

This policy is to ensure that Dalton College has and implemented documented process for assessing, approving and recording deferment or suspension of study as requested by overseas student, including maintaining a record of any decision. Department of Home Affairs (DHA) is advised of appropriate changes to an international students' circumstances whilst being enrolled at Dalton College.

Students may be able to temporarily defer the commencement of their studies or temporarily suspend their enrolment after commencement where they have a good reason to do so. Dalton College may defer or suspend the enrolment of the student on the grounds of compassionate or compelling circumstances.

- Serious illness or injury, supported by the medical certificate states the student's inability 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;
- A traumatic experience which could include:
 - Involvement in, or witnessing of a serious accident;
 - 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);
- Inability to begin studying on the course commencement date due to delay in receiving a student visa.

The Administration Manager will use their professional judgment and to assess each case on its individual merits and may refer to the CEO for final discretion. When determining whether compassionate or compelling circumstances exist, Dalton College will consider documentary evidence provided to support the claim, and will keep copies of these documents in the student's file.

A student wishing to temporarily suspend their studies after commencement must complete an 'Dalton college Application to Defer, Suspend, Cancel Enrolment and Release Letter' and submit to Student Administration. This application for suspension of study must include (in detail) the 'compassionate or compelling circumstances' to support the temporary suspension of studies.

Document name	Deferring, Suspending or Cancelling a Student's Enrolment	Author	Compliance Consultant	Approved by	CEO	Reference to SRT0	NC, Std 9	RTO Code	41340
Date Reviewed	December 2023	Date to be reviewed	November 2024			Version no	2.1	CRICOS Provider No	03450E
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The CEO may defer an enrolment where the course is not being offered at the proposed date, site, or any other reason the CEO deems necessary to cancel the course. In such cases a refund shall be processed as required or alternative courses offered. Please refer to *Policy and Procedure - Fees, Charges and Refund*.

Dalton College may suspend or cancel a student enrolment including but not limited to, on the basis of:

- Where Dalton College decides to suspend or cancel the overseas student's enrolment, the Administration Manager, before imposing suspension or cancellation, will inform the student in writing:

- The Administration Manager will:

1. Maintain all application documentation for the suspension or cancellation of enrolment on the students file.
2. Notify DHA via PRISMS of the decision to suspend or cancel the enrolment as a result of the international student's request only after the appeals period has passed.
3. Where an international student decides to access the complaints and appeals policy and procedure within 20 working days, the student must not be reported until the process has finished.

If the applicant chooses to enact the complaints and appeals process:

1. This must be lodged within 20 working days from the date of issue.

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