POLICIES AND PROCEDURES

POLICY: DEFERRING, SUSPENDING OR CANCELLING THE STUDENT’S ENROLMENT

CRICOS Ref: Standard No: 13
SRTO2015 Ref: Standard 5

Purpose

This Policy/Procedure supports ‘Standard 13 – Deferring, Suspending or Cancelling the Student’s Enrolment’ of the ‘National Code of Practice for Registration Authorities & Providers of Education & Training to Overseas Students 2007’ which states:

‘Registered providers may only enable students to defer or temporarily suspend their studies, including granting a leave of absence, during the course through formal agreement in certain limited circumstances.”

Students are able to initiate deferral, suspension or cancellation of their studies during their stay in Australia only in certain limited circumstances as described below.

The following procedures will ensure that the College follows the required process when a student wishes to defer, suspend, or cancel their enrolment with the College.

Students may also have their enrolment suspended due to misbehaviour which can also be grounds for cancellation of studies. Refer “Provider Suspension” section of the following Procedure.

Students have the right to appeal a decision by the College to defer, suspend or cancel their studies and the College will not notify DIBP of a change to the enrolment status until the internal complaints and appeals process is completed.

Refer Complaints and Appeals Policy.

Responsibility

The CEO is responsible for the implementation of this Policy and to ensure that staff and students are aware of its application and that staff implement its requirements.
### 1. Student Deferral Request

1.1 A student wishing to defer an enrolment must submit an ‘Application to Defer, Suspend or Cancel Enrolment’ to the Student Administration Office **prior to commencement of the course**. *(See Appendix A)*

1.2 All applications for deferral documentation will be kept on the student’s file and DIBP shall be notified via PRISMS of the decision to defer the enrolment as a result of the student’s request.

### 2. Student Suspension Request

2.1 The College is only able to temporarily suspend the enrolment of the student on the grounds of compassionate or compelling circumstances. These circumstances could include but are not limited to:

2.1.1 Serious illness or injury, where a medical certificate states that the student was/is unable to attend classes;

2.1.2 Pregnancy

2.1.3 Bereavement of close family members such as parents or grandparents (Where possible a death certificate should be provided);

2.1.4 Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student’s studies; or

2.1.5 A traumatic experience which could include:
   a) involvement in, or witnessing of a serious accident; or
   b) witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologist’s reports);
   c) where the College is unable to offer a pre-requisite unit
   d) inability to begin studying on the course commencement date due to delay in receiving a student visa.

*Please Note: The above are only some examples of what may be considered compassionate or compelling circumstances. The Campus Manager will use his professional judgment to assess each case on its individual merits. When determining whether compassionate or compelling circumstances exist, the College will consider documentary evidence provided to support the claim, and retain copies of these documents in the student’s file.*
2.2 Students will be required to complete an ‘Application to Defer, Suspend or Cancel Enrolment’ and submit to the Academic Officer for Campus Manager’s approval. Students will also be required to provide evidence of the compassionate or compelling circumstances in their application. (ie. a medical certificate, police report, etc.). Please refer to the above compelling circumstances for further information.

2.3 Where a suspension of enrolment is granted, the College will suspend an enrolment for an agreed period of time - to a maximum of 12 months. If the suspension is required for longer than 12 months the student shall have to re-apply once the initial suspension period has expired.

2.4 If a student’s enrolment is suspended for a period of 28 days or longer, in accordance with DIBP regulations, the student must return home (unless extenuating circumstances exist). All enquiries regarding whether students may remain in Australia during a period of suspension of enrolment should be taken up by the student with DIBP.

2.5 Students will be informed in writing of the outcome of their application for suspension and informed that it may affect their student visa.

2.6 All application documentation for the suspension will be kept on the student’s file and DIBP shall be notified via PRISMS of the decision to suspend the enrolment as a result of the student’s request.

2.7 Should an application be refused by the college, the student has the right to access the college’s complaints and appeals processes.

### Action/Method (cont)

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<th>3. Student Cancellation Request</th>
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<tbody>
<tr>
<td>3.1 Students wishing to cancel their enrolment must complete an ‘Application to Defer, Suspend or Cancel Enrolment’ and submit to the Student Administration Office for Campus Manager’s approval.</td>
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<td>3.2 Students wishing to cancel their enrolment prior to completing 6 months of study in their principal course must provide a Letter of Offer from an alternative provider. This is required under Standard 7 of the National Code and further information can be gained from the ‘Transfer of Students between Providers’ Policy.</td>
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<tr>
<td>3.3 All application documentation for the cancellation will be kept on the student’s file and DIBP shall be notified via PRISMS of the decision to cancel the enrolment as a result of the student’s request.</td>
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<td>3.4 Should an application be refused by the college, the student has the right to access the college’s complaints and appeals processes.</td>
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4. Provider Deferral of Enrolment

3.5 The College may defer an enrolment where the course is not being offered at the proposed date, site, or any other reason the College deems necessary to cancel the course.

4 Provider Suspension

4.1 The College has the ability to suspend a student’s enrolment on the grounds of misbehaviour. This misbehaviour may include but is not limited to acts of discrimination, sexual harassment, and vilification or bullying as well as acts of cheating or plagiarism. Such acts of misbehaviour will be classified into one of two categories:

5.1.1 Academic Misconduct:

   a) Examinations

5 Students must not help or receive assistance from other students.

6 Students must not request the loan of or lend materials or devices to other students.

7 Students must not bring any materials into the examination room other than those specified for that examination.

8 Students must not use computer software or other devices during an examination other than those specified.

9 A student may be excluded from a final examination in a unit for any of the following reasons:

   - unauthorised absence from class
   - failure to meet unit requirements in accordance with the College’s Monitoring Course Progress Policy and Monitoring Attendance Policy;
   - general misconduct.

   b) Other Assessment Tasks

10 Students must not copy or paraphrase any document, audio-visual material, computer-based material or artistic piece from another source except in accordance with the conventions of the field of study.
• Students must not use another person’s concepts, results or conclusions and pass them off as their own.
• Where the assessment task is intended to be individual work not group work, students must not prepare an assignment collaboratively and then submit work that is substantially the same as another student’s assessment.
• Students must not ask another person to produce an assessable item for them.
• disobeys/fails to comply with contractual or legal requirements including the College’s Policies and Procedures;

5.1.2 General Misconduct, such as where a student:
• acts dishonestly;
• harasses other students or staff;
• interferes with students or staff;
• prevents or disrupts learning;
• disobeys/fails to comply with contractual or legal requirements including the College’s Policies and Procedures;
• misuses, damages or steals College property or the property of others;
• alters/defaces College documents or records;
• prejudices the good name of the College, or otherwise acts in an improper manner.

5.1.3 Where a student has been identified for Academic or General Misconduct the Campus Manager will make a decision, based on the type and level of misconduct, and shall ensure the following:

• students must be treated fairly, with dignity and with due regard to their privacy;
• students are to be regarded as innocent of the alleged misconduct until conclusion of a proper investigation by the Campus Manager.
• Past misconduct is not evidence that a student has behaved in the same manner again;
• Each case is dealt with on its own merits and according to its own circumstances with the provision that the first instance of misconduct will be penalised more leniently than subsequent instances of misconduct.

5.1.4 Students are able to access the Complaints and Appeals Procedure within 20 working days of decision if they feel that the decision is unfair or they have other grounds to appeal the decision, in accordance with the College’s Complaints and Appeals Policy.
5.1.5 Penalties which may be imposed by the Campus Manager are:

   a) Academic Misconduct could include a warning, a reduction in grades, receiving zero for an assessment, deemed NYC (Not Yet Competent) in the unit, or suspension of enrolment.

   b) A charge for any costs that the general misconduct may have caused.

   c) Temporary exclusion from the College in the form of suspending enrolment for a period of time.

5. Provider Suspension (cont)

5.1.6 In accordance with DIBP’s regulations, if a student’s enrolment is suspended for a period of 28 days or longer, the student will be required to return to their country of origin (unless special circumstances exist). Any questions about whether students may remain in Australia during a period of suspension of enrolment should be taken up by the student with DIBP.

6. Provider Cancellation

6.1 In some cases where the student’s misconduct is severe, the College has the right to cancel the enrolment.

6.2 Where the CEO has decided the misconduct is severe enough for cancellation, the College must:

   6.2.1 Inform the student in person (where possible), and in writing of the decision of the College to cancel the student’s enrolment;

   6.2.2 Inform the student of his or her right to appeal the decision by lodging an Appeal Application Form, in accordance with the College’s Complaints and Appeals Policy, within 20 working days of notification of the College’s decision.

   6.2.3 Inform the student that the College is obliged to inform DEEWR (NOW DEPT OF EDUCATION) / DIBP via PRISMS after the 20 working day’s period which may result in the cancellation of his or her Visa.

6.3 Students are able to access the Complaints and Appeals Procedure within 20 working days of decision if they feel that the decision is unfair or they have other grounds to appeal the decision, in accordance with the College’s Complaints and Appeals Policy.

7. Recording and Reporting Deferring, Suspending or Cancelling the Student’s Enrolment

The Campus Manager will ensure that:

   7.1 Applications of deferment and outcomes are kept on the student’s file.
7.2 Reports of misconduct, decisions and actions taken in relation to misconduct, and other related documentation are kept on file.

7.3 Decisions to initiate deferral, suspension or cancellation of an enrolment are reported to DEEWR (NOW DEPT OF EDUCATION) / DIBP via PRISMS.

7.4 Students are informed of any decisions or outcomes that relate to a deferment, suspension, or cancellation of their enrolment.

7.5 Students have the opportunity to access the College’s complaints and appeals processes (as per 6.2.2 above) before reporting any Provider Initiated Suspensions or Cancellations of enrolments via PRISMS occurs.

7.6 Where a student decides to access the College’s complaints and appeals process within 20 working days of notification, the College will not proceed with reporting the student’s enrolment changes via PRISMS until the process has been finalised.

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