

POL009_Deferment, Suspension or Cancellation of Student Enrolment Policy

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1. Scope

An overseas student's enrolment can be deferred, suspended or cancelled. This may be initiated by either the overseas student for compassionate and compelling circumstances, or by Danford College for an overseas student's breach of student code of conduct or visa conditions, failure to pay fees, misbehavior, or any other condition. The Deferment, Suspension or Cancellation of Student Enrolment Policy outlines the circumstances under which the deferment, suspension or cancellation can be done. Additionally, the policy also outlines, the students' and college's responsibilities during the process.

The deferment, suspension or cancellation of student enrolment policy is in accordance to:

- ESOS National Code 2018: Standard 2 (2.18), Standard 9 and Standard 10

The deferment, suspension or cancellation of student enrolment policy is applicable to but not limited to the students, administration team, compliance manager.

2. Purpose

The purpose of this policy is to establish and outline a comprehensive and standardized process for deferment, suspension or cancellation of a student enrolment. The policy clearly:

- Outlines the requirements and process to follow for students who wish to defer, suspend or cancel their enrolment;
- Outlines the compassionate and compelling circumstances under which a student may apply for deferment or suspension of their enrolment;
- Outlines the grounds for suspension of a student's enrolment.
- Outlines the processes applicable when the College initiates a deferral, suspension or cancellation of a student's enrolment.
- Outlines the responsibilities of the College in relation to cancelling, deferring and suspending a student's enrolment;
- Outlines the complaints and appeals process available to students who are dissatisfied with the result of their application to defer, suspend or cancel their enrolment.

3. Student Initiated

3.1 Deferment

1. Students may apply for deferment prior to the course commencement date due to but not limited to:
 - Compelling or compassionate reasons (supporting documentation required)
 - Inability to commence the course due to delay in receiving student visa outcome
 - Inability to commence the course if pre-requisites, entry requirements or any conditions on the eCoE are not met
2. To defer the enrolment, the student must complete the online form Application to Defer, suspend or cancel student enrolment available on www.danford.edu.au . The Student Support Team will process the application within 10 working days and will provide with an outcome in writing to the student. A fee of \$200 may be involved.
3. If the application is approved, Danford College will issue a new Letter of Offer with the revised dates. Danford College will notify DHA via PRISMS by cancelling the current eCoE and issuing a new eCoE with the revised dates.
4. If the student's enrolment is extended, Danford College will advise the student to contact the Department of Home Affairs <https://www.homeaffairs.gov.au/> to seek advice on any potential impacts on their student visa, including the need to obtain a new visa.
5. If the application is refused, the student may wish to access the College's Internal Complaints & Appeals Process within 20 working days of the notified outcome.

3.2 Suspension

1. Danford College is able to suspend a student enrolment under compelling or compassionate reasons. These reasons may include but are not limited to the following:
 - a) Serious injury (supported with medical evidence)
 - b) Pregnancy (where medical certificate of any complications is provided) or the due date of delivery
 - c) Bereavement of close family members such as parents or grandparents (where possible should be supported with death certificates)
 - d) Major political upheaval or natural disaster in the home country requiring emergency travel
 - e) Where Danford College is unable to provide a pre-requisite unit and/or course
 - f) A traumatic experience which may include:
 - Involvement in, or witnessing of a serious accident; or
 - Witnessing od being victim of a serious crime, and this has impacted on the student (supported with police or physhologist's reports)
2. To suspend the enrolment, the student must complete the online form Application to Defer, suspend or cancel student enrolment available on www.danford.edu.au . The Student Support Team will assess the application within 10 working days and an outcome will be provided in writing to the student. Danford College reserves the right to approve or reject the application. Applications with no supporting documentation will not be processed.

3. Approval of the application is in accordance with the student's circumstances based on the documents provided. Danford College will suspend the enrolment for an agreed period of time - to a maximum of 12 months. If the student is required to suspend for a longer duration, the student shall have to re-apply once the initial suspension period has expired. The student will need to pay the tuition fee as agreed on the Letter of Offer during the period their enrolment is suspended.
4. Where the course end date is affected, Danford College will provide a revised Letter of Offer to the student and notify DHA via PRISMS by cancelling the current eCoE and issuing a new eCoE.
5. If the student's enrolment is extended, Danford College will advise the student to contact the Department of Home Affairs to seek advice on any potential impacts on their student visa, including the need to obtain a new visa.
6. If the application is refused:
 - The student continues to comply with student responsibilities of maintaining satisfactory course progress, payment of tuition fees, etc
 - The student may wish to access the College's Internal Complaints & Appeals Process within 20 working days of the notified outcome.

3.3 Cancellation

1. A student enrolled at Danford College may wish to cancel or withdraw their enrolment from the course in varying circumstances which may include but are not limited to:
 - Change in visa condition
 - Visa Refusal
 - Student returning to their home country
 - Student wishes to transfer to a different provider
 - Other compelling or compassionate reasons
2. To cancel the enrolment, the student must complete the online form Application to Defer, suspend or cancel student enrolment available on www.danford.edu.au. The Student Support Team will process the application within 10 working days and an outcome will be provided in writing to the student. Danford College reserves the right to approve or reject the application. Applications with no supporting documentation will not be processed.
3. If the student is returning to their home country after they cancel their enrolment they must withdraw their student visa and should submit the visa withdrawal notification to the college.
4. The Student will be required to pay the balance course fee as agreed and signed in the Letter of Offer prior to the cancellation of their enrolment unless the fees waived by the Finance Manager or (delegate) under complete discretion. There is no refund of any monies paid to Danford College upon cancellation of enrolment. For more information refer to POL013_Student Fee Refund Policy.
5. If a student wishes to transfer to a different provider, they are required to complete 6 months of the principle course they are enrolled in. If the student wishes to cancel their enrolment prior to completing 6 months of their principal course and request a release from Danford College, the student must complete the Application to Transfer between registered providers available on www.danford.edu.au This application will be processed in accordance with POL010_Transfer between registered provider policy.
6. If the application is approved, Danford College will notify DHA via PRISMS by cancelling the eCoE.
7. If the application is refused:
 - The student continues to comply with student responsibilities of maintaining satisfactory course progress, payment of tuition fees, etc
 - The student may wish to access the College's Internal Complaints & Appeals Process within 20 working days of the notified outcome.

4. Danford College Initiated

4.1 Deferment 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 defer the course. In this instance the student may be provided with further options for their study i.e. offering the student a place in another course or making arrangements with another provider for the student to continue their studies in their original course.

4.2 Suspension of Enrolment

Danford College reserves the right to suspend a student's enrolment if a student breaches a student code of conduct and/or extenuating circumstances.

The student code of conduct can be classified into the following categories but not limited to:

General Misconduct:

- acts dishonestly;
- sexual harassment
- bullying
- 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;
- acts of discrimination

Academic Misconduct:

- Plagiarism;
- Cheating;
- Buying or otherwise obtaining assessments;
- Falsifying, misrepresenting or forging an academic record or supporting document;
- Improper Access/Obstruction of Materials/Systems;

Any other misconduct as outlined in the POL011_Student Code of Conduct Policy. Danford College will follow the process outlined in the policy prior to suspending a student's enrolment.

4.3 Cancellation of Enrolment

Danford College reserves the right to cancel a student enrolment based on the severity of any of the reasons described in section 4.2 and/or on the grounds of:

- Academic or general misconduct;
- Non-payment of fees;
- Unsatisfactory course Progress in accordance with POL008_Course Completion and Course Progress Policy;
- Failure to commence a course within the required timeframe;

4.4 College's Responsibilities

Where Danford College decides to defer, suspend or cancel any student enrolment the College:

- Will inform the student in writing outlining the reasons for the decision
- Will advise the student of their right to appeal internally through Danford College's internal complaints and appeals process within 20 working days of notification of the College's decision
- Will inform the student Danford College's obligation to inform DHA via PRISMS if the student does not access the internal complaints and appeals process within 20 working days

5. Complaints and Appeals

All students enrolled at Danford College have the rights to access the complaints and appeal process at no cost should they be not satisfied with an outcome provided by the College within 20 working days of receiving the outcome. The complaints and appeals form can be accessed via Danford College website <https://www.danford.edu.au/>

In accordance with the Deferment, Suspension or Cancellation of Student Enrolment Policy student can lodge an internal appeal for the following reasons:

- Refusal of deferment, suspension or cancelation application made by student
- College's decision to suspend or cancel the student enrolment

In the event a student lodges an internal appeal:

- If the course has commenced, the student must remain at the College and comply with the student responsibilities during the internal appeal process;
- Danford College will not defer, suspend or cancel the student enrolment while the internal appeal is in process.

If the student has exhausted the internal appeal process and is not satisfied with the outcome of the internal appeal process, the student has the right to appeal externally with the Commonwealth Ombudsman with minimal or no cost within 10 working days of concluding the internal appeal. The student must inform Danford College in writing if they have appealed externally within 10 working days.

Below are the contact details for the Commonwealth Ombudsman:

GPO Box 442

Canberra ACT 2601

Email: ombudsman@ombudsman.gov.au

Tel: (in Australia): 1300 362 072 Tel: (outside Australia): +61 2 6276 0111

For more information please refer to Danford College's POL007_Complaints and Appeals Policy.

6. Associated Documents

- POL007_Complaints and appeals Policy
- POL008_Course Progress and Course Completion Policy
- POL010_Overseas Student Transfer Policy
- POL011_Student Code of Conduct Policy
- POL012_Student Fees and Charges Policy
- POL013_Student Refund Policy
- Letters confirming the approval or rejection of the application of deferment, suspension or cancellation
- FOR001_Application to Defer, Suspend or Cancel
- FLO002_Deferment Process
- FLO003_Cancelation Process

Appendix:

- 1) CoE:** Confirmation of Enrolment (CoE) confirms the student's eligibility to enrol in a course with the registered provider and contains information about the provider, course and duration of study in which the student has enrolled. This evidence is required before the Department of Home Affairs issues a visa to a student.
- 2) DHA:** The Department of Home Affairs (DHA) is responsible for central coordination, and strategy and policy leadership in relation to: cyber and critical infrastructure resilience and security, immigration, border security and management, counter-terrorism, the protection of our sovereignty and citizenship and social cohesion.
- 3) PRISMS:** Provider Registration and International Student Management System (PRISMS) is a computer system developed by the Department in association with the Department of Home Affairs for the purpose of receiving and storing information about accepted overseas students that is given to the Secretary under section 19 of the ESOS Act.
- 4) Commonwealth Ombudsman:** The Ombudsman can investigate complaints about actions and decisions of Australian Government agencies to see if they are wrong, unjust,

Approved by: Vikas Wadhwa Approved Date: 04 Jun 2024 Created by: Neha Patil POL009_Deferment, Suspension or Cancellation of Student Enrolment Policy Doc #: DOC13655 Next Review: 04 Jun

2025 Revision: 1.1 Revision Date: 04 Jun 2024

unlawful, discriminatory or just plain unfair. The Ombudsman also seeks remedies for those affected by administrative deficiency and acts to improve public administration generally.

- 5) **Deferment:** A request to temporarily postpone the intake date for a course or temporarily pause the enrolment.
- 6) **Cancellation:** Cancelling the enrolment and CoE.
- 7) **Suspension:** Enrolment is suspended or paused from the course for a duration after which the student can recommence the course.

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