

Policy and Procedure Student Deferral, Suspension and Cancellation

Document

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1. Purpose and Scope

The purpose of this document is to ensure that all students and staff are aware of the [Navitas English Conditions of Enrolment](#) which relates to deferring, suspending or cancelling an overseas student's enrolment.

This policy has been developed in accordance with Standard 9 – Deferring, Suspending or Cancelling The Overseas Student's Enrolment of the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 (the National Code 2018). The National Code 2018 can be found [here](#).

Navitas English is committed to abide by and implement a deferment, suspension or cancellation policy in accordance with the National Code 2018. As such, this policy should be read in conjunction with the [National Code](#).

This policy and procedure supports the intent of the standard and outlines the circumstances under which Navitas English Services Pty Ltd, trading as Navitas English, will consider a student request for deferral, suspension or cancellation of study:

- Before commencement of initial course at Navitas English;
- After commencement of initial course at Navitas English.

This Policy and Procedure applies to all students who are enrolled in or intending to enrol in courses delivered by Navitas English Services (CRICOS Provider Code 00289M).

2. Overview

Student visa holders must be aware that deferment, suspension or cancellation of enrolment may affect their student visa and should refer to [the Department of Home Affairs \(DHA\) website](#) or helpline (131881) for further information. Navitas English will notify DHA via the Provider Registration and International Student Management System (PRISMS) of any deferral, suspension or cancellation of an overseas student's enrolment.

Navitas English may authorise cancellations and/or deferrals of a student, including reasons not covered by the [Navitas English Conditions of Enrolment](#). Navitas English may also take into consideration of other factors, including individual circumstances of a student, which may not have been specified in this policy document. All such requests will be dealt with on a case by case basis.

The student's requests of cancellation and/or deferral cannot be accepted without:

- A written notification of the request
- Related supporting documentation
- If the student is government sponsored: written, authorised support for the request from the Government sponsor.
- If the student is under 18 years of age: written evidence that the student's parent or legal custodian supports the request.

If an agent representative is involved in the student's application to study with Navitas English, the agent can act on the students' behalf to request the deferral and cancellation. Future correspondence regarding the request will be directed to the agent representative.

3.1. Policy: Deferral

Navitas English recognises that students may need to defer their studies at Navitas English.

Approval for deferral or postponement of a course is at the sole discretion of Navitas English. Students must provide Navitas English with documented evidence in support of their application for deferral or postponement as required by Navitas English. For the purposes of this policy, **Evidence** means documents or other material which would satisfy a reasonable person that the claim and/or the circumstances appealed to are genuine.

A student can apply for deferral or postponement at any time. An enrolment may be deferred or postponed for a maximum of 24 months.

Navitas English may allow the student to defer or postpone the commencement in circumstances including but not limited to the following:

1. If the student has paid the fees for a course
2. If the student provides Navitas English with at least four weeks' written notice before the commencement of the course (the student may be required to pay any increase in tuition fees from the time of deferment of the commencement of the course)
3. If the student cannot start his or her Course on the agreed start date because there is a delay in receiving the student visa before the student's course commences
4. If the student has compassionate or compelling circumstances, such as: death in the immediate family (father, mother, child, sibling, spouse only); natural disaster in the home country; the student or the student's immediate family member is seriously ill; The student becomes pregnant; or becomes a victim of a serious crime or trauma;

If the student who received approval to defer or postpone their courses fail to return by the approved deferral period, their deferred course will be cancelled and the fees are non-refundable and non-transferrable, unless further approval is expressly authorised by Navitas English. Additionally, students who received approval to defer or postpone will not be entitled to any further deferral or postponement, nor any refund or transfer of fees.

For any deferral initiated by Navitas English, the student will be given a notice of intention to report and 20 working days to access Navitas English's internal complaints and appeals process. More information can be found in *Policy and Procedure Complaints Handling and Appeals*.

3.2. Procedure: Deferral

3.2.1 Student requests for a deferral prior to commencing the initial course.

1. The student is to submit a written notification to Navitas English admissions on the request to postpone their start date. The student needs to provide reason and evidence of a compelling/compassionate circumstance, where applicable.
2. The Admissions Manager will review the request for deferral.
3. The admissions team will advise the outcome in writing within 5 working days from receipt of the application.
4. Navitas English will issue the relevant documentation and action the e-COE reporting in PRISMS accordingly.

3.2.2. Student requests for a deferral after commencing the initial course.

1. The student is to consult with the Student Services or Academic team in relation to their deferral request. The CM-DoS is responsible for documenting requests for deferrals after the student has commenced their courses using *Deferral Request Form*. The student must provide reason and evidence of a compelling/compassionate circumstance, where applicable.
2. The AM will review the request for deferral.
3. The admissions team will advise the outcome in writing within 5 working days from receipt of the application.
4. Navitas English will issue the relevant documentation and action the e-COE reporting in PRISMS accordingly.

4.1. Policy: Suspension or cancellation

A student can request for a cancellation of their course with Navitas English, prior to or after commencing their initial course with Navitas English.

Approval for cancellation of a course is at the sole discretion of Navitas English. Students must provide Navitas English with documented evidence in support of their application for cancellation as required by Navitas English. For the purposes of this policy, **Evidence** means documents or other material which would satisfy a reasonable person that the claim and/or the circumstances appealed to are genuine.

The cancellation request may result in fees refund. More information can be found in *Policy and Procedure Course Fee Refund*.

If a student submits a request for a cancellation after their initial course has commenced, no refund is payable for any of their courses. If they are on an instalment payment plan, they are required to pay the remaining outstanding fees.

In the event that Navitas English cancels a course due to insufficient numbers or where a provider default occurs, meaning Navitas English is unable to deliver the student's enrolled courses in full, Navitas English will arrange for the student to be offered a place in an alternative course at Navitas English's expense. The student may choose to accept that alternative course in writing. If they do not accept the alternative course, Navitas English will arrange for a refund in line with *Policy and Procedure Course Fee Refund*.

Navitas English reserves the right to suspend or cancel an enrolment if a student neglects to settle any financial obligation owed to Navitas English, whether directly or indirectly, for the purpose of participating in a course. The procedure for suspension or cancellation resulting from non-payment of fees is outlined in *Policy and Procedure Non-payment of fees*.

In addition, suspension or cancellation can be initiated by Navitas English when:

- a. The student has breached a condition of their student visa;
- b. The student who is under 18 years of age, refuses to maintain their approved care arrangements without sufficient reason acceptable to Navitas English, or
- c. The student's behaviour is deemed unacceptable to Navitas English, including but not limited to behaviour as described in the [Navitas English Code of Conduct](#).

When a cancellation and suspension occur due to any of the above reasons, no refund of tuition fees is payable in accordance with the [Navitas English Conditions of Enrolment](#).

4.2. Procedure: Suspension or cancellation

4.2.1 Student request for cancellation prior to commencing the initial course.

A cancellation requested by a student prior to the commencement of the initial course requires the student to submit a written notification to Navitas English admissions. The AM will review the request and where applicable, assess the cancellation request against *Policy and Procedure Course Fee Refund*. When the review is finalised and where applicable, e-COE reporting in PRISMS will be actioned accordingly.

4.2.2 Student request for cancellation after commencing the initial course.

After the student commences their initial course with Navitas English, the student will need to consult either Navitas English Student Services or the academic team to discuss their cancellation request.

The procedure is as follows:

1. The CM-DoS is responsible for documenting requests for cancellation after the students have commenced their courses using *Course Change Form*. Students need to provide reason and where applicable, evidence a compelling/compassionate circumstance.
2. The AM will then consider each request and where applicable, assess the cancellation request against *Policy and Procedure Course Fee Refund*. The admissions team will advise the outcome in writing within 5 working days from receipt of the application and all supporting documentation.
3. Navitas English will action the e-COE reporting in PRISMS accordingly.

4.2.3 Navitas English initiating suspension or cancellation of a student's enrolment.

If Navitas English initiates a suspension or cancellation of a student's enrolment for reasons other than non-payment of fees, Navitas English will:

- Inform students of that intention and the reasons for doing so in writing;
- Advise students of their right to appeal through the provider's internal complains and appeals process, in accordance with *Standard 10 (Complaints and Appeals)*, within 20 working days. More information can be found in *Policy and Procedure Complaints Handling and Appeals*

The intent to suspend or cancel and the right to appeal will be voided should the student's health or wellbeing, or the wellbeing of others, is likely to be at risk. Examples of such situations include, but are not limited to when the student:

1. refuses to maintain approved care arrangements; if they are under 18 years of age
2. is missing
3. has medical concerns, severe depression or psychological issues which lead the provider to fear for the student's wellbeing
4. has engaged or threatens to engage in behaviour that is reasonably believed to endanger the student or others
5. is at risk of committing a criminal offence

At the end of the 20 working days, Navitas English will:

- Record a "Student Course Variation" in PRISMS in relation to the suspension or cancellation of the student's course.
- Advise the student that the e-CoE has been cancelled and that they are required to seek advice from the Department of Home Affairs on the potential impact on their student visa.

When a suspension or cancellation is applied to under 18 students where Navitas English takes responsibility of their welfare, Navitas English will continue to organise the welfare arrangements for the student, until any of the following applies:

- a) the student has alternative welfare arrangements approved by another registered provider
- b) the care of student by a parent or nominated relative is approved by DHA
- c) the student departs from Australia
- d) the student turns 18
- e) Navitas English notifies DHA that it is no longer responsible for the student's welfare arrangements, including when Navitas English is unable to contact the student after making all reasonable efforts to do so. Refer to *Policy and Procedure Under 18 Students* for more information.

Responsibilities

Admissions Manager (AM) is responsible for:

- Overall guidelines on deferral, suspension and cancellation
- Assessing deferral, suspension, and cancellation requests and giving delegated authority to NE admissions team to action deferral, suspension, and cancellation requests in accordance with the policy and procedure

Centre Manager-Director of studies (CM-DoS) are responsible for:

- Monitoring and proper application of the policy and procedure
- Interviewing student and contacting agent (if required, in consultation with relevant Recruitment Manager)
- Providing detailed information to the admissions team as described in relevant Policy and Procedure

Admissions team is responsible for:

- Proper application of the policy and procedure and processing of deferral, suspension, and cancellation requests in accordance with the Navitas English Policy and Procedure
- Recording the e-COE variation in PRISMS under delegated authority from the Principal Executive Office (PEO)

Recruitment Manager is responsible for:

- Liaison with agents, as applicable, with respect to students requesting a deferral, suspension and cancellation.

Definitions

CRICOS	Commonwealth Register of Institutions and Courses for Overseas Students
DHA	Department of Home Affairs
e-COE	Electronic Confirmation of Enrolment
National Code 2018	The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Student 2018
ESOS Act 2000	The Education Services for Overseas Students Act 2000
PRISMS	Provider Registration and International Student Management System
Students	Overseas applicant studying with Navitas English. Where the applicant is under 18 years old, it includes the parent/legal guardian of the overseas student

Review

This template document is reviewed every 2 years by the relevant manager to ensure alignment to appropriate strategic direction and its continued relevance to Navitas English's current and planned operations.

The next scheduled review of this document is listed in the Version Control section on Page 1.

Related documents

- Deferral Request Form
- Course Change Form
- Policy and Procedure Course Fee Refund
- Policy and Procedure Non-Payment of fees

- Policy and Procedure Complaints Handling and Appeals
- Policy and Procedure Under 18 Students