



DEFERMENT, SUSPENSION AND CANCELLATION OF ENROLMENT POLICY & PROCEDURE



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1.0 Purpose

1.1 The purpose of this procedure is to define the system used to meet the requirements of:

- National Code of Practice - Standard 9

2.0 Scope

2.1 This policy covers all currently enrolled international students of Accredited Training Centre of Australia.

3.0 Responsibility

3.1 The Campus Manager (s), Student Support and Administration Manager (s) and the Student Administration Officer (s), are responsible for implementation of this policy and to ensure that staff are aware of its application and implement its requirements and procedures.

4.0 Definitions

4.1 To *Defer* or *Suspend enrolment* means to *temporarily put studies on hold* (adjourn, delay, postpone). The college does this by notifying the Department of Education/ Department of Immigration and Border Protection, through Provider Registration and International Student Management System (PRISMS) of the deferment or suspension of enrolment. A student may request a temporary deferment or suspension to his or her enrolment on the grounds of compassionate or compelling circumstances. The college may also initiate suspension of a student's enrolment due to misbehavior of the student.

4.2 *Suspension* of enrolment may not necessarily be due to misbehaviour – suspension of enrolment may also be initiated by the student.

5.0 Policy Contents/Statements

5.1 Students will be informed prior to enrolment of the grounds on which their enrolment may be deferred, suspended or cancelled through the Student Handbook (international



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students), course enrolment literature, referral to the Institute's website www.trison.edu.au and verbally at student induction process.

5.2 Accredited Training Centre of Australia may only enable international students to defer or temporarily suspend their studies, including granting a leave of absence, during the course through formal agreement in certain limited circumstances.

5.3 International students will be informed that deferment, suspension or cancellation of their enrolment may affect their student visa. They will be referred to the Department of Immigration and Border Protection website <http://www.border.gov.au>, and/or the DIBP Helpline (131 881) for more information. The college will notify the Secretary of Department of Education and Training, via PRISMS as required under section 19 of the ESOS Act where a student's enrolment is deferred, suspended or cancelled in accordance with this policy.

5.4 Students wishing to defer the commencement of studies, temporarily suspend or cancel their studies must apply to do so in writing to the college. Students should use the Student Request - Deferral, Suspension or Cancellation Form. This form is available for collection from the reception areas at Accredited Training Centre of Australia's campuses in Melbourne, Adelaide, Queensland and Sydney or alternatively can be downloaded from the college's website. Students may submit by hand, email, fax or, if necessary, telephone the college and advise of their intention to defer, suspend or cancel their studies.

5.5 Copies of all documentary evidence will be placed in the student's file.

6.0 Procedure:

Student Initiated Deferment, Suspension or Cancellation

6.1 Students may apply for deferment, suspension or cancellation of their studies if they have good reason or doing so. For example: Compassionate or compelling circumstances. 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; or a traumatic experience which could include:
 - involvement in, or witnessing of a serious accident; or



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- witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists' reports)
- where the registered provider was unable to offer a pre-requisite unit; or
- inability to begin studying on the course commencement date due to delay in receiving a student visa.”

6.2 The student must complete and submit a Student Request - Deferral, Suspension or Cancellation of Enrolment form and must provide documentary evidence of the circumstances upon which they are relying, such as a medical certificate, which will be placed in the student's file.

6.3 The Campus Manager, Student Support and Administration Manager (s) or the Student Administration Officer (s) will review and request and make recommendation to the CEO (or the nominated person). The college may choose to grant or decline any student's request, in accordance with this policy and the circumstances outlined above. The processing period for Request for Suspension, Deferral or Cancellation of Enrolment shall be within 10 working days from the receipt date of the application.

6.4 The student will be advised of the outcome and if they are not happy with the decision, will have the right to appeal within twenty (20) working days of the date of receiving this advice from the Institute.

6.5 Retrospective student initiated deferral of commencement or suspension of enrolment can only be granted in the case of a medical emergency, accident or injury and must be supported by a medical certificate.

6.6 If an international student advises the Institute that they no longer wish to remain enrolled in the Course, the college will advise the Secretary of Department of Education and Training, via PRISMS, and the CoE will be cancelled. There is no requirement to send a Notice of Intention to Report Letter and observe the associated appeals process, or to notify the student of our intention to cancel their studies as this action is not against the student's well.

Provider Initiated Suspension/Cancellation

6.7 In the first instance, the college will take all reasonable steps to resolve any disciplinary matters through their Intervention Strategy.



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6.8 The college may choose to suspend or cancel a student's enrolment if it deems the student's behaviour to be unacceptable. For example:

- Where a student has failed to register for a compulsory study period.
- Where a student has failed to attend classes for ten (10) consecutive training days without prior approval, or without a medical certificate from a registered medical practitioner.
- Where a student deliberately under-enrols without the college's approval.
- Where a student has been found to be cheating, plagiarising or otherwise in breach of the Academic Misconduct Policy as set out in the Policies and Procedures Manual.
- Where fees in excess of \$500 are due and payable by a student for more than seven (7) days.
- Swearing, fighting, aggressive behavior, abusive language, whether to other students, staff members, or any other person at the Institute's premises.
- Conduct that is discriminatory and/or threatening on the basis of religion, culture, race, sexual differences, age, disability, or socio-economic status, whether to other students, staff members, or any other person at the Institute's premises
- Where a student has breached the student Code of Behavior.

Note: International Students refer to Course Progress Policy.

Appeals Process

6.9 Should the college initiate the suspension or cancellation of a student's enrolment, we will notify the student in writing with Intent to Suspend / Cancel warning letter and allow the student twenty (20) working days from expected receipt of notification, to access the college's internal appeals process, unless extenuating circumstances relating to the welfare of the student apply. Any claim of extenuating circumstances will need to be supported by appropriate evidence. Extenuating circumstances may include the student:

- Is missing.
- Has medical concerns, severe depression or psychological issues which lead the provider to fear for the student's wellbeing.
- Has engaged or threatens to engage in behavior that is reasonably believed to endanger the student or others.
- Is at risk of committing a criminal offence.



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Note: Extenuating circumstances will not include any misbehavior that leads to a criminal conviction. In this case the student's enrolment will be cancelled immediately and, if an international student, they will be reported to Department of Education and DIBP.

6.10 As per the college's Grievances, Complaints and Appeals Policy, the student may choose to access an external formal appeals process following the internal appeals process.

6.11 The college will not notify Department of Education a change to the enrolment status of an international student until the internal appeals process is completed. Where the student's appeal is successful, the Institute will not report the student.

6.12 If the student has not accessed or withdraws from the appeals process the college will still wait the full twenty (20) days before reporting the international student's enrolment is suspended or cancelled to Department of Education and DIBP.

6.13 As per the college's Appeals Policy, the student may choose to access an external formal appeals process following an internal appeals process; however, the college will not postpone notifying Department of Education and Training of the change to the student's enrolment status under this Policy because of this.

6.14 Once the college notifies Department of Education and DIBP of the cancellation of a student's enrolment, the student has 28 days to find alternative enrolment, to access an external appeals process or to return to their home country (refer to <http://www.border.gov.au>).