

SC34-I- DEFERRAL, SUSPENSION AND CANCELLATION P&P

SC34-I: Deferral, Suspension and Cancellation Policy & Procedure

Domestic and International Students

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Purpose

The purpose of this policy is to outline the circumstances in which a student can defer, suspend or cancel their enrolment with OUR INSTITUTE and where OUR INSTITUTE can initiate the suspension or cancellation of the student's enrolment.

This ensures compliance with the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 Standards 9 & 10

Definitions

CoE means Confirmation of Enrolment

Compassionate or compelling circumstances are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to:

- serious illness or injury, where a medical certificate states that the student was unable to attend classes
- bereavement of close family members such as parents or grandparents (Where possible a death certificate should be provided)
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies
- a traumatic experience that has impacted on the student which could include involvement in, or witnessing of a serious accident or witnessing or being the victim of a serious crime. Such cases supported by police or psychologists' reports
- where OUR INSTITUTE is unable to offer a pre-requisite unit
- inability to begin studying on the course commencement date due to delay in receiving a student visa

DET means Department of Education and Training

Home Affairs includes Immigration and Visa

Deferral means to postpone commencement of studies.

Suspension is a temporary postponement of studies.

PRISMS means Provider Registration and International Student Management System (PRISMS)

Policy

Deferral and suspension of studies

1. Deferral and suspension of studies will only be granted in compassionate or compelling circumstances as included in the definitions above. The circumstances listed are example of what may be considered compassionate or compelling circumstances and each case will be assessed on its individual merits.
2. When determining whether compassionate or compelling circumstances exist, OUR INSTITUTE considers documentary evidence provided to support the claim, and stores copies of these documents in the student's file.
3. A retrospective deferment or suspension may be justified if the student was unable to contact OUR INSTITUTE because of a circumstance such as being involved in a car accident.
4. Where a student initiated deferral or suspension of enrolment is granted, OUR INSTITUTE will suspend an enrolment for an agreed period of time - to a maximum of 12 months. If the deferral is required for longer than 12 months, the student's application will be re-assessed. If the suspension period has expired and the student does not return, the student's enrolment will be cancelled.
5. Student must pay my tuition fees without failure during deferral or suspension in order to maintain the enrolment.

Cancellation of studies

6. Students may initiate cancellation of their studies at any time during their course by giving 28 days' notice prior to term commencement or they may be liable for corresponding term fees. Students who wish to withdraw within six months of their course to transfer to another provider will be processed as per OUR INSTITUTE Course Transfer Policy and Procedure.
7. OUR INSTITUTE may also initiate suspension or cancellation of a student's enrolment on the grounds of misbehaviour of the student or non-payment of fees. Information in the Student Handbook describes the behaviour expected by students, as well as information on plagiarism, collusion and cheating.
8. Cancellation of the student's enrolment due to unsatisfactory course progress or attendance will be handled as per OUR INSTITUTE Course Progress and Attendance Monitoring Policy and Procedures.

Visa status

9. Deferment, suspension or cancellation of a student's visa may affect the student's visa. When a student's enrolment is deferred, suspended or cancelled, OUR INSTITUTE will notify DET via PRISMS of the change in enrolment status.
10. Where a student accesses the Complaints and Appeals process, OUR INSTITUTE will not notify DET via PRISMS until the internal appeals process is complete. Where the student chooses to access an external appeals process, DET will still be notified via PRISMS.

11. Students are referred to the HOME AFFAIRS web site (www.homeaffairs.gov.au) or Helpline (131 881) for information and their local HOME AFFAIRS office for advice on how the potential change to enrolment status may impact upon his or her visa.
12. Once the DET has been notified of a suspension or cancellation of a student's enrolment, the student has 28 days in which to leave Australia or show the HOME AFFAIRS a new CoE or provide HOME AFFAIRS with evidence that he or she has accessed an external appeals process.
13. Regardless of whether the suspension of enrolment is the result of a student request for suspension or a suspension imposed by OUR INSTITUTE, the period of suspension of enrolment (as entered in PRISMS) will not be included in attendance monitoring calculations.
14. Where OUR INSTITUTE initiates the suspension or cancellation of a student's enrolment, the student will be notified of this intention and will be informed that they have 20 working days to access OUR INSTITUTE's *Complaints and Appeals Policy and Procedure*, unless extenuating circumstances relating to the welfare of the student apply. Such circumstances may include where the student refuses to maintain approved care arrangements (only for students under 18 years of age), is missing; has medical concerns, severe depression or psychological issues which lead the provider to fear for the student's well being; has engaged or threatens to engage in behaviour that is reasonably believed to endanger the student or others; or is at risk of committing a criminal offence.
15. Students may choose to access an external appeals process as per OUR INSTITUTE's *Complaints and Appeals Policy and Procedure*. In the case of an external appeal, OUR INSTITUTE is not required to wait for the outcome of the external appeal before notifying HOME AFFAIRS of the change to the student's enrolment status.
16. In relation to suspension, OUR INSTITUTE will continue to provide learning opportunities to students during the appeals process. However, where it is considered that a student should not attend classes during the appeals process, students will be provided with work that can be completed outside of the classroom environment.
17. OUR INSTITUTE provides information about its Deferral, Suspension and Cancellation Policy and Procedure on the above in the Student Handbook and at orientation.
18. Student may access all relevant forms for deferral or suspension through OUR INSTITUTE web site or by direct request.
19. Standards of behaviour required are outlined in the International Student Handbook.
20. Appropriate records of the assessment of the student's application for deferment, suspension or cancellation will be kept on the student's file. Where a student is suspended or their enrolment cancelled due to misbehaviour, documentary evidence of this decision will also be kept.

Procedure

1. Student initiated deferral of enrolment

Procedure	Responsibility
<p>A. Process application from student</p> <ul style="list-style-type: none"> • Provide <i>Student Request Form</i> on request to students. • Assist students to complete form as required. 	Student Contact Officer
<p>B. Assess request for deferral and respond to student</p> <ul style="list-style-type: none"> • Consider reasons for request for deferral and approve cases that fall within compassionate and compelling circumstances as defined in this policy. • Notify DET through PRISMS that the student will be deferring their enrolment. • Where the deferral is approved, the student and the end date of the CoE is affected, a new CoE is created through PRISMS and sent to the student along with a new written agreement to reflect the new commencement date. • Forward notification of decision within 10 working days of receipt of an application. • Student will be required to sign and return new written agreement. • Where the request for deferral is approved and does not affect the end date of the CoE (i.e. it is a short period of deferment), although a new CoE will not be required, a notice of deferral will be recorded in PRISMS. • Where the request for deferral is refused, the student will be informed of the decision including the reason for refusal, as well as their right to appeal the decision within 20 working days. The refusal of the request for deferral will be entered into PRISMS and the CoE cancelled. HOME AFFAIRS will contact the student regarding the status of their visa. • A refund of fees paid will be made as per OUR INSTITUTE <i>Fees, Refunds and Charges Policy</i>. 	Training Manager

2. Student-initiated suspension of enrolment

Procedure	Responsibility
<p>C. Process student request for suspension of studies</p> <ul style="list-style-type: none"> • Provide student the <i>Student Request Form</i> for suspension of studies. • Provide assistance to students in completing a <i>Student Request Form</i> as required. • Students wishing to suspend their enrolment must apply in writing to OUR INSTITUTE a minimum ten (10) working days prior to the requested suspension date. Note, however, that suspension may be granted 	Training Administrator

Procedure	Responsibility
<p>retrospectively where the student was unable to contact the organisation to inform them of the suspension in their studies e.g. they were involved in a car accident.</p>	
<p>D. Assess request for suspension of studies</p> <ul style="list-style-type: none"> • Consider reasons for request for suspension. • Approve cases that fall within compassionate and compelling circumstances as defined in this policy. • Notify DET via PRISMS of suspension of enrolment. Where the suspension is approved and does not affect the end date of the CoE (i.e. it is a short period of suspension), although a new CoE will not be required, a notice of suspension will be recorded in PRISMS and sent onto to HOME AFFAIRS. • Where the request for suspension is approved and affects the CoE, create a new CoE through PRISMS and send to the student, along with a new written agreement for signing to reflect the new CoE. • If it is unclear when the student will return, wait until the student has advised of the intended date of return before creating a new CoE. • If the student does not return after a break, it is considered that the student has 'inactively' advised OUR INSTITUTE that they will not be continuing their studies. DET is notified via PRISMS and student's enrolment status is recorded on PRISMS as cancelled. • Inform student where the request for suspension is refused, including the reason for refusal and of their rights to access the Complaints and Appeals process. • All decisions on suspension are to be advised to students within 10 working days of receipt of an application. 	<p>Training Manager</p>

3. Student-initiated withdrawal/cancellation of enrolment

Procedure	Responsibility
<p>E. Assess student request for suspension of studies</p> <ul style="list-style-type: none"> • Provide student with the <i>Student Request Form</i>. Student Request forms can be accessed from reception. • Provide assistance to students as required to complete a <i>Student Request Form</i>. • Organise meeting with student to discuss intervention strategy, reasons for the withdrawal and remind them that if their request to withdraw is less than 28 days prior to course/term start they will be liable for school fees due. • Where the student is less than 18 years of age check form to ensure that 	<p>Training Manager</p>

Procedure	Responsibility
the parent or legal guardian has supported the request.	
<p>F. Process Student Request</p> <ul style="list-style-type: none"> • Complete course variation report in PRISMS after receiving <i>the Student Request form</i>. This will result in the status of the CoE changing to cancelled. • Include reason for cancellation of enrolment, date enrolment was cancelled and any other relevant information. • Process applicable refunds in accordance with OUR INSTITUTE's <i>Fees and Refunds Policy and Procedure</i>. • Ensure that student's financial records are adjusted to take account of the cancellation of enrolment as relevant. • Inform all relevant personnel that the student's enrolment has been cancelled. • Advise student in writing that their enrolment has been cancelled and that HOME AFFAIRS has been informed and they will be advised of their change in visa arrangements. • Record cancellation of enrolment on SMS & Prsim. • Include all documentation in the student's file. 	Training Administrator/Accounts Officer

4. Provider-initiated suspension or cancellation of enrolment

Procedure	Responsibility
<p>G. Suspend/Cancel student</p> <ul style="list-style-type: none"> • Inform student in writing that they are temporarily suspended because of misbehaviour and that that they will need to continue to attend classes except where behaviour is considered to be such that the student needs to complete work outside of the class. • Notify DET within 14 days of the suspension via a course variation in PRISMS of the suspension as per the instructions in the PRISMS user guide. • Investigate student misbehaviour that led to suspension decision. • To report any student who does not commence his/her course when expected due to various reasons: <ul style="list-style-type: none"> ○ Delay in Student Visa being granted (where student is outside Australia) ○ On-shore student electing to return permanently to their home country and not commencing the course. ○ Student does not commence the course and no reason is provided 	Training Manager

Procedure	Responsibility
<p>H. Decide on action and implement decision</p> <ul style="list-style-type: none"> • To report any student who does not commence his/her course when expected. This information must be reported through PRISMS within the specified periods below: <ul style="list-style-type: none"> ○ a) 14 days - if the student is under 18 years of age ○ b) 31 days - all other international students • Arrive at an appropriate decision e.g. issue a warning, charge for any damage caused, request a formal apology or suspend or cancel studies. • Where the decision is to cancel the student's enrolment, provide the student with a <i>Notice of Intention to Cancel Enrolment Letter</i> informing them of their right to access the <i>Complaints and Appeals Policy and Procedure</i>. • Where the student accesses the Complaints and Appeals process and the decision following the internal appeals process is to cancel the student's enrolment, DET should be informed via PRISMS. 	<p>Training Manager</p>

Document Control

Quality Area:	SC Students & Clients
Standards:	National Code 2018 Standards 8, 9 & 10 ESOS Act 2000 section 19