

DEFERRAL, SUSPENSION AND CANCELLATION POLICY AND PROCEDURES

PURPOSE OF THE POLICY

This policy and procedures outline Australian Federation College's approach to managing the enrolment of international students, specifically deferrals, suspensions and cancellations, and ensuring all required information about enrolments is entered into PRISMS.

This policy and associated procedures meet the requirements of Standard 9 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

POLICY STATEMENTS

STUDENT INITIATED DEFERRAL OR SUSPENSION OR CANCELLATION

International students can defer or suspend their studies. Australian Federation College allows the deferral or suspension of studies where evidence of compassionate or compelling circumstances can be provided by students.

Evidence of compassionate or compelling circumstances will be considered as part of the decision about suspension or cancellation.

Deferrals and leave of absences will be approved for up to 12 months. However, following this the student's enrolment will be cancelled.

International students may withdraw from their course at any time. Where an international student has not already completed six months of their principal course of study, their application will be assessed as per Australian Federation College's Course Transfer Policy and Procedures.

International students are entitled to a refund as per Australian Federation College's Fees and Refunds Policy and Associated Procedures.

PROVIDER INITIATED SUSPENSION OR CANCELLATION

A student's enrolment may be cancelled or suspended by Australian Federation College in a range of circumstances:

- Misbehaviour (i.e., not abiding by the Student Code of Conduct as outlined in **International Student Handbook**)
- Not paying course fees
- Not meeting course progress requirements.

Not paying course fees and not meeting course progress requirements will be managed as documented in the **Fees and Refunds Policy and Procedures** and **Course Progress Monitoring Policy and Associated Procedures**.

Any student who breaches the **Student Code of Conduct** as applicable to expected behaviour will be immediately suspended. Their case will be considered during the period of suspension and the student may then be reinstated or have their enrolment cancelled.

Where any of the above circumstances apply, the student will be contacted in writing with regard to the intended suspension or cancellation and the reasons for this.

Students will be able to access the **Complaints and Appeals Policy and Procedure** to appeal the decision within 20 working days of receipt of the decision.

Students will not be reported until the internal appeal process is complete, unless their health and wellbeing or that of others could be at risk.

Students are advised to contact the DHA to seek advice on their student visa.

PROCEDURES

1. PROCESS DEFERRALS

- 1.1 Provide **Deferral Form** to students who request deferral.
- 1.2 Assess Deferral Form and supporting evidence to confirm that compassionate or compelling circumstances exist.
- 1.3 Complete assessment and advise student of outcome within 5 working days of receipt.
- 1.4 Where the application for deferral is approved, advise the student in writing of such.
- 1.5 Where the application is not approved, advise the student in writing of such indicating the reasons, any refunds due and advising them of their right to appeal the decision within 20 working days.
- 1.6 For approved deferrals, report a student course variation (SCV) on PRISMS within 31 days of the request being approved and according to the instructions provided in the PRISMS user guide.
- 1.7 Issue updated Offer Letter and Written Agreement to the student.
- 1.8 Issue the updated CoE to the student.
- 1.9 Correctly, completely and progressively record all information and/or evidence on the Student Management System (SMS) including **keeping correct file notes**.

2. PROCESS STUDENT INITIATED SUSPENSION OF ENROLMENT

- 2.1 Provide **Leave of Absence Form** to students who request suspension.
- 2.2 Assess Leave of Absence Form and supporting evidence to confirm that compassionate or compelling circumstances exist.
- 2.3 Complete assessment and advise student of outcome within 5 working days of receipt.
- 2.4 Where the application for suspension is approved, advise the student in writing of such.
- 2.5 Where the application is not approved, advise the student in writing of such indicating the reasons, any refunds (or payments) due and advising them of their right to appeal the decision within 20 working days.
- 2.6 For approved suspensions, report a Student Course Variation (SCV) on PRISMS within 31 days of the request being approved and according to the instructions provided in the PRISMS user guide.
- 2.7 Issue updated Offer Letter and Written Agreement to the student.

- 2.8 Issue updated CoE to the student.
- 2.9 Correctly, completely and progressively record all information and/or evidence on the Student Management System (SMS) including **keeping correct file notes**.

3. PROCESS STUDENT INITIATED CANCELLATION OF ENROLMENT

- 3.1 Provide **Withdrawal Form** to students who request to withdraw.
Ensure that this is only provided to students who have completed more than six months of their principal course of study.
Otherwise, the student will need to complete an **Application for Release Form**.
- 3.2 Review Withdrawal Form to ensure all details have been provided.
- 3.3 Notify the student in writing within 5 working days of receipt of application of confirmation of their withdrawal and any refund as application as per Australian Federation College's Fees and Refunds Policy and Associated Procedures.
- 3.4 Correctly, completely and progressively record all information and/or evidence on the Student Management System (SMS) including **keeping correct file notes**.
- 3.5 **Report Student Notified Cessation of Studies on PRISMS within 31** days of the withdrawal being processed and according to the instructions provided in the PRISMS user guide.

4. MANAGE PROVIDER INITIATED CANCELLATION OF ENROLMENT

- 4.1 Where a student misbehaves (i.e., they contravene the **Student Code of Conduct**), immediately investigate the incident.
- 4.2 Where the incident is considered serious to warrant further investigation, inform the student in writing of the suspension including the reasons why and the dates from which the suspension applies, as well as their right to appeal the decision within 20 working days of receiving the notice.
- 4.3 Further investigate the student's misbehaviour.
- 4.4 Inform any other relevant agencies of the issue concerning the student such as in the case of fraud or violence.
- 4.5 Where the investigation deems the student can be reinstated, advise the student in writing that their suspension is lifted.
- 4.6 Where the investigation deems the student's behaviour as so serious that they cannot be reinstated, advise the student in writing of the cancellation of their enrolment, including the reasons for the decision.

- 4.7 Correctly, completely and progressively record all information and/or evidence related to the student's enrolment cancellation on the Student Management System (SMS) including **keeping correct file notes.**
- 4.8 Report provider decision to cease enrolment for disciplinary reasons on PRISMS within 31 days of the withdrawal being processed and according to the instructions provided in the PRISMS user guide.

RESPONSIBILITIES

The Administration Manager/ Academic Coordinator/ Course Coordinator is responsible for:

- Finalising deferral requests and reporting deferrals on PRISMS
- Finalising suspension requests and reporting suspensions on PRISMS
- Finalising withdrawals.
- Investigating student misbehaviour.
- Making decisions regarding student misbehaviour and cancellation.
- Reporting decisions on PRISMS regarding provider-initiated suspension and cancellation.

Student Support/Administration Officer is responsible for:

- Assist processing deferral requests and reporting deferrals on PRISMS
- Assist processing suspension requests and reporting suspensions on PRISMS
- Assist processing withdrawals.

The CEO/PEO (or a delegate) is responsible for:

- Overall deferral, suspension and cancellation management and QA.