



<b>Deferral and Suspension Procedure</b>	
<b>Category/Business Group</b>	Education Group
<b>Published Externally (Yes/No)</b>	No
<b>Responsible Officer</b>	Group Executive, Education Group
<b>Contact Officer</b>	General Manager, Services
<b>Effective Date</b>	2/10/2020
<b>Next Review Date</b>	2/10/2023
<b>Version</b>	2

**Procedure Approval**

<b>Responsible Officer</b>
Marc Weedon-Newstead
Date: 4/11/2020



## 1 Purpose

The purpose of the procedure is to:

- (a) underpin and support the Deferral, Suspension and Withdrawal Policy;
- (b) ensure a consistent organisational approach to student deferral and suspension requests;
- (c) comply with the ESOS Act, sections 19 and National Code 2018 Standard 9.

## 2 Scope

This procedure applies to UNSW Global, its employees and contractors. This procedure does not apply to UNSW Diploma students – please refer to UNSW's policy framework.

## 3 Definitions

**AHPRA** means the Australian Health Practitioner Regulation Agency.

**ESOS Act** means the Education Services for Overseas Students Act 2000 (Cth). **Deferral** means officially postponing the commencement of a course for a period of time. **DIBP** means the Department of Immigration and Border Protection.

**Misbehaviour** means any behaviour of a student which is in breach of UNSW's Student Code of Conduct or as set out in [UNSW Global's Student Misconduct Policy](#).

**NAATI** means the National Accreditation Authority for Translators and Interpreters.

**National Code** means the National Code of Practice for Providers of Education and Training to Overseas Students 2018, established under the ESOS Act.

**Suspension** means a period of time during which the student does not participate in his or her program of study, can be initiated by the student or UNSW Global.

**Withdrawal** means the termination of a student's enrolment(s) with UNSW Global.

## 4 Procedure Detail

The UNSW Global staff must promptly and effectively process deferral or suspension requests in accordance with this procedure. If at any time you are unsure of your responsibilities get in touch with the Manager, Admissions and Enrolment for guidance.



## 4.1 Student Requested Deferral Process for UFS/UNSWIL Pre Commencement

### Step 1: Receipt of Deferral and Suspension form

Staff	Task	Responsibilities
Admissions and Enrolment Officer	Receive Deferral or change of course form	<ul style="list-style-type: none"><li>• Monitor the admissions email inbox and deal with all deferral and Change of course forms as follows. If the form is incomplete or the agent/student has questions, deal with these matters via email;</li><li>• Assess the form, make sure all required information and supporting documents are provided, for example, signature of student, signature of parent/guardian (if applicable);</li><li>• Determine if the reasons for change and the evidence submitted are based on compelling and compassionate grounds;</li><li>• If the student is sponsored by a government body, sight evidence supporting the request;</li><li>• If the compassionate or compelling circumstances stated in the deferral form is included in 6.1 Compassionate or Compelling circumstances of the Deferral Suspension and Withdrawal Policy, Admissions and Enrolment Officer can proceed with the deferral request. If the reason provided is not included in the guideline, Admissions and Enrolment Officer is required to forward the deferral request to TL/ALT for consideration.</li></ul>

### Step 2: Assessing the Request

Staff	Task	Responsibilities
Admissions and Enrolment Officer	Assess the Request	<ul style="list-style-type: none"><li>• If the deferral is approved re-assess against the eligibility criteria to ensure student is eligible for new program/course.</li></ul>



## Step 3: Processing of deferral or change of course

Staff	Task	Responsibilities
Admissions and Enrolment Officer	Process the request	<ul style="list-style-type: none"><li>• Change the current enrolment to “transferred” with the reason, date and choose Student Initiated;</li><li>• Cancel current CoE/ CoEs on SAM and PRISMS;</li><li>• Advise Finance to create CN for current invoice according to <a href="#">Refunds and Fees Policy</a>;</li><li>• Add new enrolment in SAM, email the new offers to student/agent with the information on difference to be paid, funds transferred to new course and/or refund applicable;</li><li>• If there is any Refund of fees possible, attach the Refund form;</li><li>• If the student is U18, attach the CAAW form;</li><li>• Upon receiving new acceptance, check documentation and fees are paid correctly;</li><li>• If the student is under 18:<ul style="list-style-type: none"><li>🕒 Check the CAAW forms, if the Unilodge/homestay receipts are same as the previous enrolment, forward the documents to under 18 team for approval.</li><li>🕒 If the agent submits the new set of CAAW forms and new homestay booking invoice, no need to send to U18 team for approval.</li></ul></li><li>• process new enrolment in SAM;</li><li>• Advise Finance to do internal transfer in Debtor Account;</li><li>• Issue CoE and CAAW (for U18) and update SAM with the new CoE details;</li><li>• Email CoEs, CAAW (for U18) to the student/agent and upload document to the eFiler and notify U18 team for U18 students.</li></ul>



## Step 4: Calculation, Verification and Approval of Refund if applicable

	Task	Responsibilities
Admissions and Enrolment Officer	Calculate the refund (if applicable)	<ul style="list-style-type: none"> <li>Calculate the refund according to Refund and Fees policy in relation to transfers.</li> </ul>
TL /ATL	Verify the refund (if applicable)	<ul style="list-style-type: none"> <li>Check the amount of the refund and that the form is complete and has all necessary supporting documentation;</li> </ul> <p>If you verify the requested refund, sign and date the refund form.</p>
Manager, Admissions and Enrolment	Approve the refund request (if applicable)	<ul style="list-style-type: none"> <li>Check the amount of the refund and that the form is complete and has all necessary supporting documentation;</li> <li>If you approve the requested refund, sign and date the refund form.</li> </ul>

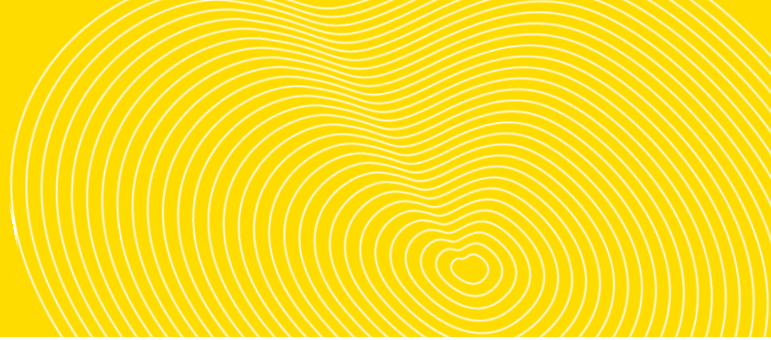
## 4.2 Student Requested Deferral Process UNSWL -Commenced:

### Step 1: Receipt of Deferral and Suspension form

Staff	Task	Responsibilities
Student Services Officer	Receive Deferral or change of course form	<ul style="list-style-type: none"> <li>Monitor the Student Services email inbox and deal with all Deferral and Change of course request as follows. If the form is incomplete or the student has questions, deal with these matters via email;</li> <li>Accept all Deferral and Change of course Forms received by students at the front counter as follows;</li> <li>Examine the form, make sure all required information and supporting documents are provided, for example, signature of student, signature of guardian (if applicable), air ticket if the student claims that he/she is returning home, account details, etc.;</li> <li>For Deferral requests, remind the student that they are required to continue attending scheduled classes until the deferral is approved.</li> <li>Upload the form to eFiler and notify admissions team</li> </ul>

### Step 2: Assessing the Request

Staff	Task	Responsibilities
Admissions and Enrolment Officer	Assess the Request	<ul style="list-style-type: none"> <li>Re-assess against the eligibility criteria to ensure student is eligible for new program/course;</li> <li>Forward the form to Head of Studies for approval;</li> </ul>

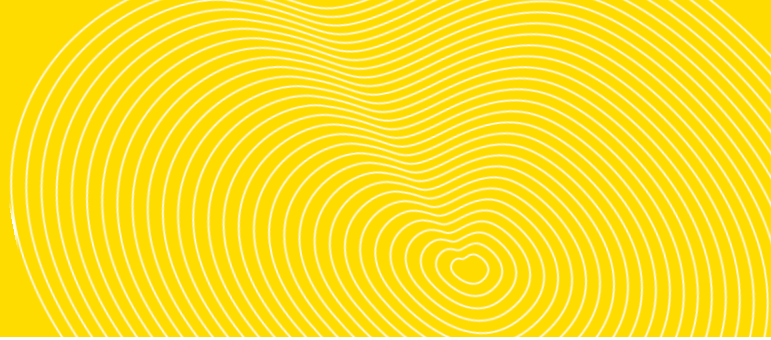


### Step 3: Processing of deferral or change of course

Staff	Task	Responsibilities
Admissions and Enrolment Officer	Process the request	<ul style="list-style-type: none"> <li>Once approved, issue a new offer and send to the student/agent advising the new fees/refund will be applicable. Note: please do not make any changes to the current enrolment at this stage to avoid any change of mind);</li> <li>If there is any Refund of fees possible, attach the Refund form;</li> <li>Upon receiving a new acceptance, check documentation and fees are paid correctly. If the student is under 18, check the CAAW forms, if the homestay receipts are same as the previous enrolment, forward the documents to under 18 team for approval;</li> <li>Once the above steps have been completed, change original Notional Enrolment status from “Commenced” to “Transferred”;</li> <li>Cancel current CoE/ CoEs on SAM and PRISMS;</li> <li>Advise Finance to do internal transfer in Debtor Account;</li> <li>Issue a new CoE and CAAW (for U18) and update SAM with the new CoE details;</li> <li>Email CoEs, CAAW (for U18) to the student/agent and upload document to the eFiler and notify U18 team for U18 students;</li> <li>Calculate refund (if applicable) in accordance with the Refunds and Fees Policy and forward the completed form to the TL/ATL, Admissions and Enrolment for verification.</li> </ul>

### Step 4: Verification and Approval of Refund if applicable

Staff	Task	Responsibilities
TL /ATL	Verify the refund (if applicable)	<ul style="list-style-type: none"> <li>Check the amount of the refund and that the form is complete and has all necessary supporting documentation;</li> <li>If you verify the requested refund, sign and date the refund form.</li> </ul>
Manager, Admissions and Enrolment	Approve the refund request (if applicable)	<ul style="list-style-type: none"> <li>Check the amount of the refund and that the form is complete and has all necessary supporting documentation;</li> <li>If you approve the requested refund, sign and date the refund form.</li> </ul>



### 4.3 Student Requested Deferral Process UFS –Commenced (deferring semester 2 only T2 enrolments):

Step 1: Receipt of Deferral and Suspension form		
Staff	Task	Responsibilities
Student Services Officer	Receive Deferral or change of course form	<ul style="list-style-type: none"> <li>Monitor the Student Services email inbox and deal with all Deferral and Change of course request as follows. If the form is incomplete or the student has questions, deal with these matters via email;</li> <li>Accept all Deferral and Change of course Forms received by students at the front counter as follows;</li> <li>Examine the form, make sure all required information and supporting documents are provided, for example, signature of student, signature of guardian (if applicable), air ticket if the student claims that he/she is returning home, account details, etc.;</li> <li>Book an appointment for the student to speak to a Student Advisor if student indicates that they have compassionate and compelling circumstances;</li> <li>Scan, upload the form to eFiler and notify A&amp;E team.</li> </ul>
Step 2: Assessing the Request		
Staff	Task	Responsibilities
Student Advisor	Interview the student	<ul style="list-style-type: none"> <li>Interview the student and determine if they have compassionate and compelling circumstance;</li> <li>Provide recommendation on whether they support the request;</li> <li>Make notes in Contact Management and inform A&amp;E.</li> </ul>
Admissions and Enrolment Officer	Assess the Request	<ul style="list-style-type: none"> <li>Re-assess against the eligibility criteria to ensure student is eligible for new program/course;</li> <li>After checking eligibility according to assessment guideline(e.g. midyear, UG program, correct stream), forward the form to Manager, Academic Services for approval with the subject line: G00000 – FS – Request to defer S2 on  _EDU_AcademicServices@unswglobal.unsw.edu.au.</li> </ul>



**Step 3: Processing of deferral or change of course**

Staff	Task	Responsibilities
Admissions and Enrolment Officer	Process the request	<ul style="list-style-type: none"> <li>Once approved, issue a new offer as per the admissions guideline for <a href="#">processing T2 enrolment</a> and send to the student/agent advising the new fees/refund will be applicable. Note: please do not make any changes to the current enrolment at this stage to avoid any change of mind);</li> <li>Upon receiving a new acceptance, check documentation and fees are paid correctly. If the student is under 18, check the CAAW forms, if the homestay receipts are same as the previous enrolment, forward the documents to under 18 team for approval;</li> <li>Once approved change original Notional Enrolment status from “Commenced” to “Transferred”;</li> <li>Cancel current CoE/ CoEs on SAM and PRISMS;</li> <li>Process new enrolment and advise Finance to do internal transfer in Debtor Account;</li> <li>Issue a CoE and CAAW (for U18) and update SAM with the new CoE/CoEs details;</li> <li>Email CoEs, CAAW (for U18) to the student/agent and upload document to the eFiler and notify U18 team for U18 students;</li> <li>Calculate refund (if applicable) in accordance with the Refunds and Fees Policy and forward the completed form to the TL/ATL, Admissions and Enrolment for verification.</li> </ul>

**Step 4: Verification and Approval of Refund if applicable**

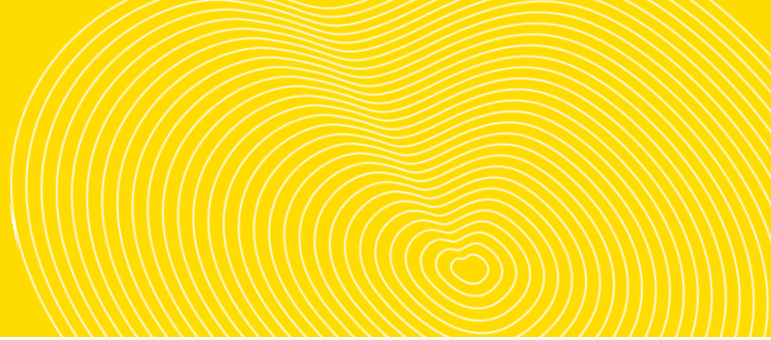
Staff	Task	Responsibilities
TL /ATL	Verify the refund (if applicable)	<ul style="list-style-type: none"> <li>Check the amount of the refund and that the form is complete and has all necessary supporting documentation;</li> <li>If you verify the requested refund, sign and date the refund form.</li> </ul>
Manager, Admissions and Enrolment	Approve the refund request (if applicable)	<ul style="list-style-type: none"> <li>Check the amount of the refund and that the form is complete and has all necessary supporting documentation;</li> <li>If you approve the requested refund, sign and date the refund form.</li> </ul>





4.4 Global Initiated Deferral/Suspension Process due to misbehaviour of a student

Step 1: Notify Admissions and Enrolment Team of the decision		
Staff	Task	Responsibilities
Academic Coordinator (IL/FS),	Notify Global's intention to deferral and monitor timeframe	<ul style="list-style-type: none"> <li>When a decision is made on deferring/suspending a student due to misbehaviour by the student, a written notice will be provided to the student. For domestic students, they have 10 working days to appeal the decision while overseas students will be given 20 working days, in accordance with the National Code;</li> <li>Inform A&amp;E of those students whose appeal period hasn't been completed and monitor timeframe for appeal;</li> <li>If the student do not action within the given timeframe, notify A &amp; E to action the deferral/suspension, in accordance with Step 2 below;</li> <li>If the student appeals the decision, forward the appeal to the ESOS Compliance Officer and update the ITR Register.</li> </ul>
<b>ESOS Compliance Officer</b>	Manage Stage 3 Appeals against decisions on deferral/suspension	<ul style="list-style-type: none"> <li>Receive such appeal and update SAM and the Complaints and Appeals Register;</li> <li>Arrange hearing for the Appeals Committee to consider;</li> <li>If the decision is a successful outcome, notify the student, Academic Services and A&amp;E;</li> <li>If the decision is an unsuccessful outcome, notify the student, advise the student their right to access an external appeal within 10 working days from the receipt of the decision.</li> <li>If the timeframe for external appeal passes and the student has not actioned, notify Academic Services and A &amp; E to process the deferral/suspension;</li> <li>If the student lodges an external appeal within given timeframe, notify Academic Services and A &amp; E to maintain student's enrolment while the external appeal takes its course.</li> </ul>

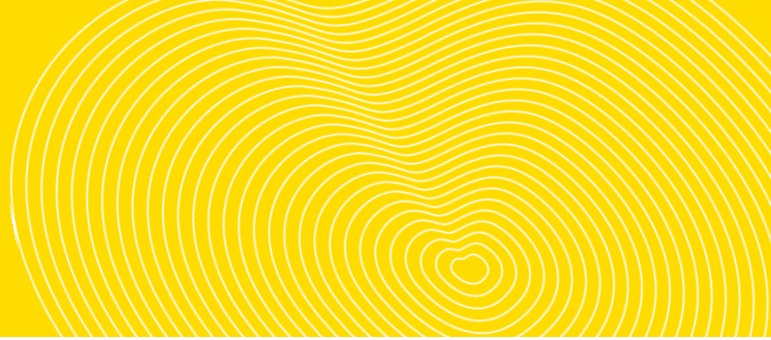


## Step 2: Processing the deferral/suspension after complaints and appeals processes

Staff	Task	Responsibilities
TL/ATL	Notify relevant AEO	<ul style="list-style-type: none"> <li>TL/ATL received notification from Academic Services/ESOS Compliance Officer and inform relevant AEO to process the deferral/suspension.</li> </ul>
Admissions & Enrolment Officer	Processing deferral in SAM	<ul style="list-style-type: none"> <li>Issue a new offer and send to the student/agent advising the new fees/refund will be applicable;</li> <li>Upon receiving new acceptance, check documentation and fees are paid correctly. If the student is under 18, check the CAAW forms, if the homestay receipts are same as the previous enrolment, forward the documents to under 18 team for approval;</li> <li>Once approved change original Notional Enrolment status from "Commenced" to "Transferred"; Cancel current CoE/ CoEs on SAM and PRISMS;</li> <li>Process new enrolment and advise Finance to do internal transfer in Debtor Account;</li> <li>Issue CoE and CAAW (for U18) and update SAM with the new CoE details;</li> <li>Email CoEs, CAAW (for U18) to the student/agent and upload document to the eFiler and notify U18 team for U18 students;</li> <li>Calculate refund (if applicable) in accordance with the Refunds and Fees Policy and forward the completed form to the TL/ATL, A &amp; E for verification.</li> </ul>

## Step 3: Verification and approval of refund

Staff	Task	Responsibilities
TL /ATL	Verify the refund (if applicable)	<ul style="list-style-type: none"> <li>Check the amount of the refund and that the form is complete and has all necessary supporting documentation; If you verify the requested refund, sign and date the refund form.</li> </ul>
Manager, Admissions and Enrolment	Approve the refund request (if applicable)	<ul style="list-style-type: none"> <li>Check the amount of the refund and that the form is complete and has all necessary supporting documentation;</li> <li>If you approve the requested refund, sign and date the refund form.</li> </ul>
Admissions & Enrolment Officer	Notify the student of the change	<ul style="list-style-type: none"> <li>Notify the student that their enrolment changes.</li> </ul>



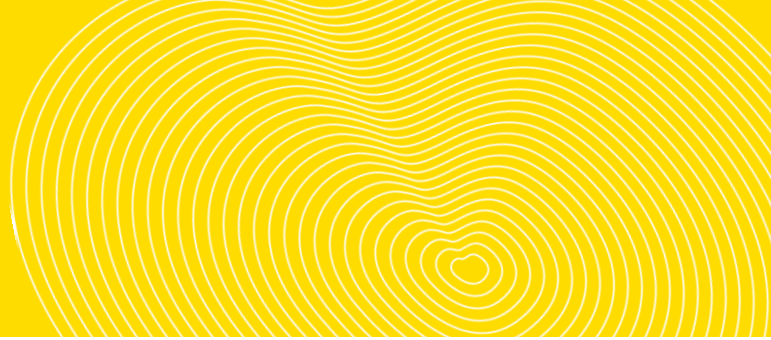
### 4.5 Student Requested Suspension (Leave of Absence)

#### Step 1: Receipt of 6. Leave of absence or temporary suspension of studies

Staff	Task	Responsibilities
Student Service Officer	Receive suspension request	<ul style="list-style-type: none"> <li>Monitor the Student Services email inbox and deal with all Suspension requests as follows. If the form is incomplete or the student has questions, deal with these matters via email.</li> <li>Accept all Suspension requests received by students at the front counter as follows.</li> <li>Examine the form, make sure all required information and supporting documents are provided, for example, signature of student, signature of guardian (if applicable), air ticket if the student claims that he/she is returning home, account details, etc.;</li> <li>Scan all supporting documents and email them along with the form for approval to Academic Services email copy <a href="mailto:admissions@unswglobal.unsw.edu.au">admissions@unswglobal.unsw.edu.au</a></li> </ul>

#### Step 2: Assessing and Approving the request

Staff	Task	Responsibilities
MAS	Assess the leave of absence or temporary suspension request	<ul style="list-style-type: none"> <li>Assess the request and forward the final decision to ATL/TL Admissions and Enrolment on <a href="mailto:admissions@unswglobal.unsw.edu.au">admissions@unswglobal.unsw.edu.au</a></li> </ul>
		<p>Temporary Suspension of Studies request and upload outcome email to Efiler</p> <ul style="list-style-type: none"> <li>🕒 Record in SAM contact management</li> <li>🕒 Update SAM status to “suspended” only if the leave duration is more than 2 weeks and received prior to the leave being taken, see <a href="#">Recording suspension request in SAM and PRISMS</a> for detailed information</li> <li>🕒 Update PRISMS to suspended only if the leave duration is more than 2 weeks</li> <li>🕒 Set reminder for those whose enrolment has been suspended to follow up and activate SAM&amp;PRISMS when student returns</li> <li>🕒 If student doesn’t return on time, inform Manager Academic Services</li> </ul> <ul style="list-style-type: none"> <li>If not approved, <ul style="list-style-type: none"> <li>🕒 ATL uploads form to Efiler</li> <li>🕒 Inform student using <a href="#">leave of absence template</a> of the outcome of the Leave of Absence or process Temporary Suspension of Studies request and upload outcome email to Efiler</li> <li>🕒 Record decision in SAM contact management</li> </ul> </li> </ul>



#### 4.6 Global Requested Suspension

##### Step 1: Notification of decision to suspend the student

Staff	Task	Responsibilities
Serious Misconduct Committee	Inform A&E and student of decision	<ul style="list-style-type: none"> <li>Serious Misconduct Committee makes decision to suspend the student based on evidence to support claim of serious misconduct;</li> <li>Committee notifies TL/ATL of the decision and provides the duration of the suspension;</li> <li>Committee also notifies the student of the decision.</li> </ul>

##### Step 2: Processing Suspension

Staff	Task	Responsibilities
Team Leader/Assistant Team Leader	Process suspension	<ul style="list-style-type: none"> <li>Record in SAM contact management</li> <li>Update SAM status to “suspended” only if the leave duration is more than 2 weeks, see <a href="#">Recording suspension request in SAM and PRISMS</a> for detailed information</li> <li>Update PRISMS to suspended only if the leave duration is more than 2 weeks</li> <li>Inform Serious Misconduct Committee</li> <li>Set reminder for those whose enrolment has been suspended to follow up and activate SAM&amp;PRISMS when student returns</li> <li>If student doesn’t return on time, inform Manager Academic Services</li> </ul>

#### 5 Procedure Review

This procedure is due for review three years from its date of implementation or earlier in the following circumstances:

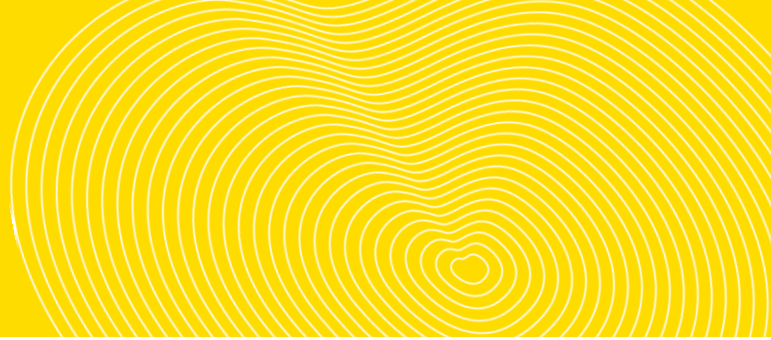
- (a) legislative changes governing the delivery of education services to Overseas Students on a student visa; or
- (b) changes to the business and operational functions of UNSW Global.

#### 6 Attached Documentation

- (a) Request for Suspension Form
- (b) Request for Deferral Form

#### 7 Related Policies and Procedures

- (a) Deferral, Suspension and Withdrawal Policy
- (b) Student Misconduct Policy
- (c) Student Misconduct Procedure



8 Version History

Version Control	Date Effective	Approved By	Amendment Notes
2	See page 1	Marc Weedon-Newstead	Removal of Diploma from Scope – refer to UNSW’s policy framework
1	01/01/2018	Marc Weedon-Newstead	N/A