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DEFERRAL SUSPENSION CANCELLATION WITHDRAWAL POLICY

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SCOPE: Global College Australasia

AIM: To provide information to all GCA students on course deferral, suspension, cancellation and withdrawal processes and conditions.

PURPOSE: To ensure compliance of GCA as well as all its students where applicable with:

- A. Education Services for Overseas Students, ESOS Act
- B. Australian Skills Quality Authority, ASQA
- C. Australian Qualifications Framework, AQF
- D. Commonwealth Register of Institutions and Courses for Overseas Students, CRICOS
- E. Department of Home Affairs, DOHA (Migration Act 1958 (Cth) and Migration Regulations 1994 (Cth) National code
- F. Work Health and Safety Act 2020 (Western Australia WHS Act)

EFFECTIVE DATE: 3rd Feb 2021

AUDIENCE: All Students and Staff of GCA

POLICY STATEMENT

Any GCA student may apply for a deferral, suspension and/or withdrawal of their course at any time.

Any student applying for a deferral, suspension and/or withdrawal of their course must provide sufficient, adequate, accurate and relevant supporting documents.

The below definition acts as a guideline to student who wishes to apply for a deferral, suspension, cancellation or withdrawal of their course. We highly advise a student to seek advice from their migration agent and/or the student support prior application:

- 1.1 Deferral means to delay a course in which a student has been enrolled but which has not yet commenced to another commencement date.
- 1.2 Suspension means to temporarily delay the enrolment of a course which has already commenced to a future date.
- 1.3 Cancellation refers to the GCA initiated cancellation of one or more courses in which a student has enrolled.
- 1.4 Withdrawal means that a student wishes to withdraw from a commenced course and:
 - 1.4.1 To transfer into another course in GCA or
 - 1.4.2 To transfer with another course provider or
 - 1.4.3 To stop any further study.

A student may also withdraw from a course in which they have enrolled but which they have not yet commenced.



APPLICATION PROCESS

A student who wishes to start the process for a deferral, suspension, cancellation and/or withdrawal of their course, must:

- 1.5 Contact Student Support which will provide the student with all relevant information and/or documents.
- 1.6 Complete the (DSCW) application form ensuring all data provided is accurate.
- 1.7 Attach all supporting documents to their application (evidence) and submit to Student Support either in person or where the student is unable to travel to the college, via email.
- 1.8 Make an appointment with management to discuss and finalise the application process and decide the right course of action for the student where applicable on a case-by-case basis.

Where the student is unable to travel to the college due to compassionate and/or compelling circumstances, management may conduct the meeting using video conference and/or phone call.

However, in cases where a meeting is not required and/or an appointment has not been made by the student, management may review the application and notify the student of the application outcome in writing via email.

All applications received, will be processed by Student Support, post management approval, on a case-by-case basis and the student will be notified of the outcome in writing by email within 20 working days of application.

The student can appeal any unsuccessful application as per GCA Complaints and Appeal policy.

DEFERRAL SUSPENSION AND/OR CANCELLATION OF A COURSE

Global College Australasia may defer, suspend and/or cancel a student's enrolment on the grounds of:

- 1.9 Compassionate and compelling circumstances which must be supported by documentary evidence. Documentary evidence may include but is not limited to:
 - 1.9.1 Serious illness or injury such as the student has an accident, falls seriously ill or contracts a serious medical condition.
 - 1.9.2 Family bereavement.
 - 1.9.3 Involvement of custody proceedings for their child.
 - 1.9.4 The student is pregnant.
 - 1.9.5 Major political upheaval or natural disaster requiring emergency travel or immediate action
 - 1.9.6 A traumatic experience, such as involvement in or witnessing a serious accident, or witnessing or being the victim of a serious crime.
 - 1.9.7 A pandemic which prevents the student from travelling to college due to federal or state regulations.
- 2.0 Violation of misconduct policy as per GCA course progress policy
- 2.1 Violation of course/tuition fee policy as per GCA course progress policy
- 2.2 Violation of academic course progress policy as per GCA course progress policy
- 2.3 Violation of the letter of offer agreement between GCA and the student.



CANCELLATION OF A COURSE

GCA initiated cancellation will be in the form of a Notice of Intention to Cancel COE where a student will have 20 working days to access the Complaints and Appeal policy and to appeal. Students will be notified in writing via email.

Global College Australasia has the right to refuse:

- 2.4 The release of a student on the grounds that the student has outstanding fees as per GCA course/tuition fee policy *and/or*
- 2.5 A withdrawal where a student has not completed six (6) months of their primary/principal course which is the highest level course in which they are enrolled.
- 2.6 Once the Cancellation has been processed, Global College Australasia will inform the Secretary of the Department of Education via PRISMS as required under the ESOS Act.
- 2.7 Any refund application will be processed in accordance with GCA Refund policy. Course/tuition fees owed or paid by the student will be forfeited.
- 2.8 The issue of any certification such as a certificate Testamur and/or statement of attainment, will be processed only after all outstanding fees are paid and will be issued within 20 working days of these conditions being met.

WITHDRAWAL OF A COURSE

Applications for Withdrawal from a course must be submitted to Student Services with:

- 2.9 A completed and signed Deferral Suspension Cancellation Withdrawal (DSCW) Form, providing the reason for withdrawal and with all supporting evidence attached.
- 3.0 Global College Australasia has the right to refuse a withdrawal where a student has not completed six (6) months of their primary/principal course which is the highest level of course in which they are enrolled.
- 3.1 Global College Australasia has the right to refuse a withdrawal or release a student on the grounds that the student has outstanding fees as per GCA course/tuition fee policy.
- 3.2 Any refund application will be processed in accordance with GCA refund policy.
- 3.3 The issue of any certification such as a certificate, testamur and/or statement of attainment, will be processed only after all outstanding fees are paid and will be issued within 20 working days of these conditions being met.
- 3.4 Should the student wish to withdraw and return to their home country, the student must advise Australian Department of Home Affairs to cancel their student visa. Documentary evidence must be supplied to GCA of the official travel documents.

GUIDELINES AND IMPLICATIONS OF SUSPENSION OR CANCELLATION

Should a student enrolment be temporarily suspended for a period of **28 days or longer**, the student must return home, where special circumstances exist such as compassionate and/or compelling circumstances are evidenced.

- 3.5 Students can only temporarily suspend enrolment for **a maximum period of six months**. However, where there is sufficient compassionate and/or compelling circumstance, GCA may make an exception to this clause with justification where applicable.
- 3.6 Deferral, Suspension or Cancellation of enrolment may affect the student's VISA
- 3.7 If the enrolment is suspended for a period greater than six months, the student's visa may be cancelled by the Australian Department of Home Affairs.