 2.8** – Effective appeal processes are available where decision of the RTO or a third-party adversely impact a VET student.
 - **Standard 4.2** – Roles and responsibilities are clearly defined and understood.

- **Standard 4.3** – Risks to VET students, staff and the RTO are identified and managed.
- **Standard 4.4** – The RTO undertakes systematic monitoring and evaluation to support the delivery of quality services and continuous improvement.
- **National Code 2018:**
 - **Standard 8** – Overseas Student Visa Requirements.
 - **Standard 9** – Deferring, Suspending or Cancelling the Overseas Student's Enrolment.

Failure to comply with this policy can have serious consequences, including but not limited to:

- **For the RTO** – breaches of legislation or regulatory requirements may result in financial penalties, loss of registration, reputation damage, or regulatory enforcement actions.
- **For Staff Members** – staff found to have knowingly or negligently failed to comply with this policy and any associated legislative or regulatory requirements may face disciplinary actions, up to and including termination of employment.
- **For Students and Clients** – disruptions in training and assessment services, experience financial losses and/or emotional trauma from the mishandling of the requests.

8. Continuous Improvement

- Feedback from staff, students and industry stakeholders will be used to form improvements to compliance processes and the effectiveness of our operations.
- An internal audit is to be conducted at least once per year to assess our compliance with this policy and the relevant legislative and regulatory requirements. The audit schedule is outlined in our *Continuous Improvement Schedule* and areas for improvements are documented in our *Continuous Improvement Register*.
- Internal audit review questions for self-assurance purposes should include:
 - Are all requests assessed fairly and without prejudice, taking individual circumstances into account?
 - Are all forms and supporting documentation collected and stored in the student's file?

- Are Students provided with timely, clear communication about the status and outcome of their requests?
- Is the student's wellbeing considered in all decisions relating to course deferral, suspension or withdrawal?
- Are approved course extensions and suspensions formally recorded and updated in the Student Management System?
- Are students given the opportunity to appeal any suspension or cancellation before it is finalised?

9. Related Documents

- Appeals – Acknowledgement of Appeals letter template
- Appeals – Successful letter template
- Appeals – Unsuccessful letter template
- Appeals Form
- Cancellation letter – Expulsion template
- Cancellation letter – Non-Payment template
- CoE Training Plan templates
- Continuous Improvement Schedule
- Deferral letter template
- Deferral, Extension, Suspension or Withdrawal Form
- Payment Refund Form
- Student Handbook
- Withdrawal letter template

10. Deferral, Extension, Suspension or Withdrawal – Learner Initiated Procedure

1. Request received

- i. A student wanting to defer, extend, suspend or withdraw from their enrolment, is to lodge a *Deferral, Extension, Suspension or Withdrawal Form* via e-mail to: ssso@britts.com.au

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- ii. The Student Support Staff is to review the form for its completeness and speak to the student regarding the reasons for deferment, ensure that they understand how their request can affect their learning journey.
 - iii. **International Students only:** The Administrative & Support Staff is to advise the student to contact the Department of Home Affairs to discuss potential consequences associated with their student visa as a result of their deferment, extension, suspension or withdrawal.
 - iv. The Student Support Staff are also to acknowledge receiving the form, inform the student of the process and the processing timeframe of **20 business days**.

2. Information entered into student's file

- i. The request is to be recorded in the student's file.
- ii. The *Deferral, Extension, Suspension or Withdrawal Form* is to be saved into the student's file and if a hardcopy was provided, the hardcopy is to be scanned into the student's file.

3. Student Support Manager's approval

- i. The request is to be forwarded to the Student Support Manager for review after the receipt of the *Deferral, Extension, Suspension or Withdrawal Form*.
- ii. The Student Support Manager is to review and process the form within **14 business days**.

4. If request is approved

- i. The Student Support Staff is to update the student's file with the approval and details around the deferment, extension, suspension or withdrawal.
- ii. Issue the student with the following documents within **10 business days**:
 - Written correspondence of the decision or outcome, and information on our Refunds policy and procedure (if applicable);
 - **International Students only:** The written correspondence should also include advice for student to speak to the Department of Home Affairs regarding how their student visa may be affected.
 - Updated *CoE Training Plan* document; and
 - *Payment Refund Form* (if applicable).

- iii. When a *Payment Refund Form* is returned completed and signed, we are to process it in line with our Refunds process.
- iv. **Deferral, Extension and Suspension only:** The Trainer & Assessor is to provide support to the learner and provide assistance to help them through this deferral, extension or suspension, as well as upon their return.

5. If request is not approved

- i. The Student Support Staff is to update the student's file detailing the reason for it to not to be approved. The student is to be notified in writing of the decision and the Colleges Appeals process within **10 business days**
- ii. The Trainer & Assessor is to provide support to the learner experiencing challenges that may have led to their deferral request and provide assistance to help them overcome these challenges.

6. Appeal

- i. Where the student is not satisfied or prepared to accept the decision, they may access the Appeals process.
- ii. The Appeal must be lodged within **20 business days** of the notification meeting occurring.
- iii. Where a student appeals the decision to suspend or cancel their enrolment and lodges an *Appeals Form*, it will be processed based on the Appeals policy.
- iv. Where the affected student is an international student and they were not successful in their appeal to overturn the decision to suspend their enrolment, Britts College will inform the Secretary of the Department of Education and Training via PRISMS as required under the ESOS Act.

7. Issuance of AQF certification documentation

- i. Where the student does not appeal the enrolment cancellation decision, their AQF certification documentation in line with the college's Issuing AQF Certificates and Outcomes policy.

8. Record management

- i. The Student Support Staff is to keep all communication in the student's file along with any supporting documentation.
- ii. All hardcopies are to be scanned into the student's file.

11. Suspension or Cancellation – RTO Initiated Procedure

1. Organise for a formal notification meeting

- i. When BRITTS COLLEGE arrives at a decision to suspend or cancel a student's enrolment, the student is to be contacted for an in-person or an online meeting by sending a notice on email to respond and meet within 20 business days and stating the consequence of cancellation if not actioned out in that time interval, to discuss their enrolment with the college and that they are able to bring along a support person to the meeting if they wish.
- ii. The meeting must take place within the given time before the cancellation is executed.

2. Documentation prepared

- i. The Student Support Staff is to prepare a written notification and prepare the documentation and evidence that led to the arrival of the decision.
- ii. The written notification must clearly detail:
 - The reasons for their suspension or cancellation of enrolment – use compassionate and non-judgement language and emphasise the steps taken by the college to support the student prior to our arrival at the decision;
 - When this suspension or cancellation takes effect;
 - Where it is a suspension of enrolment, the duration of suspension.

3. Conduct formal notification meeting

- i. The Student Support Manager along with the Trainer & Assessor is to attend the meeting with the student and their support person.
- ii. The meeting is to be conducted in a compassionate and professional manner.
- iii. During the meeting, the student is to:
 - Be provided with the official suspension or cancellation notification;
 - Be advised of the reason as to why and how we arrived at the decision to suspend or cancel their enrolment;
 - Be informed of their rights and obligations, including their right to an Appeal if they do not wish to accept the decision;

- Be counselled appropriately;
 - If they are being suspended:
- What we are going to do and how the student will be supported upon their return; and
- Collaboratively work with their Trainer & Assessor to prepare a suitable plan to support the student upon their return.
- iv. **Suspension only:** The Trainer & Assessor is to provide support to the learner and provide assistance to help them through this suspension, as well as upon their return.

4. Appeal

- i. Where the student is not satisfied or prepared to accept the decision, they may access the Appeals process.
- ii. Where the student appeals the decision to suspend or cancel their enrolment, this suspension or cancellation of enrolment is not to take effect until the Appeals process has been completed.
- iii. The Appeal must be lodged within **20 business days** of the Notification meeting occurring.
- iv. Where a student appeals the decision to suspend or cancel their enrolment and lodges an *Appeals Form*, we are to process it in line with our Appeals policy.
- v. Where the affected student is an international student and they were not successful in their appeal to overturn the decision to suspend their enrolment, BRITTS COLLEGE will inform the Secretary of the Department of Education and Training via PRISMS as required under the ESOS Act.

5. Issuance of AQF certification documentation

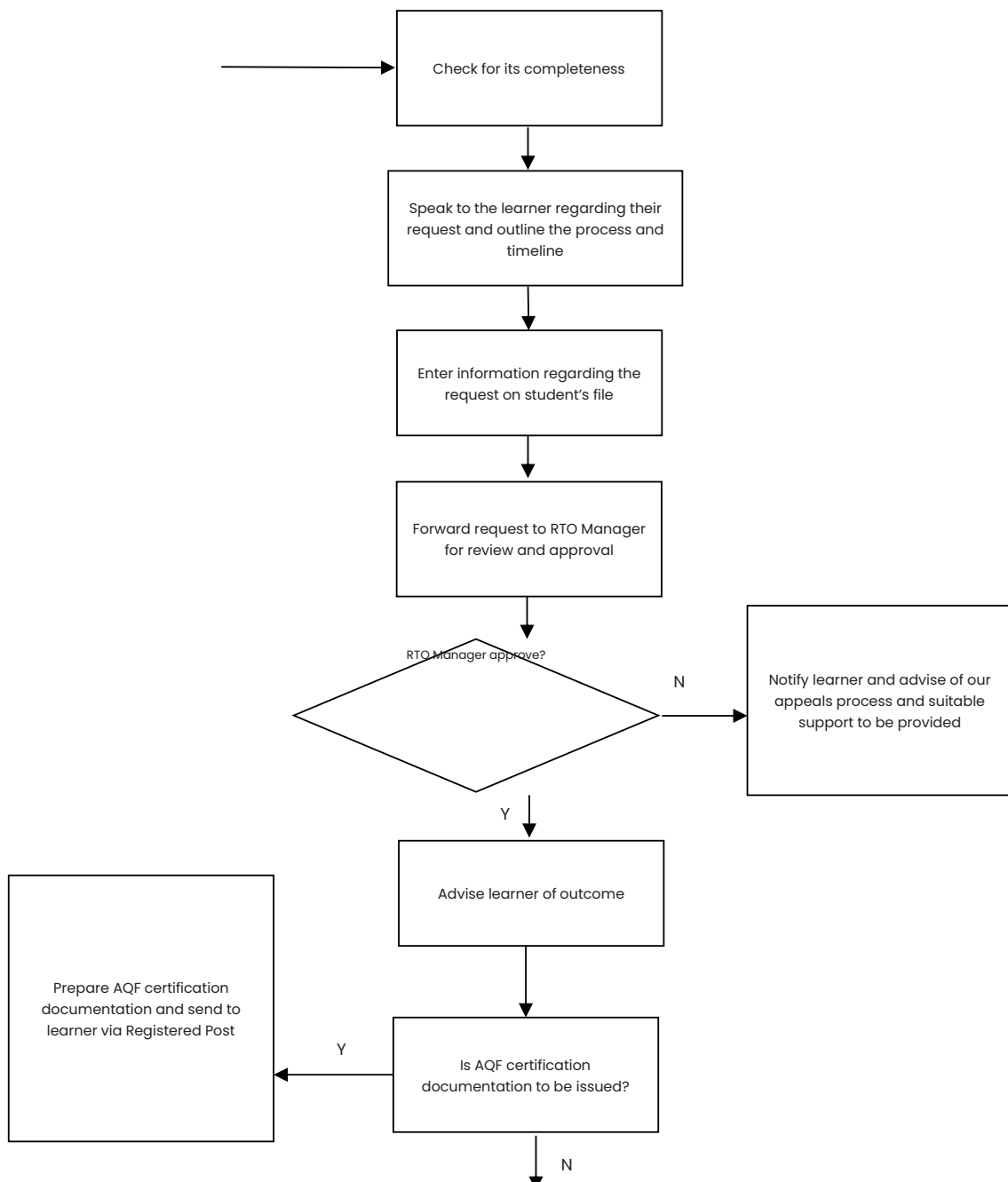
- i. Where the student does not appeal the enrolment cancellation decision, they will be issued their AQF certification documentation in line with our Issuing AQF Certificates and Outcomes policy.

6. Record management

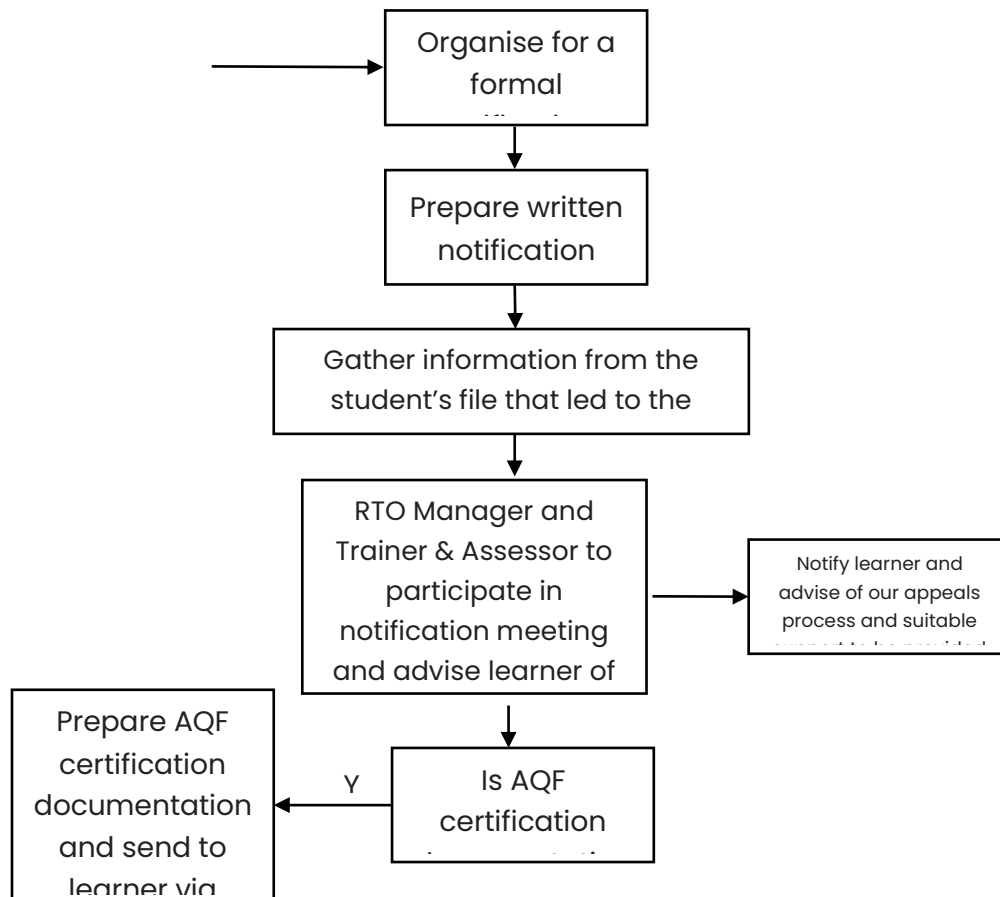
- i. The Student Support Staff is to keep detailed notes under the *Notes* section of the student's file along with any supporting documentation.
- ii. All hardcopies are to be scanned into the student's file before securely destroying them.

12. Deferral, Extension, Suspension or Withdrawal – Learner Initiated Process Flow-Chart

Notes entered into student's file and enrolment record amended accordingly
Request received



13. Suspension or Cancellation– RTO Initiated Process Flow–Chart



Decision made

Notes entered into student's file and enrolment record amended accordingly

14. Approval

This policy is approved by the Chief Executive Officer of Britts College. Approval of each version is recorded in the Britts College Policy Register.