

LATROBE COLLEGE OF ART AND DESIGN

Policy

DEFERRAL, SUSPENSION WITHDRAWAL & CANCELLATION

VET Student Loan Rules 2016 // ESOS National Code 2018 // Standards for RTOs 2025

Policy

LCAD acknowledges students may need to vary their enrolment through deferral, suspension, withdrawal, or transfer. This policy ensures all enrolment changes are managed fairly and in line with legislative and regulatory requirements, including student rights under the ESOS framework and responsibilities under VET Student Loans legislation. LCAD has policies and procedures in place to support students who need to adjust their enrolment. LCAD ensures its policy and procedure are aligned with the following standards:

- *ESOS National Code 2018: Standards 9*
- *VET Student Loans Rules 2016: Sections 86 & 87*
- *Standards for RTOs 2025 Standards – see notes below*

Definitions

- Deferral: Delaying commencement of study prior to course start.
- Suspension: Temporary halt to studies after enrolment.
- Withdrawal: Discontinuation of study after enrolment.
- Cancellation: Provider-initiated termination of enrolment due to misconduct, poor progress, non-payment, or other reasons.

Deferral or Suspension Requests

- Must be submitted using the Deferral, Withdrawal Application form at least two weeks (2) prior to the relevant term start date. An email with details of the request is acceptable.
- Supporting documentation (e.g. medical certificate, compassionate grounds) may be required.
- Deferral/Suspension of up to twelve months (12) is permitted; longer suspensions require the student to reapply for the course.
- Students must reconfirm their enrolment at least two months (2) before the intended return.

Withdrawal Requests

- Withdrawals must be submitted using the Deferral, Withdrawal Cancellation form, or they may email admin@lcad.edu.au with their request.
- The date LCAD receives the form is the official date of withdrawal.
- For overseas visa students, a \$1500 cancellation fee applies to overseas students withdrawing before completing the first six months (6) of their course at LCAD.
- Domestic and VSL students must withdraw before census day to avoid a debt for the study term enrolled in.

Procedures

Withdrawal

- Domestic students may withdraw from an approved course or a part of a course at any time by submitting a Deferral, Withdrawal, Cancellation form, or by submitting an email to LCAD with their request.

- The form or email must be submitted before the census day to avoid incurring a VET Student Loan (VSL) debt, or the charge for that term is that they are domestic and not using VSL. The withdrawal process will not involve any financial, administrative, or other barriers.
- Census day dates are listed on the college website under Policies and Information.
- Overseas visa students are free to withdraw once they have completed their first six months (6) of study with LCAD. Prior to six months (6), there is a charge to withdraw if the student plans to transfer to another course in Australia.

Re-enrolment After Withdrawal

- A student who has previously withdrawn from a part of an approved course may re-enrol in that part, subject to:
 - Availability of the course/module
 - Submission of an enrolment request by email.
 - Academic approval based on prior progress

No Automatic Re-enrolment

- After withdrawal, the student will not be re-enrolled automatically.
- Re-enrolment can only occur upon written request from the student, given after their withdrawal.

Deferral of Enrolment

1. Students wishing to defer their enrolment must do so before the commencement of the course. They must email the college administration to request and complete the Deferral, Withdrawal Application form. See below for students who wish to suspend their studies after they have already commenced.
2. A student is eligible to defer their studies if they have received a formal offer of a place in a course at LCAD, have not yet enrolled in the program, have not previously deferred the offer, and are an Australian or New Zealand citizen, a Permanent Resident of Australia, or a holder of a Humanitarian visa.

Note: Students who have already enrolled and wish to suspend, vary, or withdraw from their studies must contact the college administration as soon as possible and complete the Deferral, Withdrawal Application form.

3. All applicants seeking to defer their course must complete and return the relevant form at least two (2) weeks before the start of the next term in which they are scheduled to commence.
4. Students deferring their enrolment are permitted a maximum deferment period of up to 12 months. For example, a student granted a deferment will be expected to commence study one year from the deferment date. The student must contact the college at least two (2) months before recommencing to confirm their intention to take up their place.
5. Students may choose to resume their studies earlier than planned. For instance, a student who deferred in the first term may opt to return at the start of any subsequent term. In all cases, the student must notify the college at least two (2) months before the start of the intended term.
6. LCAD regularly reviews its programs to maintain relevance and alignment with industry developments. However, LCAD does not guarantee that all programs will remain available or unchanged for students deferring their studies. Where changes occur, the college will work with students to identify suitable alternative study options.
7. LCAD reviews its tuition fees annually. As a result, students who defer or progress in their studies may encounter fee increases. Students are advised to consult the college's website at www.lcad.edu.au under the courses section at the end of December each year for updated fee information for the following year.
8. Students must enrol by the end of January, the end of April, or mid-August, depending on their intended term of entry. If a student fails to enrol by these deadlines, their offer from the college

may no longer be valid.

9. Students must notify the college of any change in address by emailing admin@lcad.edu.au as soon as possible.
10. Tuition fee deposits or instalments must be paid in full at least two (2) weeks before the start of the term in which the student is commencing. Failure to make timely payment may result in the student's place in the course not being guaranteed.
11. Students should note that although their study may be deferred, the enrolment fees for the minimum enrolment period (one term) must be paid as previously agreed.
12. All applications to defer, suspend, or withdraw from enrolment will be documented and maintained in the student's file. For students studying on an overseas student visa, LCAD is required to notify PRISMS of any changes to their enrolment status.
13. LCAD reserves the right to alter or withdraw courses at any time. Such changes may affect students who have deferred their studies. Course or subject offerings may be modified or discontinued without prior notice to students on deferment or suspension.

Suspension of Enrolment

- a) A student can apply to LCAD to suspend their studies after they have started, using the Deferral, Withdrawal Application form. The college will suspend the student's enrolment for an agreed period of up to 12 months. If the required period is longer than twelve months (12), the student must reapply to study once the initial suspension period has expired.
- b) If an overseas visa student has suspended their enrolment for 28 days or longer, the student must return home (unless special circumstances exist). All questions about whether a student may remain in Australia during a period of suspension of enrolment should be directed to the Department of Home Affairs (DHA).
- c) Students are to be informed in writing of the outcome of their suspension of enrolment application and informed that it might affect their overseas student study visa to stay in Australia.
- d) All application documentation will be kept in the student's file.
- e) Students suspending their studies in the middle of the term will be unable to rejoin the program at the point in which they stopped. They are required to restart their course or study unit at the beginning of that unit—generally at the start of a given term. Tuition fees that may have already been paid for a partial-term study will be forfeited. The college may make a judgement enabling a student to recommence their studies at a mid-term point only in extraordinary circumstances.
- f) The college charges student's fees in term period. The fees paid are allocated to funding staff, equipment, classrooms, and administration for the student's tuition. They are consumed in full at the beginning of an individual student's study term. If the student suspends or withdraws from their studies at any point midterm, the fees paid to that point have already been consumed and cannot be refunded. Fees paid for the student's tuition after the date of suspension are retained by LCAD as a credit to be used when the student recommences their study. There is no refund to students who have paid their term fees but wish to withdraw.
- g) If a domestic student withdraws before the census date in each term as listed on the college's website, no fees will be charged, nor will the student incur a VSL debt. Census dates apply only to non-overseas visa students.
- h) In suspending their enrolment, the student understands that study units are only offered at specific times each year, which may affect the timing of the student's return to study.
- i) The college reserves the right to change or make alterations to its courses, further affecting the timing of a student's return to study.
- j) An enrolment period is limited to no more than one term.

Cancellation of Enrolment – Domestic Students

To protect students from unwanted VSL debt, a domestic student will have their enrolment cancelled prior to census date if they demonstrate a lack of attendance or commitment to studying their course. LCAD reserves the right to cancel a domestic student's enrolment on or before census date if:

- The student has been absent for the first two weeks of term without providing a valid reason, or
- If the student has not completed their eCAFs by census date (if using VSL)

Enrolment may be also cancelled by LCAD after census date due to:

- Academic or general misconduct
- Non-payment of fees (if applicable)
- Breach of code of conduct – see Student Code of Conduct policy
- Failure to meet course progress requirements

All actions will:

- Be preceded by written notice
- Include access to LCAD's internal Complaints And Appeals process

Student Notification and Right to Appeal

If LCAD cancels a domestic student's enrolment after census:

- Students will receive a written notice of proposed cancellation, including reasons for the decision.
- Students will be given a minimum of twenty-eight days (28) to initiate grievance or appeal procedures before the cancellation takes effect.

Appeals and Complaints

- If a student feels they have been unfairly treated, they may access the college's Complaints and Appeals processes located on the college's website under Info and Policies.
- LCAD always ensures fairness and integrity when a complaint has been made.
- Students have twenty business days (20) to appeal before LCAD makes any decision to cancel or suspend a student's enrolment, if the cancellation or suspension occurs after census date
- External appeal options are available.
The cancellation of enrolment will only take final effect after:
- The complaint and appeal process has concluded, or the student chooses not to respond within the twenty-eight day (28) period.

Refund Policy for Cancelled Enrolments

- Fees will not be refunded if cancellation occurs after the census date, unless:
 - Special circumstances apply, as defined in the institution's Refund Policy.
 - The student successfully appeals the cancellation, and a refund is deemed appropriate.
 - See LCAD's Refunds policy

Cancellation of Enrolment – International students

Enrolment may be cancelled by LCAD due to:

- Academic or general misconduct
- Non-payment of fees
- Breach of code of conduct – see Student Code of Conduct policy
- Failure to meet course progress requirements
- Overseas student visa breaches.

All actions will:

- Be preceded by written notice
- Include access to LCAD's internal Complaints And Appeals process
- Overseas visa students may be reported to PRISMS where applicable.

Student Notification and Right to Appeal

If LCAD cancels an international student's enrolment:

- Students will receive a written notice of proposed cancellation, including reasons for the decision.
- Students will be given a minimum of twenty-eight days (28) to initiate grievance or appeal procedures before the cancellation takes effect.

Appeals and Complaints

- If a student feels they have been unfairly treated, they may access the college's Complaints and Appeals processes located on the college's website under [Info and Policies](#).
- LCAD always ensures fairness and integrity when a complaint has been made.
- Students have twenty business days (20) to appeal before LCAD makes any decision to cancel or suspend a student's enrolment, if the cancellation or suspension occurs after census date
- For overseas visa students, LCAD will not report changes to PRISMS until the appeal process is complete.
- External appeal options are available.
The cancellation of enrolment will only take final effect after:
- The complaint and appeal process has concluded, or the student chooses not to respond within the twenty-eight day (28) period.

Refund Policy for Cancelled Enrolments

- Fees will not be refunded if cancellation occurs for international students unless:
 - Special circumstances apply, as defined in the institution's Refund Policy.
 - The student successfully appeals the cancellation, and a refund is deemed appropriate.
 - See LCAD's Refunds policy

Documentation and Records

- All variation forms and supporting documents are filed in the student's record.
- PRISMS notifications are made where required (for overseas students).
- Records are retained for a minimum of seven years (7).

Responsibilities

See [Organisation Chart](#)

Review and Continuous Improvement

This policy will be reviewed annually, or sooner if required by legislative changes or audit outcomes.

[Standards for RTOs 2025](#)

There is no specific RTO Standard 2025 standard for cancelling a student's enrolment.

A college has the right to cancel a student's enrolment if it has a valid reason, and the reasons are fair, and evidence

can be produced. The college must consider support before cancelling. The college must have clear rules about cancelling. The student must be communicated with and have the chance to respond and appeal.

Elements of the above are covered in the college policies:

.LCAD.Student Progress, Attendance, Intervention

.RTO 2.6 Wellbeing

.LCAD.Student Support

.LCAD.Complaints & Appeals

ENC Standard 9

Deferring, suspending or cancelling the overseas student's enrolment

- 9.1 A registered provider must have and implement a documented process for assessing, approving and recording a deferment of the commencement of study or suspension of study requested by an overseas student, including maintaining a record of any decisions.
- 9.2 A registered provider may defer or suspend the enrolment of a student if it believes there are compassionate or compelling circumstances.
- 9.3 A registered provider may suspend or cancel a student's enrolment including, but not limited to, on the basis of:
 - 9.3.1 misbehaviour by the student
 - 9.3.2 the student's failure to pay an amount he or she was required to pay the registered provider to undertake or continue the course as stated in the written agreement
 - 9.3.3 a breach of course progress or attendance requirements by the overseas student, which must occur in accordance with Standard 8 (Overseas student visa requirements).
- 9.4 If the registered provider initiates a suspension or cancellation of the overseas student's enrolment, before imposing a suspension or cancellation the registered provider must:
 - 9.4.1 inform the overseas student of that intention and the reasons for doing so, in writing
 - 9.4.2 advise the overseas student of their right to appeal through the provider's internal complaints and appeals process, in accordance with Standard 10 (Complaints and appeals), within 20 working days.
- 9.5 When there is any deferral, suspension or cancellation action taken under this standard, the registered provider must:
 - 9.5.1 inform the overseas student of the need to seek advice from Immigration on the potential impact on his or her student visa
 - 9.5.2 report the change to the overseas student's enrolment under section 19 of the ESOS Act.
- 9.6 The suspension or cancellation of the overseas student's enrolment under Standard 9.3 cannot take effect until the internal appeals process is completed, unless the overseas student's health or wellbeing, or the wellbeing of others, is likely to be at risk.

VSL 2016

Subdivision E—Withdrawal from courses and cancellation of enrolment

86 Processes and procedures for student to withdraw from approved course

- (1) An approved course provider's processes and procedures must include:
 - (a) procedures for a student to withdraw from an approved course, or a part of an approved course; and
 - (b) a procedure for a student to enrol in a part of an approved course with the provider in circumstances where the student had earlier withdrawn from a part of the course undertaken with the provider.
- (2) The procedures for a student to withdraw from an approved course, or a part of an approved course, before a census day for the course, or the part of the course, must not involve financial, administrative or other barriers to the withdrawal.
- (3) If a student withdraws from an approved course, or a part of an approved course, the course provider must not, after the withdrawal, enrol the student in an approved course or a part of an approved course without the written permission of the student (which must be given after the withdrawal).

87 Processes and procedures for cancellation of enrolment

- (1) An approved course provider's processes and procedures must include processes and procedures for the provider to cancel a student's enrolment in an approved course, or a part of an approved course, after the census day for the course.
- (2) The processes and procedures for cancelling a student's enrolment must:
 - (a) require the provider to inform the student concerned of a proposed cancellation; and
 - (b) provide the student with at least 28 days to initiate grievance procedures before the cancellation takes final effect; and
 - (c) provide for the cancellation to take final effect only after any grievance procedures initiated by the student have been completed; and
 - (d) set out the circumstances in which fees for the course, or the part of the course, concerned will, or will not be, refunded.