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## **DEFERMENT, SUSPENSION AND CANCELLATION POLICY AND PROCEDURE**

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## Document Control

Version	Date	Key Changes
1.0	October 2021	New policies defined and outlined
1.1	October 2022	New policies defined and outlined
1.2	July 2023	Due to the approval of new courses policies reviewed before October

## Review Process

This policy shall be reviewed annually in compliance with the [VET Quality Framework](#) including the [Standards for Registered Training Organisations \(RTOs\) 2015](#) and [Australian Qualifications Framework \(AQF Framework\)](#); and the [Education Services for Overseas Students \(ESOS\) Framework](#) including but not limited to: [The Education Services for Overseas Students Act 2000 \(ESOS Act 2000\)](#), [Education Services for Overseas Students Regulations 2019 \(ESOS Reg 2019\)](#) and the [National Code of Practice for Providers of Education and Training to Overseas Students 2018](#) (The National Code 2018); and all other applicable State and Commonwealth legislation.

Next review is due by **July 2024**.

Pinnacle Institute

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## DEFERMENT, SUSPENSION AND CANCELLATION POLICY AND PROCEDURE

### **Purpose**

The purpose of this policy is to establish the processes by which Pinnacle Institute will assess applications from international students for deferral (delayed commencement), suspension (leave of absence) or cancellation (withdrawal) of their enrolment to ensure compliance with the National Code 20018 – Standard 13.

### **Definitions**

- a. Deferment – postpone the start of study
- b. Suspension – temporarily put studies on hold will already enrolled
- c. Cancellation – permanently cancel an enrolment
- d. Non-Commencement – student does not commence on their expected start date of their CoE and has not contact Pinnacle Institute to defer their course

### **Deferring**

Students wishing to defer or temporarily suspend their enrolment may only do so when there are compelling or compassionate circumstances. Compelling or compassionate circumstances may include, but are not limited to:

- a. Serious illness
- b. Serious illness or death of a family member necessitating a return to the student's home country
- c. Serious injury
- d. Major upheaval in home country requiring student to return home
- e. Natural disaster
- f. Unavailability of courses
- g. Visa delay

If a student wishes to defer, they must complete a Deferment, Suspension or Cancellation of Enrolment Form and lodge with Pinnacle Institute prior to course commencement. They must also attach any documentary evidence verifying their situation (for example, a medical certificate). Pinnacle Institute will assess the application and make a decision within seven business days. Suspension of studies is allowed for a maximum period of six months. If an

international student's application for deferral or suspension is approved, Pinnacle Institute will notify the Department of Home Affairs through Provider Registration and International Student Management System (PRISMS). If the application is successful, a new CoE will be issued to the student.

### **Suspension**

If a student wishes to suspend their studies, they must complete a Deferment, Suspension or Cancellation of Enrolment Form and lodge with Pinnacle Institute. They must also attach any documentary evidence verifying their situation. Suspension of studies will only be granted if the application meets certain criteria:

- a. Compelling circumstances such as:
  - i. Serious illness or injury, where a medical certificate states that the student was unable to attend workshops;
  - ii. Bereavement of a close family member such as a parent or grandparent (where possible a death certificate should be provided);
  - iii. Major political upheaval or natural disaster in the home country requiring emergency travel; or
  - iv. A traumatic experience such as involvement in, or witnessing of a serious accident, or witnessing or being the victim of a serious crime. Such cases as these should be supported by reports from police or psychologists.
- b. Compassionate grounds

### **Suspension or cancellation of enrolment by Pinnacle Institute**

Pinnacle Institute has the right to cancel or suspend a student's enrolment in the following circumstances:

- If a student submits fraudulent documents to gain admission to Pinnacle Institute
- If a student does not maintain satisfactory course progress in accordance with the Course Progress Policy for international students
- If a student does not commence on their expected start date of their CoE and has not contact Pinnacle Institute to defer their course
- If the student behaves in a way which could potentially bring the Institute into disrepute

- If a student does not pay the required fees
- If a student behaves in a way that is a threat to their own health and safety and/or a threat to the health and safety of another student or staff member.
- If the student has received two formal warnings from the Institute for disobeying Institute rules. A formal warning will be issued if a student:
  - I. Disobeys any Institute rules as set out in the Student Handbook
  - II. Knowingly engages in material plagiarism, cheating or academic misconduct
  - III. Does not abide by the email and Internet rules as stipulated by the Institute
  - IV. Engages in any form of harassment (racial, sexual or verbal) or bullying towards another student or staff member
  - V. Misuses or wilfully damages Homestay or Institute facilities, equipment or property.

### **Cancelling an enrolment**

Students wishing to cancel their enrolment must complete a Deferment, Suspension or Cancellation of Enrolment Form and attach all supporting documentation. The student will receive notification in writing of the result of the request. If the student has not completed the first six months of their principal course they must provide a letter of offer from an alternative provider. See policy on Transfer between Providers.

PLEASE NOTE: Deferring, suspending or cancelling your enrolment may affect your student visa.

### **Non-commencement of studies**

If a student (whose visa is already granted) does not commence on their expected start date of their CoE and has not contacted Pinnacle Institute to defer their course, will be contacted by Student Services within 2 days of the agreed starting date.

If the student does not commence the course or request a deferral within 7 days of the agreed starting date, Student Services will send a first and final warning letter informing the student of the Intention to Cancel due to Non- Commencement.

Pinnacle Institute will initiate the process to report a “Non-commencement of studies” within PRISMS within 14 days of the agreed starting date. Students who are reported to DHA through PRISMS for a “Non-commencement of studies” do not have the right to access Pinnacle Institute appeals policy.

### **Pinnacle Institute**

Head Office: 6/34 Old Cleveland Rd, Stones Corner QLD 4120

Pinnacle Institute will notify the student in writing of its intention to cancel or suspend their enrolment. Students may appeal any decision to cancel or suspend their enrolment. This appeal must be made in writing to the CEO of the Institute within 20 business days from the date of the Intention to Cancel or Suspend Notice. Students should refer to Pinnacle Institute's Complaints and Appeals Procedures if they wish to lodge an appeal. If an international student's enrolment is suspended or cancelled, Pinnacle Institute will notify the Department of Home Affairs through Provider Registered International Student Management System (PRISMS).

*NB. If the student accesses the Pinnacle Institute internal complaints and appeals process, the suspension and cancellation of the student's enrolment cannot take effect until the internal process is completed, unless extenuating circumstances relating to the welfare of the student apply.*