CNSW
COLLEGE OF NEW SOUTH WALES

STUDENT DEFERMENT, SUSPENSION OR CANCELLATION PROCEDURE

College of New South Wales Student Deferment, Suspension, Or Cancellation Procedure	
PURPOSE	To ensure that the assessment, approval, and recording of student deferments, suspensions, and/or cancellations in a manner that complies with the requirements of Standard 9 of the National Code 2018 Changes to this procedure must only be made upon the approval of the **CEO**.
ROLE UNDERTAKING TASK	Administration / Management Team
DOCUMENT UPDATE	June 2023

STEP 1 – Student Submits Request for Deferment, Suspension or Cancellation of Enrolment		
No.	**Who**	**Actions**
1.1	**Student**	a. Students who wish to suspend their training may request for a suspension or deferment of enrolment using the **Application to Defer or Suspend Enrolment Form** or the **Cancellation of Enrolment Form.** b. Written request to the college must be supported by the following documentation. Deferment applications must be submitted 2 weeks prior the commencement of training: 1) Medical Certificates or supporting evidence for compelling or compassionate reason. 2) Other Evidence (Any other documented evidence to support your application) *Note: Students who wish to request for a suspension will have to be responsible for catching up on training and assessment tasks that they may have missed as a result of the suspension.*
1.2	**Administration Team**	c. Check completeness of the student request for suspension and evidence document. Contact student if more information or evidence is required. d. Endorse complete application to the **Training Manager /CEO** for assessment. Provide the **Training Manager / CEO** of the deadline for the results. Assessment of request for transfer timeframes is within 7 working days from the receipt of completed application.

STEP 2 – Assessment of Request / Application		
No.	**Who**	**Actions**
2.1	**Trainer / Training Manager / CEO**	a. The **Training Manager / CEO** will confer with the Student's trainer regarding the Student's request for a suspension. Schedule an interview with the student for the purposes of learning his/her reasons for suspending the enrolment (if needed). b. Endorse the decision to the Administration Team. c. If the request for transfer is denied, provide the reason for the decision.
STEP 3 – Release of Results		
No.	**Who**	**Actions**
3.1	**Administration Team**	a. Inform thee students of the decision regarding their request via email. Provide the reason for the decision for declined applications for suspension, deferment or cancellation. b. Create the new CoE and provide it to the student, if applicable. c. Provide information to the student on how their VISA will be affected. d. Provide information on the complaints and appeals process for non-approval. Inform the Student that he/she has 20 working days to initiate the complaints and appeals process by filing an appeal.
STEP 4 – Notify the Department of Education and DIBP		
No.	**Who**	**Actions**
4.1	**Administration Team**	a. Notify the Department of Education and the Department of Home Affairs (DHA) via PRISMS if the complaints and appeals process has been finalised. b. Maintain all documentation in the student file.

VERSION CONTROL

Version Control Table			
Date	**Summary of Modifications**	**Modified By**	**Version**
21/02/2018	Procedure Creation	College of New South Wales	v. 1.0
26/10/2018	Deleted provisions related to students "under the age of 18" as per audit finding.	College of New South Wales	v. 1.1
16/06/2023	Document review and amendment of contact details and change DIBP to DHA	College of New South Wales	v.1.2