

Deferral, Suspension & Cancellation Policy and Procedures



Policy

Rationale:

Aura Education is committed to maintaining a well-defined deferment, cancellation, and suspension policy. These procedures are crucial for providing flexibility, accommodating unforeseen circumstances, managing financial implications, allocating resources effectively, ensuring regulatory compliance, and mitigating risks. Aura Education believes this policy contributes to a positive learning experience and upholds the institution's reputation and standing with regulatory bodies.

This policy guides Aura Education staff in collecting and retaining documentary evidence of the assessment and outcome of student applications. All records must be maintained in accordance with the college's Record Keeping Policy, privacy laws, and other applicable legislation. Accordingly, this policy ensures that Aura Education aligns with established procedures when international students request a deferral, suspension, or cancellation of studies in a CRICOS-registered course.

Scope:

This policy applies to all students enrolled in CRICOS-registered courses delivered by Aura Education and covers:

- Deferment of study / Variation to study period
- Suspension of study
- Cancellation of enrolment

Definitions:

- Cancellation: The permanent termination of an international student's enrolment in a CRICOS-registered course.
- Compassionate and Compelling Circumstances: Circumstances generally beyond the control of the student which affect their course progress or wellbeing. Examples include:
 - Serious illness or injury (supported by a medical certificate).
 - Bereavement of close family members, such as parents or grandparents (death certificate required where possible).

- Major political upheaval or natural disaster in the home country requiring emergency travel.
 - Traumatic experiences, such as witnessing a serious accident or being a victim of a crime (supported by police or psychologist reports).
 - Inability to commence studies due to a delay in receiving a student visa.
- Deferral: Delaying the commencement of a course or temporarily discontinuing studies (typically for no more than one term/12 weeks).
 - Erratic Course Progress: Attendance that is sporadic, non-regular, or fails to meet minimum requirements. This includes students who only attend mandatory sessions (e.g., orientation or assessment days) to record attendance before leaving.
 - Extenuating Circumstances: Welfare-related concerns, including cases where a student:
 - Refuses to maintain approved care arrangements (for under-18s).
 - Is reported missing.
 - Has severe medical or psychological issues impacting their wellbeing.
 - Engages in behavior that endangers themselves or others.
 - Is at risk of committing a criminal offence.
 - International Student: A person holding or intending to hold a student visa under the Migration Act 1958.
 - Misbehavior: Conduct that breaches Aura Education's Code of Conduct, Student Misconduct Policy, or Australian law. This includes erratic behavior, non-payment of fees, or actions that compromise the safety of stakeholders.
 - Suspension: Temporarily putting studies on hold after a student has commenced but not yet completed a course.
 - Study Period: One (1) term of scheduled classes (typically 10 weeks unless otherwise specified in the Training and Assessment Strategy).

Staff Responsible:

- Admissions/Admin Officer
- Campus Manager
- Chief Executive Officer

Application:

- Aura Education may defer or temporarily suspend enrolment based on compassionate or compelling circumstances.
- The college may suspend or cancel enrolment due to:
 - Student misbehavior.

- Non-commencement of studies.
- Non-payment of required tuition fees as per the Written Agreement.
- Breach of course progress or attendance requirements.
- Before initiating a provider-led suspension or cancellation, Aura Education will:
 - Inform the student of the reasons in writing.
 - Advise the student of their right to appeal via the Complaints and Appeals Policy within twenty (20) working days, as per Standard 10 of the National Code 2018.
- The college will inform the student that changes to enrolment may affect their student visa and will notify the Department of Education via PRISMS as required under Section 19 of the ESOS Act.
- If a student accesses the internal appeals process, the suspension or cancellation will not take effect until the process is complete, unless:
 - The health or wellbeing of the student or others is at risk.
 - The student's ongoing participation compromises the safety of staff or assessment arrangements.

Procedures

Deferral of Studies:

The following procedure applies when a student requests to defer either prior to or after commencing their studies.

1. The student completes and submits the 'Application for Deferral of Studies' along with all supporting documentation to the Admissions Officer.
2. The Admissions Officer reviews the application and supporting evidence, performs an initial assessment against applicable policies, and submits the records to the Campus Manager for approval.
3. The Campus Manager reviews the assessment and makes the final decision.
4. The Admissions Officer informs the student of the outcome within ten (10) working days of receiving the application.
5. If approved, the Admissions Officer processes the deferment, updates PRISMS, and issues a new CoE along with a written enrolment agreement reflecting the new commencement date.
6. The Admissions Officer updates the student management system and the student's file, notifying relevant staff of the follow-up actions.

Suspension of Studies:

1. The student completes and submits the 'Application for Suspension of Studies' with supporting documentation to the Admissions Officer. To be considered, the form must be submitted at least ten (10) working days before the requested start date. This may be waived in emergency situations.
2. The Admissions Officer reviews the application and evidence, conducts an initial assessment, and submits the records to the Campus Manager.
3. The Campus Manager reviews the assessment and makes the final decision.
4. The Admissions Officer notifies the student of the outcome via email within ten (10) working days of receiving the application.
5. If approved, the Admissions Officer updates RTO Manager and the student file, informing relevant staff. Any approved study break due to deferment or suspension is not counted toward the six-month completion requirement of the principal course.

Cancellation of Studies:

The following procedure applies when a student requests to cancel their enrolment before or after commencing their studies.

1. The student completes and submits the 'Application for Cancellation of Studies' or an 'Application for Letter of Release,' including all supporting documentation, to the Admissions Officer.
 - Refunds: If a student is seeking a refund, they must also complete a 'Refund Request Form'.
2. The Admissions Officer reviews the application and evidence, performs an initial assessment, and submits the request to the Campus Manager.
 - Conditions:
 - Periods of approved deferment/suspension do not count toward the 6-month principal course requirement.
 - Students requesting a release before completing 6 months of their principal course must provide a valid CoE from another provider and meet the criteria outlined in the Release Policy.
 - All outstanding fees and charges must be paid before a cancellation or release is processed.
 - Applications that do not meet these requirements will be rejected.
3. The Campus Manager reviews the assessment and makes the final decision.
4. The Admissions Officer notifies the student of the outcome via email within ten (10) working days.
5. If approved, the Admissions Officer processes the cancellation/release in PRISMS.
6. The Admissions Officer updates the Student Management System, the student file, and notifies relevant staff.

Additional Guidelines for International Students:

Visa implications: When a cessation of studies (deferral, suspension, or cancellation) is reported, the student must leave Australia or enroll in an alternative course, or apply for a different visa within twenty-eight (28) days. If a student leaves Australia, their visa may be subject to cancellation. To return, they must apply for a new student visa.

Travel evidence: Students may be required to provide a copy of their airline ticket as proof of departure, which will be retained in their file.

Duration: Temporary suspensions are generally limited to a maximum of two (2) study periods (terms). If a suspension exceeds three (3) weeks of a term, the student may need to repeat units based on a customised Intervention Strategy.

Exceptional circumstances: Longer suspensions may be granted at the discretion of Aura Education management if supported by documented evidence.

Reporting: If enrolment is suspended for more than six (6) months, the student's visa may be affected. Students are advised to contact the Department of Home Affairs (DoHA).

Appeals: Students who disagree with a decision may lodge an internal appeal with the Student Support Officer. The Campus Manager or CEO will review the case as per the Complaints and Appeals Policy and notify the student of the outcome within ten (10) working days.

External appeals: If unsatisfied with the internal outcome, students may contact the Overseas Students Ombudsman at www.ombudsman.gov.au

Supporting Documents:

- Language, Numeracy and Digital Literacy policy
- Recognition of Prior Learning and Credit Transfer Policy
- Refund Policy
- Attendance Policy
- Complaints and Appeals policy
- Course Progress Monitoring policy

Version Control History			
Version	Date	Author	Change Description
4.0	05 Aug 2026	Compliance	Annual review: Amended the notice period of each procedure.

3.0	10 Aug 2025	Compliance	Annual review: Amended the policy to align with the RTO Standards 2025.
2.0	1 August 2025	Compliance	Annual review: Amened the definitions.
1.0	28 June 2024	Compliance	Creation of the policy