



RICHMOND INSTITUTE

Course Freeze Policy and Procedure

Table of Contents

1. Preamble	3
2. Scope	3
3. Policy Statement	3
4. Policy Principles	4
5. Conditions of Course Freeze	4
6. Procedure	5
7. Non-Compliance	5
8. Responsibilities	6
9. Appeals	6
 Appendix A: Course Freeze Summary	 7

Version Control

Version	V1.0
Review	The Management will review this Policy in accordance with the RI Policy Review Schedule.
Approving Body	Management
Approval and Effective Date	29 June 2026
Policy Custodian	Country Head
Policy Contact	Country Head
Related Document	Student Handbook, Student Enrolment Policy, Student Attendance Policy, Student Fee Policy

1. Preamble

1.1. Purpose

The purpose of this Course Freeze Policy is to provide students with a temporary interruption of their studies in exceptional circumstances while ensuring consistency, fairness, and effective management of enrolments at Richmond Institute (RI).

This policy establishes the conditions, duration, and procedures governing course freeze requests.

1.2. Definition

A Course Freeze is a temporary suspension of a student's enrolment for an approved period during which the student is not required to attend classes. At the end of the approved freeze period, the student must resume studies according to RI requirements.

2. Scope

This policy applies to all students enrolled in any course offered by Richmond Institute (RI).

3. Policy Statement

RI understands that students may occasionally face circumstances that temporarily prevent them from continuing their studies. Under approved circumstances, students may request a course freeze subject to the conditions outlined in this policy.

Course freeze is a privilege and not an automatic entitlement. Approval is granted solely at the discretion of RI Management.

4. Policy Principles

4.1. *Eligibility*

Students may apply for a course freeze only if:

- all course fees have been paid in full;
- the request is submitted in writing before prolonged absence from classes;
- supporting documentation is provided if requested by RI.

4.2. *Duration*

- all course fees have been paid in full;
- the request is submitted in writing before prolonged absence from classes;

4.3. *Student Responsibilities*

Students on an approved course freeze are responsible for:

- maintaining current contact details with RI;
- responding to any communication from RI;

4.4. *Resumption of Study*

- Students must resume their studies immediately after the approved freeze period expires.
- Failure to return within the approved period will result in withdrawal from the course.

5. Conditions of Course Freeze

5.1. *Full Payment*

Course freeze will only be approved when the student has paid 100% of the course fees.

Students with outstanding fees are not eligible for a course freeze.

5.2. *Maximum Freeze Period*

The maximum approved freeze period is three (3) consecutive months from the date of approval.

5.3. *Expiry of Freeze*

If the student does not return to *continue* the course within the approved three-month period:

- the student will be considered withdrawn from the course;
- the student will not be permitted to continue from where they left off;
- any future enrolment will require a new application and will be subject to current admission requirements and fees.

5.4. *Refunds*

Approval of a course freeze does not entitle the student to any refund, credit, or transfer of fees except where required by RI's Refund Policy.

6. Procedure

6.1. Students wishing to freeze their course must:

- complete the Course Freeze Request Form;
- submit the request to RI Administration before their intended leave;
- ensure all course fees have been paid in full.

6.2. *Assessment*

RI Management will review the request and determine whether the application satisfies the requirements of this policy.

6.3. *Notification*

Students will receive written notification advising whether the request has been approved or declined.

The approval notice will include:

- the approved freeze commencement date;
- the approved return date;
- the conditions of approval.

6.4. *Return to Study*

Students must notify RI prior to returning and recommence classes on the approved return date.

7. Non-academic Misconduct

Failure to comply with this policy may result in:

- cancellation of enrolment;
- inability to continue the current course;
- requirement to submit a new application for admission;
- payment of applicable course fees for any future enrolment.
- prohibited substances on RI premises.

For further information on non-academic misconduct, see the *Student Code of Conduct*.

8. Responsibilities

Country Head

The Country Head is responsible for approving or declining Course Freeze requests and ensuring consistent application of this policy.

Administration

Administration is responsible for receiving applications, maintaining student records, and notifying students of decisions.

Students

Students are responsible for submitting complete applications, ensuring all fees are paid

9. Appeals

Students may appeal a decision made under this policy by submitting a written appeal to the Director within five (5) working days of receiving the decision.

The Country head's decision on the appeal shall be final.

Appendix A - Course Freeze Summary

Requirement	Policy
Maximum Freeze Period	Three (3) months
Fee Requirement	100% course fee must be paid
Extension	Not permitted
Return After Freeze	Mandatory
Failure to Return	Enrolment cancelled and student withdrawn from the course
Continue Same Course After Three Months	Not permitted
Future Study	New application and applicable fees required