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Star Gazers Education Pty Ltd T/AS Danford College
ABN 80 125 139 433 | ACN 125 139 433 | RTO: 21979 | CRICOS: 02996A

Danford College: Administration ISO SOP 013: Deferring, Suspending or Cancelling a Students Enrolment Policy

Contents

1. Governing Standards.....	2
2. Purpose.....	2
3. Responsibility.....	2
4. Student Deferral Request	2
5. Student Suspension Request.....	3
6. Corona Virus 19 (Pandemic).....	3
7. Student Cancellation Request.....	4
8. Provider Deferral of Enrolment	6
9. Provider Suspension	6
10. Provider Cancellation.....	8
11. Related Documents.....	9

1. Governing Standards

- Standards for RTO's 2015: Standard 5, Clause 5.1, 5.2 (a, b(i-v), c, d(i-ii),e(i-iii)-f), 5.4
- CRICOS Standard No: 9

2. Purpose

This Policy/Procedure supports our requirements for Deferring, Suspending or Cancelling the Overseas Student's Enrolment.

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

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. Refer *Complaints and Appeals Policy*.

3. 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.

4. Student Deferral Request

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**. Form is available at college website or at the college reception.

5. Student Suspension Request

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:

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

6. Corona Virus 19 (Pandemic)

Applications for the suspension, deferment or cancellation of a course of study will not be accepted where a student wishes to defer, suspend or cancel their course due to the change in delivery modes when the College has changed the course delivery method to online study due to the restrictions placed on it by the State and or Federal government during a pandemic.

As per Australian Government announcement Government will recommence granting student visas in all locations lodged outside Australia. This means when borders re-open, students will already have visas and be able to decide to travel. In this circumstance where your student visa was granted while you are outside the country, you must commence your course online at your current location as per original offer letter and acceptance agreement if borders are still closed. Applications for the suspension, deferment or cancellation of a course of study will not be accepted where a student wishes to defer, suspend or cancel their course due to the online delivery method.

Switching to online learning in case of Pandemic or directive from Government

Refunds will not be given where the College is forced to change teaching and learning strategies to an online format due to a pandemic lockdown requirement as dictated by the State or Federal Government.

While Danford College operate under normal in-person face to face classes in all our campuses, the college is also bound by existing federal and state regulations as well as directives given by other government bodies or regulator.

ISO SOP-013-Deferring, Suspending or Cancelling the student's enrolment Policy
NovaCore\Danford VET\Policy\ Revision: 1.3 Revision Date: 02 Feb 2021 Next Review:
04 Feb 2022 Approved by: Vikas Wadhwa



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If the Federal or State government has put in place a range of interventions in a bid to slow the spread of any pandemic such as introducing lockdown areas or hotspots, the college will return to remote learning.

Online delivery requires a substantial amount of time to develop before they can be offered, and that allocated and extra staff time adds up to a lot of time and efforts. In addition to the costs associated with new technologies and online course materials, those courses require contributions from a variety of people, including course developer, academic department and the involvement of many other staff and there is a substantial cost involved.

As such no discount or refund will be given to student once visa has been granted using the college COEs (Applies to both Onshore or Offshore students) or student has started the course.

If Danford College is forced to follow Government or Regulator directive to switch to remote learning temporarily to control the spread of any pandemic, the college will abide by directive/s given by the Federal or State Government, Regulator or the Department of Health and Human Services.

Please Note: The above are only some examples of what may be considered compassionate or compelling circumstances. The Training 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.

Students will be required to complete an 'Application to Defer, Suspend or Cancel Enrolment' available at college website or reception and submit at the reception or via email at admissions@danford.edu.au for Training and Compliance Manager's approval. Students will also be required to provide evidence of the compassionate or compelling circumstances in their application. (i.e. a medical certificate, police report, etc.). Please refer to the above compelling circumstances for further information.

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.

Should an application be refused by the college, the student has the right to access the College's Complaints & Appeals processes.

7. Student Cancellation Request

Student wishing to cancel their enrolment must complete an '*Application to Defer, Suspend or Cancel Enrolment*' available at college website or reception and submit at the reception or via email at admissions@danford.edu.au for Training Manager's approval.

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.

All application documentation for the cancellation will be kept on the student's file and DEPARTMENT OF IMMIGRATION shall be notified via PRISMS of the decision to cancel the enrolment as a result of the student's request.



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

Danford College reserve the right to decline or reject the student request for release due to immigration risk rating that affect the college unless they have completed six months in their Principal Course of Study. There is no refund of any monies paid to Danford College from current or future course in which the student holds a COE.

In the event that student (Both Onshore and Offshore International Student) has used our COEs to secure a "Student Visa" and once a student visa has been granted, Danford College reserve the right to decline or reject the student request for release due to immigration risk rating that affect the college (See below) unless they have completed six months in their Principal Course of Study. There is no refund of any monies paid to Danford College from current or future course in which the student holds a COE.

Detailed overview of immigration risk indicators

Visa Cancellations

Immigration risk reporting for education providers includes student visa cancellations for fraud, non-genuineness, breaches of visa condition 8202 (must maintain enrolment, attendance, course progress and changing courses), and breaches of visa condition 8105 (cannot work more than 40 hours per fortnight when course is in session).

Student visa cancellations where the student requests their visa cancellation are not considered.

Visa refusals

Refusals that count towards an education provider's immigration risk rating include refusals including those refused due to fraud

Overstaying a visa

Students and other visa holders who have overstayed their visa and have been unlawful for a short period of time can apply for a bridging visa. People who have been unlawful and resolve their immigration status within a short period of time (less than 28 days) are unlikely to have an adverse record on our databases. These figures represent visa holders who did not contact us to arrange a bridging visa or another visa and overstayed their visas for more than 28 days.

Unlawful non-citizens

These figures represent visa holders who did not resolve their immigration status and overstayed their visas for more than 28 days.

Protection visa applications

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The number of protection visa (PV) applications is defined as the number of people who lodged a PV application where the last visa held by them was a student visa.

Linking a student visa to an education provider

Your immigration risk rating is based on student visas that are linked to your institution. The student visa outcomes are attributed to the education provider specified on the CoE for the principal course at the time the student visa application was decided. If a student transfers to another education provider and is not granted a new student visa, their student visa remains linked to the original education provider.

For more information: <https://www.homeaffairs.gov.au/busi/Educ/managing-immigration-risk>

8. Provider Deferral of Enrolment

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.

9. Provider Suspension

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:

Academic Misconduct:

Knowledge Tests:

- Students must not help or receive assistance from other students.
- Students must not request the loan of or lend materials or devices to other students.
- Students must not bring any materials into the examination room other than those specified for that examination.
- Students must not use computer software or other devices during an examination other than those specified.
- A student may be excluded from a final examination in a unit for any of the following reasons:

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- 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.

Other Assessment Tasks

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;

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.



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Where a student has been identified for **Academic or General Misconduct** the Compliance Manager will decide, 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 Compliance 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.

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*.

Penalties which may be imposed by the Compliance 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

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

In accordance with DEPARTMENT OF IMMIGRATION'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 DEPARTMENT OF IMMIGRATION.

10.Provider Cancellation

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

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

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

Students are able to access the Complaints & 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*.

Recording & Reporting Deferring, Suspending or Cancelling the Student's Enrolment

The Compliance Manager will ensure that:

- Applications of deferment and outcomes are kept on the student's file.
- Reports of misconduct, decisions and actions taken in relation to misconduct, and other related documentation are kept on file.
- Decisions to initiate deferral, suspension or cancellation of an enrolment are reported to DEPARTMENT OF IMMIGRATION via PRISMS.
- Students are informed of any decisions or outcomes that relate to a deferment, suspension, or cancellation of their enrolment.
- Students have the opportunity to access the College's complaints and appeal processes within 20 working days before reporting any Provider Initiated Suspensions or Cancellations of enrolments via PRISMS occurs.
- 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.

11. Related Documents

- Privacy Act 2000
- Anti-Discrimination Act
- International Student Handbook
- Student Code of Conduct
- Course Progress
- Attendance
- Transfer between Providers
- Complaints and Appeals
- Notification Templates
- Access and Equity
- Records Management, Maintenance and Security



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