

## Deferral, Suspension and Cancellation Policy and Procedures

### Purpose

This Policy and Procedures outline Australian Federation College (AFC) 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 Procedures meet the requirements of Standard 9 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

### Policy

#### ***Student Initiated Deferral, Suspension or Cancellation***

International students can defer or suspend their studies. AFC 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 AFC Course Transfer Policy and Procedures.

International students are entitled to a refund as per AFC Fees and Refunds Policy and Procedures.

#### ***Provider Initiated Suspension or Cancellation***

A student's enrolment may be cancelled or suspended by AFC 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, not meeting course progress requirements will be managed as documented in the Fees and Refunds and Course Progress Monitoring Policy and Procedures, respectively.

Any student who breaches the 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.

Student 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 and external (where applicable) appeal process is complete, unless their health and wellbeing or that of others could be at risk.

*Deferral, Suspension and Cancellation Policy and Procedures*

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 (or payments) 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 updated CoE to the student.

### 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.

### 3. Process Student Initiated Cancellation of Enrolment (Completed 6 Months of Principle Course)

- 3.1 Provide **Withdrawal Form** to students who request to withdraw.
- 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 (or payment due) applicable as per AFC Fees and Refunds Policy and Procedures.
- 3.4 Record the student's withdrawal on the SMS.

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 Suspension and Cancellation of Enrolment (due to Misbehaviour)**

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 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.

4.4 Further investigate the student's misbehaviour.

4.5 Inform any other relevant agencies of the issue concerning the student such as in the case of fraud or violence.

4.6 Where the investigation deems the student can be reinstated, advise the student in writing that their suspension is lifted.

4.7 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.

4.8 Record the student's withdrawal on the SMS.

4.9 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**

Student Admission/Support/Administration/Accounts Officer will be responsible for:

- assist in assessing deferral requests and reporting deferrals on PRISMS;
- assist in assessing suspension requests and reporting suspensions on PRISMS; and
- assist in processing transfer/withdrawals.

The Academic Coordinator (or a delegate) will be responsible for:

- investigating student misbehaviour.
- reporting deferral, suspension and cancellations decisions on PRISMS.
- process transfer/withdrawals.

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

- making decisions regarding student deferral, suspension and cancellation.