

*Deferment,
Suspension,
Cancellation, and
Refunds Policy*

POLICY NAME	Deferment, Suspension, Cancellation, and Refunds Policy
POLICY MANAGER	Academic Manager, Group Quality, Accreditation & Compliance
APPROVAL AUTHORITY	CEO
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1. Introduction

1.1. Purpose

This policy outlines the comprehensive guidelines for staff and students of Greenwich College Pty Ltd with respect to deferring, suspending, or cancelling a student's enrolment and the associated procedures for processing refunds. It ensures all requirements comply with Standards for RTOs 2025 and relevant legislation and regulations, including the ESOS Act and the National Code 2018, ensuring fair and transparent processes for all students.

1.2. Scope

This policy is an overarching Group policy and applies to:

- i) All employees of Greenwich College
- ii) All courses delivered by Greenwich College including those delivered on their behalf by education providers with whom there is a licensing arrangement. If there are any discrepancies between an affiliate's policy and these, the Greenwich College policy will apply.
- iii) All students Greenwich College Pty Ltd (also trading as Greenwich English College, Greenwich Management College, Greenwich Hospitality College, Greenwich Health & Care College) RTO: 91153, CRICOS: 02672K

1.3. Definitions

Word	Definition
Deferment	A temporary postponement of the commencement of a student's enrolment
Suspension	A temporary cessation of a student's enrolment during a course.
Cancellation	The termination of a student's enrolment in a course.
Refund	The return of fees paid by a student, subject to the terms and conditions outlined in this policy and the student's Written Agreement.

2. Policy

2.1. General Principles

Greenwich College Pty Ltd is committed to fair and honest treatment of its students in all matters related to enrolment management and refunds. All decisions will adhere to relevant legislative and regulatory requirements, including consumer protection legislation. Financial integrity and legalities, such as concerns regarding money laundering, will also be considered in all financial processes.

2.2. Student-Initiated Deferment, Suspension, or Cancellation

Any application from a student to defer, suspend, or cancel their enrolment must be made in **writing** and should, where practical, be made **10 working days prior to the effective date**. Such applications will be considered by the Student Services Manager and/or the General Manager.

Greenwich College Pty Ltd can only defer or temporarily suspend the enrolment of a student on the grounds of compassionate or compelling circumstances. Students must provide supporting documents for such applications:

- **For 1 term/up to 8 weeks:** e.g., a medical certificate stating the student is unable to attend classes, or a death certificate (death in the family).
- **For an extended suspension (4 to a maximum of 6 months):** Sufficient medical evidence must be provided (e.g., in the case of a 'mental illness', this must be supported by a psychologist or psychiatrist report and the GP must reference the patient's DASS scores in their report).

2.3. Provider-Initiated Suspension or Cancellation

Greenwich College Pty Ltd may cancel a student's enrolment due to:

- Failure to arrive to commence the course
- Failure to pay fees
- Failure to make satisfactory course progress
- Failure to meet minimum attendance requirements
- Misbehaviour, including academic misconduct
- Cancellation of the student's visa by the Department of Home Affairs (DHA) and hence their right to study in Australia

Students may also have their enrolment suspended due to serious misbehaviour, during which time a case for cancellation of studies may be considered.

Any decision by Greenwich College Pty Ltd to move to cancel or suspend a student's enrolment must be preceded by a process of written communication with the student, made in a manner accessible to the student. This communication must include:

- Fair and reasonable warnings to a student for not meeting one of the above listed requirements in the maintenance of their enrolment where such a warning is appropriate.
- Communication of reasons for the intention by Greenwich College Pty Ltd to cancel or suspend the student's enrolment.
- Communication of timeframes for repair or completion of said processing.
- The availability and process through which the student can appeal any such decision, both internally and externally.
- The timeframe within which Greenwich College Pty Ltd will report the cancellation via PRISMS.
- Any right the student has to refund of fees paid and the process whereby said refund can be pursued.

Any deferment, suspension, or cancellation of a student's enrolment by Greenwich College, for any reason whatsoever, must have the written approval of the Student Services Manager and/or the General Manager.

2.4. Refund Principles and Procedures

Greenwich College Pty Ltd provides refunds to students according to the cancellation and refund terms and conditions detailed clearly on the student application form, Letter of Offer, and Written Agreement. As made clear in these terms and conditions, the policy also adheres to any and all consumer protection legislations and regulations that apply. Specific terms and conditions also apply in cases of visa rejections.

In all cases of application for refund, Greenwich College Pty Ltd works to ensure all reasonable haste and clarity in the processing of applications. The General Manager of Greenwich College Pty Ltd will give final approval for payment, and payments will be processed by the accounts department.

2.5. Student Appeals Process

Students have the right to appeal a decision by Greenwich College Pty Ltd to defer, suspend, or cancel their studies. Except in cases of misconduct by the student which is deemed to have a significant negative impact on the safety, security, or rights of any staff or other students of Greenwich College Pty Ltd, the enrolment of the student will be maintained throughout the internal and external appeals process period.

Students will have 20 working days to access the internal appeals process and, in those cases in which it applies, 5 working days to access the external appeals process.

Greenwich College Pty Ltd will not notify the Department of Education of a change to the enrolment status until the internal complaints and appeals process is completed along with any external appeal in such cases, except in cases of misconduct as identified above.

2.6. Record Keeping

In all cases of deferment, suspension, or cancellation of a student's enrolment by Greenwich College or by the student themselves, records will be maintained of all communications and other relevant information, such as written evidence of compelling and compassionate circumstances. These records will be retained in accordance with ASQA record-keeping requirements.

3. Reference and Supporting Information

3.1. Supporting Documentation

Document name	Document type	Location
ASQA Standards for RTO's 2025	Regulatory Standards	External
The Education Services for Overseas Students (ESOS) Act 2000	Legislation	External
The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018	Regulatory Standards	External
National Vocational Education and Training Regulator Act 2011	Legislation	External

3.2. Change History

Version	Approval date	Department Approved by	Change
v1.0	26 October 2015	Executive General Manager - Group Quality, Accreditation & Compliance General Manager Academic Manager	Student Support Policy created
v1.1	14 April 2016		Annual review
v1.2	1 January 2018		
v1.3	1 September 2022		
v1.4	5 April 2023		
V2.0	1 July 2025	Group Quality, Accreditation & Compliance General Manager National Academic Manager	Update Group Logo, Greenwich headers and footers, and align to Standards RTO 2025. Merging Deferring Suspending/ Cancelling Student Enrollment with Cancellation and Refund Policies