



SC10: Deferral, Suspension and Cancellation Policy & Procedure

Contents

Contents.....	1
Purpose	1
Definitions.....	1
CoE means Confirmation of Enrolment	1
Policy.....	2
Deferral and suspension of studies.....	2
1. Student initiated deferral of enrolment.....	4
2. Student-initiated suspension of enrolment	5
3. Student-initiated cancellation of enrolment (withdrawal)	6
4. Provider-initiated suspension or cancellation of enrolment.....	6
Document Control	7

Purpose

The purpose of this policy is to outline the circumstances in which a student can defer, suspend or cancel their enrolment with Australian Smart College Pty. Ltd. (ASC) and where the ASC can initiate the suspension or cancellation of the student's enrolment.

As the registered provider that ASC will maintain and implement a documented process for assessing, approving and recording a deferment of the commencement of study or suspension of study requested by an overseas student, including maintaining a record of any decisions

This ensures compliance with Standard 9 of the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018.

Definitions

COE means Confirmation of Enrolment

Compassionate or compelling circumstances are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. 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



SC10: Deferral, Suspension and Cancellation Policy & Procedure

- a traumatic experience that has impacted on the student which could include involvement in, or witnessing of a serious accident or witnessing or being the victim of a serious crime. Such cases supported by police or psychologists' reports
- where ASC is unable to offer a pre-requisite unit
- inability to begin studying on the course commencement date due to delay in receiving a student visa

DET means Department of Education and Training

DHA means Department of Home Affairs

Deferral means to postpone commencement of studies.

Suspension is a temporary postponement of studies.

PRISMS mean Provider Registration and International Student Management System (PRISMS)

Policy

Deferral and suspension of studies

1. As the registered provider ASC may defer, suspend or cancel the enrolment of a student:
 - ♦ if it believes there are compassionate or compelling circumstances.and on the basis of:
 - ♦ misbehavior by the student
 - ♦ the student's failure to pay an amount he or she was required to pay the registered provider to undertake or continue the course as stated in the written agreement
 - ♦ a breach of course progress or attendance requirements by the overseas student, which must occur in accordance with Standard 8 (Overseas student visa requirements).
2. each case will be assessed on its individual merits.
3. When determining whether compassionate or compelling circumstances exist, ASC considers documentary evidence provided to support the claim, and stores copies of these documents in the student's file.
4. A retrospective deferment or suspension may be justified if the student was unable to contact ASC because of a circumstance such as being involved in a car accident.
5. Where a student-initiated deferral or suspension of enrolment is granted, ASC will suspend an enrolment for an agreed period - to a maximum of 12 months. If the deferral is required for longer than 12 months, the student's application will be re-assessed. If the suspension period has expired and the student does not return, the student's enrolment will be cancelled.



SC10: Deferral, Suspension and Cancellation Policy & Procedure

Cancellation of studies

6. Students may initiate cancellation of their studies at any time during their course. Students who wish to withdraw within six months of their course to transfer to another provider will be processed as per ASC *Course Transfer Policy and Procedure SC8*.
7. ASC may also initiate suspension or cancellation of a student's enrolment on the grounds of misbehavior of the student or non-payment of fees. Information in the Student Handbook describes the behaviour expected by students, as well as information on plagiarism, collusion and cheating.
8. Cancellation of the student's enrolment due to unsatisfactory course progress or attendance will be handled as per ASC *Course Progress and Attendance Monitoring Policy and Procedures SC9*.

Visa status

9. Deferment, suspension or cancellation of a student's visa may affect the student's visa. When a student's enrolment is deferred, suspended or cancelled, ASC will notify via PRISMS of the change in enrolment status.
10. Where a student accesses the complaints and appeals process, ASC will not notify via PRISMS until the internal appeals process is complete. Where the student chooses to access an external appeals process, DET will still be notified via PRISMS.
11. Students are requested to contact immigration for advice on how the potential change to enrolment status may impact upon his or her visa.
12. Once the government has been notified of a suspension or cancellation of a student's enrolment, the student has 28 days in which to leave Australia or show the DHA a new COE or provide DHA with evidence that he or she has accessed an external appeals process.
13. Regardless of whether the suspension of enrolment is the result of a student request for suspension or a suspension imposed by ASC, the period of suspension of enrolment (as entered in PRISMS) will not be included in attendance monitoring calculations.
14. Where ASC initiates the suspension or cancellation of a student's enrolment, the student will be notified of this intention and will be informed that they have 20 working days to access ASC's *Complaints and Appeals Policy and Procedure C4*, unless extenuating circumstances relating to the welfare of the student apply. Such circumstances may include where the, 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 behaviour that is reasonably believed to endanger the student or others; or is at risk of committing a criminal offence.



SC10: Deferral, Suspension and Cancellation Policy & Procedure

15. Students may choose to access an external appeal process as per ASC's *Complaints and Appeals Policy and Procedure C4*. In the case of an external appeal, ASC is not required to wait for the outcome of the external appeal before notifying DIBP of the change to the student's enrolment status.
16. In relation to suspension, ASC will continue to provide learning opportunities to students during the appeals process. However, where it is considered that a student should not attend classes during the appeals process, students will be provided with work that can be completed outside of the classroom environment.
17. ASC provides information about its *Deferral, Suspension and Cancellation Policy and Procedure SC10* on the above in the International Student Handbook and at orientation.
18. Student may access all relevant forms for deferral or suspension through ASC by direct request.
19. Standards of behaviour required are outlined in the Student Handbook.
20. Appropriate records of the assessment of the student's application for deferment, suspension or cancellation will be kept on the student's file. Where a student is suspended or their enrolment cancelled due to misbehaviour, documentary evidence of this decision will also be kept.

Procedure

1. Student initiated deferral of enrolment

Procedure	Responsibility
A. Process application from student <ul style="list-style-type: none">Provide <i>Application for Deferral (ADM-01-07)</i> on request to students.Assist students to complete form as required.	Administration Officer
B. Assess request for deferral and respond to student <ul style="list-style-type: none">Consider reasons for request for deferral and approve cases that fall within compassionate and compelling circumstances as defined in this policy.Notify DET through PRISMS that the student will be deferring their enrolment.Where the deferral is approved, the student and the end date of the COE is affected, a new COE is created through PRISMS and sent to the student along with a new written agreement to reflect the new commencement date.Forward notification of decision within 10 working days of receipt of an application.Where the request for deferral is approved and does not affect the end date of the COE (i.e. it is a short period of deferment), although a new COE will not be required.	Operations Manager



SC10: Deferral, Suspension and Cancellation Policy & Procedure

<ul style="list-style-type: none">Where the request for deferral is refused, the student will be informed of the decision including the reason for refusal, as well as their right to appeal the decision within 20 working days. The refusal of the request for deferral will be entered into PRISMS and the COE cancelled. DIBP will contact the student regarding the status of their visa.A refund of fees paid will be made as per <i>ASC Fees, Refunds and Charges Policy SC5</i>.	
---	--

2. Student-initiated suspension of enrolment

Procedure	Responsibility
A. Process student request for suspension of studies <ul style="list-style-type: none">Provide student the <i>Student Request Leave From (ADM-01-12)</i> for request for suspension of studies.Assist students in completing an application for leave of absence as required.Students wishing to suspend their enrolment must apply in writing to ASC a minimum ten (10) working days prior to the requested suspension date. Note, however, that suspension may be granted retrospectively where the student was unable to contact the organisation to inform in case of emergency of the suspension in their studies e.g. they were involved in a car accident.	Administration Officer / Operations Manager
B. Assess request for suspension of studies <ul style="list-style-type: none">Consider reasons for request for suspension.Approve cases that fall within compassionate and compelling circumstances as defined in this policy.Where the request for suspension is approved, and affects the COE, create a new COE through PRISMS and send to the student, along with a new written agreement for signing to reflect the new COE.If it is unclear when the student will return, wait until the student has advised of the intended date of return before creating a new COE.If the student does not return after a break, it is considered that the student has 'inactively' advised ASC that they will not be continuing their studies. DET is notified via PRISMS and student's enrolment status is recorded on PRISMS as cancelled.Inform student where the request for suspension is refused, including the reason for refusal and of their rights to access the complaints and appeals process.	Administration and Operations Manager



SC10: Deferral, Suspension and Cancellation Policy & Procedure

Procedure	Responsibility
<ul style="list-style-type: none">All decisions on suspension are to be advised to students within 10 working days of receipt of an application.	

3. Student-initiated cancellation of enrolment (withdrawal)

Procedure	Responsibility
<p>A. Assess student request for suspension of studies</p> <ul style="list-style-type: none">Provide student with the <i>Application for Deferral (ADM-01-07)</i>. Application for Withdrawal forms can be accessed from the Administration Office.Provide assistance to students as required to complete an <i>Application for Deferral (ADM-01-07)</i>.Organise meeting with student to discuss reasons for the withdrawal.Where the student is under 18 years of age, check form to ensure that the parent or legal guardian has supported the request.	Administration Officer
<p>B. Process application for withdrawal</p> <ul style="list-style-type: none">Complete course variation report in PRISMS. This will result in the status of the COE changing to cancelled.Include reason for cancellation of enrolment, date enrolment was cancelled and any other relevant information.Process applicable refunds in accordance with ASC Fees and <i>Refunds Policy and Procedure SC5</i>.Ensure that student's financial records are adjusted to take account of the cancellation of enrolment as relevant.Inform all relevant personnel that the student's enrolment has been cancelled.	Operations Manager



SC10: Deferral, Suspension and Cancellation Policy & Procedure

Procedure	Responsibility
<ul style="list-style-type: none">Advise student in writing that their enrolment has been cancelled and that DIBP has been informed and they will be advised of their change in visa arrangements.Record cancellation of enrolment on Student Management System.Include all documentation in the student's file.	

4. Provider-initiated suspension or cancellation of enrolment

Procedure	Responsibility
C. Suspend student <ul style="list-style-type: none">Inform student in writing that they are temporarily suspended because of misbehavior, and that they will need to continue to attend classes except where behaviour is considered to be such that the student needs to complete work outside of the class.Notify DET within 14 days of the suspension via a course variation in PRISMS of the suspension as per the instructions in the PRISMS user guide.Investigate student misbehavior that led to suspension decision.	Operations Manager
D. Decide on action and implement decision <ul style="list-style-type: none">Arrive at an appropriate decision e.g. issue a warning, charge for any damage caused, request a formal apology or suspend or cancel studiesWhere the decision is to cancel the student's enrolment, provide the student with a notice of intention to report informing them of their right to access the <i>Complaints and Appeals Policy and Procedure SC4</i>.Where the student accesses the complaints and appeals process and the decision following the internal appeals process is to cancel the student's enrolment, DET should be informed via PRISMS.	Operations Manager

Document Control

Document No. & Name: SC10 - Deferral, Suspension and Cancellation P&P V3_JANUARY_2020



Australian Smart College
7 Greenfield Parade, Bankstown NSW 2200
ABN 45 607 618 244
RTO ID: 45302 CRICOS Code: 03661E
Phone: 61-2-8747 4794
Website: www.ascollege.nsw.edu.au
Email: admin@ascollege.nsw.edu.au
[Australian Smart College Pty. Ltd.](#)

SC10: Deferral, Suspension and Cancellation Policy & Procedure

Quality Area:	SC Students & Clients
Author:	Australian Smart College Pty. Ltd.
Status:	Approved
Approved By:	Shahid Alvi (Operations Manager)
Approval Date:	25/01/2020
Review Date:	23 JANUARY 2020
Standards:	The National Code 2018 Standard 9