



Pol-004 Deferral, Suspension and Cancellation Policy

Purpose

The purpose of this policy is to ensure the RTO's understanding and adherence to the relevant legislation directly and indirectly to the Standards or Registered Training Organizations (SRTOs) 2015 Standard 6 Clause 6.1 and 6.2; ESOS Framework (ESOS Act 2000) National Code 2018 Standard 9.

SCOPE

This policy applies to

- Canberra Valley Institute campuses
- Students
- Management staff

Responsibilities

- Admission officer
- Student Support Officer
- Chief Executive Officer (CEO)

Definitions

Application for Transfer Between Registered Providers	An application by a Student for Transfer Between Registered Providers (release).
DIBP	Department of Home Affairs
ESOS Act:	The Education Services for Overseas Students Act 2000 of the Commonwealth of Australia, as amended from time to time.
National Code:	The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students, established pursuant to Part 4 of the ESOS Act, as amended from time to time.
Student Counsellor or equivalent:	Includes a student counsellor/student support officer/advisor or welfare officer appointed by the Institute and working at the Institute or, in the case of Students

Document Name:	Pol-004 Deferral, Suspension and Cancellation Policy	Created Date:	15/06/2023
Document No:	Version No: 3.0 Jan 2025	Last Modified Date:	10/01/2025
Canberra Valley Institute RTO Code: 41498 CRICOS Code: 03937D		Page Sequence:	Page 1 of 15



Policy Statement

Canberra Valley Institute is committed to ensuring ethical and fair practices in all areas of operations and management.

Canberra Valley Institute ensures safety for all Students and fairness in decision making relating to Deferrals, Cancellations and Amendments to Students' education

Canberra Valley Institute:

- Ensures all deferral requests are reviewed and considered fairly based on the student circumstances and judgements are not based on funding arrangements or any financial interest of the RTO.
- Cancellations are reviewed and processed fairly and in a timely manner, and were required, in consultation with the student.
- Ensures all documentation and communication collected through deferral, withdrawal and cancellation will be recorded in the student's file.
- Disciplinary action will be taken if the safety or academic progress of Students has been compromised.

POLICY

This policy/procedure supports 'Standard 9 – Deferring, suspending or cancelling the student's enrolment' of the 'National Code of Practice for Registration Authorities & Providers of Education & Training to Overseas Students 2018' which states:

'Registered providers may only enable students to defer or temporarily suspend their studies, including granting a leave of absence, during the course through formal agreement in certain limited circumstances.'

The following procedures will ensure Canberra Valley Institute follows the required process when a student wishes to defer, suspend, or cancel their enrolment with Canberra Valley Institute.

Students are able to initiate deferral, suspension or cancellation of their studies during their stay in Australia only in certain limited circumstances as described below. Students may also have their enrolment suspended due to misbehavior which can also be grounds for cancellation of studies. Students have the right to appeal a decision by Canberra Valley Institute to defer, suspend or cancel their studies and Canberra Valley Institute will not notify Department of education of a change to the enrolment status until the internal complains and appeals process is completed.

Overseas students

Student Deferral

- A student wishing to defer an enrolment must do so prior to the commencement of the course. Students must complete a
- 9.1 Defer, Suspend or Cancel Enrolment form and submit it to the student admin Department.
- All 9.1 Defer, Suspend or Cancel Enrolment form documentation will be kept in the student file and Department of Home affairs shall be notified via PRISMS of the decision to defer the enrolment as a result of the student's request.

Student Suspension

Canberra Valley Institute is only able to temporarily suspend the enrolment of the student on the grounds of

Document Name:	Pol-004 Deferral, Suspension and Cancellation Policy	Created Date:	15/06/2023
Document No:	Version No: 3.0 Jan 2025	Last Modified Date:	10/01/2025
Canberra Valley Institute RTO Code: 41498 CRICOS Code: 03937D		Page Sequence:	Page 2 of 15



compassionate or compelling circumstances. These circumstances could include but are not limited to:

- Serious illness or injury, where a medical certificate states that the student was / is unable to attend classes.
- Bereavement of close family members such as parents or grandparents (Where possible a death certificate should be provided).
- Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies.
- A traumatic experience which could include:
 - Involvement in or witnessing a serious accident.
 - witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists' reports)
 - Inability to begin studying on the course commencement date due to delay in receiving a student visa.

Please Note: The above are only some examples of what may be considered compassionate or compelling circumstances. The Support officer will use their professional judgment to assess each case on its individual merits. When determining whether compassionate or compelling circumstances exist, the Canberra Valley Institute will consider documentary evidence provided to support the claim and should keep copies of these documents in the student file.

- Students will be required to complete a 9.1 Defer, Suspend or Cancel Enrolment form in and submit it to the student admin Department. Students will also be required to provide evidence of the compassionate or compelling circumstances in their 9.1 Defer, Suspend or Cancel Enrolment form (I.e. a medical certificate or police report)
- Students who would like to defer their studies must first speak to a staff member in the Student Administration to gain a 9.1 Defer, Suspend or Cancel Enrolment form and to ensure they understand the reasons that deferment may be granted.
- A 9.1 Defer, Suspend or Cancel Enrolment form must be completed which will need to be approved by the operations manager. This 9.1 Defer, Suspend or Cancel Enrolment form must include in detail the 'compassionate or Compelling circumstances'
- Where a suspension of enrolment is granted, Canberra Valley Institute will suspend an enrolment for an agreed period of time to a maximum of 12 months. If the suspension is required for longer than 12 months the student shall have to re-apply once the initial suspension period has expired.
- The Department of Home Affairs policy is that if a student's enrolment is suspended for a period of 28 days or longer, the student must return home (unless special circumstances exist). Please refer all questions about whether students may remain in Australia during a period of suspension of enrolment to Department of Home affairs
- Students are to be informed in writing of the outcome of their 9.1 Defer, Suspend or Cancel Enrolment form and that it may affect their student visa.
- All 9.1 Defer, Suspend or Cancel Enrolment form documentation for the suspension will be kept in the student file and Department of Home Affairs
- Shall be notified via PRISMS of the decision to suspend the enrolment as a result of the student's request.

Student Cancellation

- Students wishing to cancel their enrolment must complete a 9.1 Defer, Suspend or Cancel Enrolment form and submit it to the student admin Department.
- Students wishing to cancel their enrolment prior to completing 6 months of study in their principal course must provide a Letter of Offer from an alternative provider. This is required under Standard 7 of the

Document Name:	Pol-004 Deferral, Suspension and Cancellation Policy	Created Date:	15/06/2023
Document No:	Version No: 3.0 Jan 2025	Last Modified Date:	10/01/2025
Canberra Valley Institute RTO Code: 41498 CRICOS Code: 03937D		Page Sequence:	Page 3 of 15



National Code and further information can be gained from the **Overseas student transfer policy & procedure**

- All 9.1 Defer, Suspend or Cancel Enrolment form documentation for the cancellation will be kept in the student file and Department of Home affairs shall be notified via PRISMS of the decision to cancel the enrolment as a result of the student's request.

International students

Student Deferral

- A student wishing to defer an enrolment must do so prior to the commencement of the course. Students must complete a 9.1 Defer, Suspend or Cancel Enrolment form and submit it to the student admin Department.
- All 9.1 Defer, Suspend or Cancel Enrolment form documentation will be kept in the student file
- The student will be informed by the Admission Officer once the deferment has been approved. The maximum time period approved for the deferment is 4 weeks. Once the 4-week time period lapses, students must complete the enrolment process again and a new training plan will need to be put in place with the correct start and end date of the course

Student Suspension

- Students are able to suspend their enrolment during the study periods on the grounds of extenuating circumstances.
- These circumstances could include but are not limited to:
 - Serious illness or injury, where a medical certificate states that the student was / is unable to attend classes.
 - Bereavement of close family members such as parents or grandparents (Where possible a death certificate should be provided).
- A traumatic experience which could include:
 - involvement in, or witnessing of a serious accident; or
 - witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists' reports)
- Where Canberra Valley Institute is unable to offer a pre-requisite unit
- Students who feel the need to suspend the course will be encouraged to speak to the student support officer.
- Students will be required to complete a 9.1 Defer, Suspend or Cancel Enrolment form and submit it to the student admin Department.
- Where a suspension of enrolment is granted, Canberra Valley Institute will suspend an enrolment for an agreed period of time to a maximum of 6 months. Once the student returns after the suspension period, students must complete the enrolment process again and a new training plan will need to be put in place with the correct start and end date of the course... If the student does not return after the 6-month period, the enrolment will be cancelled by the admin Department.
- All 9.1 Defer, Suspend or Cancel Enrolment form documentation for the suspension will be kept in the student file and Department of education shall be notified via AVETMISS (If applicable) of the decision to suspend the enrolment as a result of the student's request.
- Canberra Valley Institute will request any assessments related to the units delivered until the suspension to be submitted.

Student Cancellation

- Students wishing to cancel their enrolment must complete a 9.1 Defer, Suspend or Cancel Enrolment form and submit it to the student admin Department.
- All 9.1 Defer, Suspend or Cancel Enrolment form documentation for the cancellation will be kept in the

Document Name:	Pol-004 Deferral, Suspension and Cancellation Policy	Created Date:	15/06/2023
Document No:	Version No: 3.0 Jan 2025	Last Modified Date:	10/01/2025
Canberra Valley Institute RTO Code: 41498 CRICOS Code: 03937D		Page Sequence:	Page 4 of 15



student file and Department Of education shall be notified via AVETMISS (if applicable) of the decision to cancel the enrolment as a result of the student's request.

Document Name:	Pol-004 Deferral, Suspension and Cancellation Policy	Created Date:	15/06/2023
Document No:	Version No: 3.0 Jan 2025	Last Modified Date:	10/01/2025
Canberra Valley Institute RTO Code: 41498 CRICOS Code: 03937D		Page Sequence:	Page 5 of 15



PROCEDURE FOR RECORDING AND REPORTING DEFERMENTS, SUSPENSION OR CANCELLATION OF ENROLMENTS

Provider Deferral

Canberra Valley Institute may defer an enrolment where the course is not being offered at the proposed Date, site, or any other reason Canberra Valley Institute deems necessary to defer the course.

Provider Suspension

Canberra Valley Institute has the ability to suspend a student's enrolment on the grounds of misbehavior. This misbehavior may include but is not limited to acts of discrimination, sexual harassment, and vilification or bullying as well as acts of cheating or plagiarism. Such acts of misbehavior will be classified into one of two categories.

Academic Misconduct

The following gives an indication to the types of behavior that constitute 'Academic Misconduct' within Canberra Valley Institute:

Examinations

1. Students must not help or receive assistance from other students
2. Students must not request the loan of or lend materials or devices to other students
3. Students must not bring any materials into the examination room other than those specified for that examination
4. Students must not use computer software or other devices during an examination other than those specified.

A student may be excluded from a final examination in a unit for any of the following reasons:

- unauthorized absence from class
- failure to meet unit requirements, for example non-submission of assignments or failure to attend class or mid-semester tests
- academic misconduct
- general misconduct (see below)
- Other assessment tasks
- Students must not copy or paraphrase any document, audio-visual material, computer-based material or artistic piece from another source except in accordance with the conventions of the field of study
- Students must not use another person's concepts, results or conclusions and pass them off as their own
- In cases where the assessment task is intended to be individual work, not group work, students must not prepare an assignment collaboratively and then submit work that is substantially the same as another student's assessment.
- Students must not ask another person to produce an assessable item for them.

General Misconduct

General misconduct is where a student:

- Acts dishonestly.
- Harasses other students or staff.
- Interferes with students or staff.
- prevents or disrupts learning.
- Disobeys/fails to comply with contractual or legal requirements.
- Misuses, damages or steals Canberra Valley Institute property or the property of others.
- Alters/defaces Canberra Valley Institute documents or records.
- Prejudices the good name of Canberra Valley Institute or otherwise acts in an improper manner.

Document Name:	Pol-004 Deferral, Suspension and Cancellation Policy	Created Date:	15/06/2023
Document No:	Version No: 3.0 Jan 2025	Last Modified Date:	10/01/2025
Canberra Valley Institute RTO Code: 41498 CRICOS Code: 03937D		Page Sequence:	Page 6 of 15



The following examples indicate the kinds of behavior which constitute student misconduct. They are for illustrative purposes and are not intended to be exhaustive. Student misconduct occurs when a student:

- a. Contravenes any rules or acts.
- b. Prejudices the good name or reputation of Canberra Valley Institute.
- c. Prejudices the good order and governance of Canberra Valley Institute or interfere with the
- d. Freedom of other people to pursue their studies, carry out their functions or participate in the life of Canberra Valley Institute.
- e. Fails to comply with conditions agreed in the contract.
- f. Willfully disobeys or disregards any lawful order or direction from Canberra Valley Institute personnel.
- g. Refuses to identify him or herself when lawfully asked to do so by an officer of Canberra Valley Institute.
- h. Fails to comply with any penalty imposed for breach of discipline.
- i. Misbehaves in a class, meeting or other activity under the control or supervision of Canberra Valley Institute, or on Canberra Valley institute premises or other premises to which the student has access as a student of Canberra Valley Institute.
- j. Obstructs any member of staff in the performance of their duties.
- k. Acts dishonestly in relation to admission to Canberra Valley Institute.
- l. Knowingly makes any false or misleading representation about things that concern the student as a student of Canberra Valley Institute or breaches any of Canberra Valley Institute rules;
- m. Alters any documents or records.
- n. Harasses or intimidates another student, a member of staff, a visitor to Canberra Valley Institute, or any other person while the student is engaged in study or other activity as a student, because of race, ethnic or national origin, sex, marital status, sexual preference, disability, age, political conviction, religious belief or for any other reason.
- o. Breaches any confidence of Canberra Valley Institute.
- p. Misuses any facility in a manner which is illegal or will be detrimental to the rights or property of others. This includes the misuse in any way of any computing or communications equipment or capacity to which the student has access at or away from Canberra Valley Institute premises while acting as Canberra Valley Institute student, in a manner which is illegal, or which is or will be detrimental to the rights or property of others.
- q. Steals destroy or damage a facility or property of Canberra Valley Institute or for which the Canberra Valley Institute is responsible; or is guilty of any improper conduct.

Where a student has been identified as an Academic or General Misconduct the operations manager shall be informed and will make a decision on the penalty and the severity of the penalty. The operations manager may take into account the type of misconduct that has occurred and the level of misconduct that occurred when deciding penalties.

1. Where a student has been identified with Academic or General Misconduct Canberra Valley Institute shall ensure the following:
2. Students must be treated fairly, with dignity and with due regard to their privacy
3. Students are to be regarded as innocent of the alleged misconduct until they have either admitted to it or been found by proper inquiry by the operations manager to have so behaved.
4. Past misconduct is not evidence that a student has behaved in the same manner again.
5. Each case is dealt with on its own merits and according to its own circumstances with the provision that the first instance of misconduct will be penalized more leniently than subsequent instances of misconduct.
6. Students are able to access the COMPLAINTS AND APPEALS process if they feel that the decision is unfair, or they have other grounds to appeal the decision.
7. If the student accesses Canberra Valley Institute's internal complaints and appeals process, suspension or cancellation of the student's enrolment cannot take effect until the internal process is complete. The

Document Name:	Pol-004 Deferral, Suspension and Cancellation Policy	Created Date:	15/06/2023
Document No:	Version No: 3.0 Jan 2025	Last Modified Date:	10/01/2025
Canberra Valley Institute RTO Code: 41498 CRICOS Code: 03937D		Page Sequence:	Page 7 of 15



penalties the operations manager can impose are:

8. Academic Misconduct could include a warning, a reduction in grades, receiving zero for an assessment, deemed NYC in the unit, or suspension of enrolment
9. A charge for any costs that the general misconduct may have caused
10. Temporary exclusion from Canberra Valley Institute in the form of suspending enrolment for a period of time.
11. The Department of Home Affairs policy is that if a student's enrolment is suspended for a period of 28 days or longer, the student must return home (unless special circumstances exist). Please refer all questions about whether students may remain in Australia during a period of suspension of enrolment to Department of affairs.
12. Where the severity of misconduct is severe, the operations manager may decide to cancel the enrolment

Provider Cancellation

1. *Misconduct by a student:* In some cases where the student's misconduct is severe, which might include any kind of verbal or physical altercation with staff, trainers or fellow students. Canberra Valley Institute has the right to cancel enrolment in such cases.
2. *Non-payment of fee:* In relation to the non-payment of fees the student will be sent out only one warning letter (where the student fails to pay tuition fees within 7 days of due date and the amount exceeds \$500) informing them that they have 20 working days from the date after 2 days of issue to access the Canberra Valley Institute's complaints and appeals process. If the complaint and/or appeal are not upheld, or the student withdraws from the complaint and/or the appeal process, then Canberra Valley Institute must report the student to the Department of Home affairs. The suspension or cancellation of the student enrolment cannot take effect until the appeal process is completed unless there are extenuating circumstances relating to the student's welfare.
3. *Non-Commencement of enrolment:* In case of absence of student at the start of the term without any formal communication with Canberra Valley Institute, the institute would contact the student through a telephone call or email/SMS and if the contact were not established for two weeks from start of term Canberra Valley Institute will be cancelling the enrolment on Prisms.

PROCEDURE FOR RECORDING AND REPORTING DEFERMENTS, SUSPENSION OR CANCELLATION OF ENROLMENTS

- All 9.1 Defer, Suspend or Cancel Enrolment form and outcomes are to be kept in the student, idfile.
- All reports of misconduct, decisions and actions taken in relation to misconduct, and other related documentation must be kept in the student file.
- Any decisions to initiate deferral, suspension or cancellation of an enrolment must be reported to the Department of education / Department of Home affairs via PRISMS.
- Students are to be kept informed of any decisions or outcomes that relate to a deferment, suspension, or cancellation of enrolments.
- All students are to be given the opportunity to access the complaints and appeals before reporting any provider-initiated suspensions or cancellations of enrolments via PRISMS occurs. The students have 20 working days to lodge a Complaint or an Appeal.
- Where a student decides to access this procedure within 20 working days of notification Canberra Valley Institute must wait until the process has finished before going ahead with the reporting of the student's enrolment changes via PRISMS.
- Identifying and entering the appropriate dates in PRISMS such as the last day of study and termination dates for different circumstances (i.e. student notify of seizure of study, provider initiated cancellations) have to be determined based on the annexure c after this policy.

Document Name:	Pol-004 Deferral, Suspension and Cancellation Policy	Created Date:	15/06/2023
Document No:	Version No: 3.0 Jan 2025	Last Modified Date:	10/01/2025
Canberra Valley Institute RTO Code: 41498 CRICOS Code: 03937D		Page Sequence:	Page 8 of 15



Responsibility:

The Student Support Manager is responsible for the implementation of this procedure and to ensure that staff and students are aware of its application and that staff implements its requirements and is responsible for ensuring that PRISMS are notified of any deferment, suspension or cancellation.

Associated documents:

- 9.1 Deferral, Suspension or Cancellation Form
- 9.2 Non-payment of Fees warning letters
- 9.3 Deferment approval letter or Refusal Letter
- 9.4 Breach Reported (Non-Payment)
- 9.5 Breach Reported (Non-Commencement)
- Complaints and Appeals Policy and Procedure
- 10.1 Complaint and Appeals form
- Student's Code of Conduct Policy and Procedure
- Deferring Suspending or Cancelling the overseas Students policy & procedure
- Plagiarism Policy and Procedure

DEFERRAL OF COMMENCEMENT PROCEDURE

Students requesting a deferment for e.g. due to not receiving their student visa in time to commence their program for the current term or other compassionate or compelling reasons will contact the Admin Manager and apply in writing. (Provide the related documents)

The Support officer processes form. Approval or disapproval is provided to student in writing. A copy of it is retained on the student file.

Admin Manager Reports the student deferral in the PRISMS and makes changes in the start and end date accordingly. Notify student of Department of Home affairs website or helpline.

The cancelled COE, the cancelled variation CoE and the new CoE is placed on the student file.

The student activity in regard to the process is logged in the Deferring, Suspending or Cancelling the Students Enrolment register

A letter is sent out by the Student Support officer with the:
Information provided to student regarding how their visa may be affected as a result of the deferment

Document Name:	Pol-004 Deferral, Suspension and Cancellation Policy	Created Date:	15/06/2023
Document No:	Version No: 3.0 Jan 2025	Last Modified Date:	10/01/2025
Canberra Valley Institute RTO Code: 41498 CRICOS Code: 03937D		Page Sequence:	Page 9 of 15



SUSPENSION OF STUDIES PROCEDURE (Student Initiated)

Students requesting a Suspension based on compassionate or compelling reasons will contact the Admission officer and apply in writing on the student's suspension/deferment/cancellation/withdrawal form. (Student to provide the related evidence)



The Admission Officer processes form. Approval or disapproval is provided to students in writing. (A copy of it is retained on the student file.)



If approved the Admission Officer consults with the Trainer/assessor for the student's study plan. (Whether the student's end date would be affected to make changes accordingly on the CoE in PRISMS)



Once change is made in Prisms, a letter with the amended CoE/s is sent out by the Admission officer with the: Information provided to student regarding how their visa may be affected as a result of the deferment or suspension Notify student and update PRISMS. Once change is made in Prisms, a letter with the amended CoE/s is sent out by the admission officer to the student affected because of the deferment or suspension



If not approved the Admission officer informs the student in writing the reason for disapproval and a copy of it is then placed on the student file. (The student must be informed they have 20 working days to access the Institute's complaints and appeals)



In case student does not respond within the 20 working days the Admission officer reports student via PRISMS that the student's enrolment is suspended and makes changes in the start and end date accordingly



A copy of the suspended CoE and the changes resulted on the PRISMS due to the suspension should be placed on the Student File.



SUSPENSION/CANCELLATION OF STUDIES PROCEDURE (INSTITUTE Initiated)

Admin Manager emails a letter informing why Canberra Valley Institute has decided to suspend or cancel the student.
(Note: The letter should mention that the student has 20 working days to appeal and a copy of the letter to be placed on the student file.)

If the student appeals within 20 working days from the requested date (after 2 days of issue) and the appeals is upheld, then the student is not reported on PRISMS.

- *The student should be provided in writing of the outcome of the appeal.*
- *A copy of the student appeal and its outcome must be placed in the student file.*

A copy of the suspended/cancelled CoE and the changes resulted on the PRISMS due to the suspension/cancellation should be placed on the Student File. Student information to be entered on Deferring, Suspending or Cancelling the Students Enrolment register

If the student does not appeal or if his/her appeal is not upheld, the Admin Manager will report the student through PRISMS using the correct Student Course Variation (SCV)

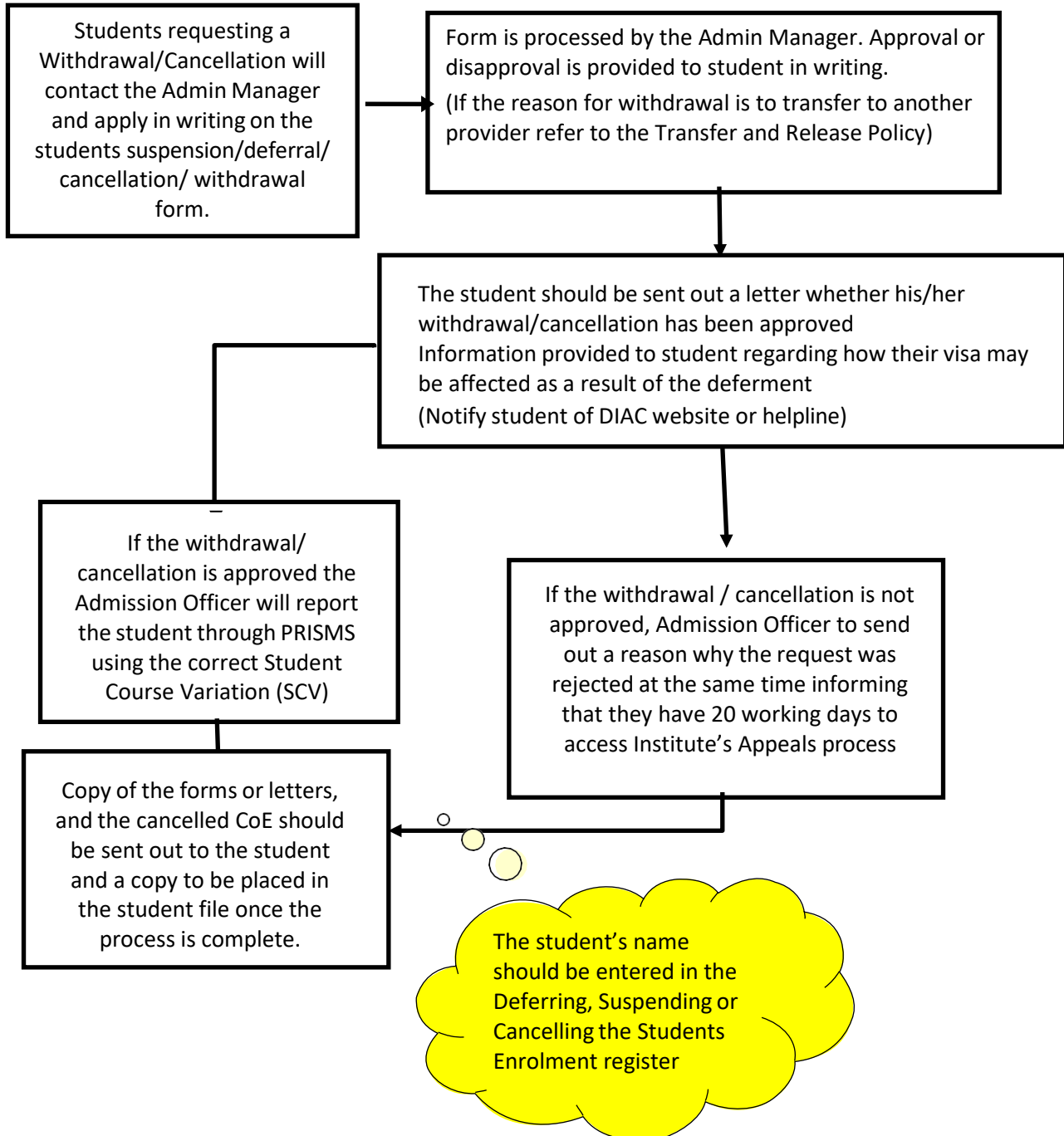
All the documents related to the student cancellation must be placed in the student file

Note: Student misbehaviour in relations to the non- payment is when the student has an overdue for more than a week of \$500 or above in accordance with his/her fee payment plan

Document Name:	Pol – 004 - Deferral Suspension and Cancellation Policy and Procedure	Created Date:	15/06/2023
Document No:	Version No: 3.0 Jan 2025	Last Modified Date:	10/01/2025
Canberra Valley Institute RTO Code: 41498 CRICOS Code: 03937D		Page Sequence:	Page 11 of 15



Withdrawal/Cancellation of Enrolment Procedure (Student initiated)





Termination of Studies

While processing Student Course Variations (SCV) two dates are included as per reporting obligations for termination of studies in PRISMS. These dates are:

- the last day of the students' studies; and
- the day the student's studies are terminated (whether or not the termination takes effect on that day)

Below are the details on how the last day of school and termination dates are taken.

Annexure 3

Provider Decision to terminate the studies

Termination of Studies	SCV Reason	Last day of School and Termination dates
Provider decision to cease student enrolment	<ul style="list-style-type: none">- Non-Payment of Fees- Disciplinary reasons- Unsatisfactory course progress	If the outcome of the appeals process finds in favor of the provider, the date the student's studies are terminated is the day after the completion of the internal appeals process. However, if the student ceases to attend classes before the appeal concludes – the first day they were not in class becomes the termination date. In the event that the student does not access the provider's internal complaints and appeal process, the date the student's studies are terminated would be the 21st day after the issuing of the written notice or earlier if the provider knows the date the student stopped attending classes.
Provider decision to cease student enrolment	<ul style="list-style-type: none">- No longer Holding Student Visa	The 'date of termination of a student's studies' is the first "study" day following the last actual day of study
Provider decision to cease student enrolment	<ul style="list-style-type: none">- Provider unable to deliver the course	The 'date of termination of a student's studies' is the first "study" day following the last actual day of study
Provider decision to cease student enrolment	<ul style="list-style-type: none">- Student has died	The 'date of termination of a student's studies' is the first "study" day following the last actual day of study



Student Decision to terminate the studies

Termination of Studies	SCV Reason	Last day of School and Termination dates
Termination of Students study prior to completing the course (i.e. prior to the CoE end Date)	- Student completed Course Early	The date of termination of a student will be the next day of the last day of the course.
Student Withdraws from course.	- Student left provider – transferred to another provider	The 'date of termination of a student's studies' is the first "study" day following the last actual day of study. If a student timetable is from Monday through to Wednesday each week. The student advises the provider that they do not wish to continue and decides to terminate the enrolment. If the student's last actual day of study falls on a Monday, the date the student's studies are terminated would be the next "study" day - Tuesday.
Student Withdraws from second semester while studying First semester	- Student notifies cessation of studies	The student advises during semester one that they will not be returning to study with the provider in semester two. Where a student informs the provider during semester one that they will not continue studies in a future semester, the provider is unable to process the SCV reporting for the student in PRISMS until the student's The last actual day of study has passed.
Student withdraws from currently studying course	- Student notifies cessation of studies	The 'date of termination of a student's studies' is the first "study" day following the last actual day of study.



Development & Approval Information

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Document Name:	Pol- 004- Deferral Suspension and Cancellation Policy and Procedure	Created Date:	15/06/2023
Document No:	Version No:3.0 Jan 2025	Last Modified Date:	10/01/2025
Canberra Valley Institute RTO Code: 41498 CRICOS Code: 03937D		Page Sequence:	Page 15 of 15