

Deferring, Suspending or Cancelling a Student's Enrolment



Policy

To ensure that DIBP is advised of appropriate changes to an international students' circumstances whilst being enrolled at Dalton College.

Related Standards for Registered CRICOS Providers

- 13.1 The registered provider must have in place documented procedures for assessing, approving and recording a deferment of the commencement of study or suspension of study for the student, including keeping documentary evidence on the student's file of the assessment of the application.
- 13.2 The registered provider can only defer or temporarily suspend the enrolment of the student on the grounds of:
 - a. compassionate or compelling circumstances (for example, illness where a medical certificate states that the student is unable to attend classes); or
 - b. misbehaviour by the student.
- 13.3 The registered provider must:
 - a. inform the student that deferring, suspending or cancelling his or her enrolment may affect his or her student visa; and
 - b. notify DIBP via PRISMS as required under section 19 of the ESOS Act where the student's enrolment is deferred, temporarily suspended or cancelled.

Definitions

DIBP means Department of Border Protection

DIMIA means Federal department of Immigration and Indigenous Affairs

PRISMS means Provider Registration and International Students Management System

DIBPFERRAL means postponement of enrolment in, or the continuation of, a program of study for a period of time, initiated by the student.

SUSPENSION is when a student, who has already started but has not completed his /her study, is given leave of absence so their training plan is suspended with the clear intention that the student will recommence at an agreed date in the future (i.e. temporary suspension).

CANCELLATION is when a student is removed from his current enrolment at Dalton College before he/she has formally completed the planned training and other current qualifications.

Procedure - Student Initiated Deferral or Suspension

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.

The RTO is only able to temporarily defer or suspend the enrolment of the student on the grounds of compassionate or compelling circumstances. These circumstances could include but are not limited to:

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- Serious illness or injury, where a medical certificate states that the student was / is 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
 - 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 RTO 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.

Please Note: The above are only some of the examples of what may be considered compassionate or compelling circumstances.

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, the RTO 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 defer an enrolment must do so prior to the commencement of the course. Students must complete an 'Application to Defer, Suspend or Cancel enrolment' and submit to Student Administration. This application to defer must include in detail the 'compassionate or compelling circumstances' to support the temporary deferral of the start date of their studies.

A student wishing to temporarily suspend their studies after commencement must complete an 'Application to Defer, Suspend or Cancel enrolment' 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.

The Administration Manager will:

1. Review all applications for deferral or suspension and determine if the application for deferral or suspensions is to be granted or rejected within 3 business days.
2. Ensure the student is informed in writing of the outcome of their application for deferral or suspension using the 'Letter of Notification'. This 'Letter of Notification' will also inform international students that the deferment or suspension may affect their student visa and they are advised to contact DIBP in relation to the status of their student visa.
3. In the case of a student application being rejected the written notification to the student will also be informed of their ability to access the complaints and appeals policy and procedure if they wish to appeal the decision.
4. Will maintain all documentation in relation to the deferral or suspension application on the students file.
5. Notify DIBP via PRISMS of the decision to defer or suspend an international student enrolment as a result of the international student's request (it is mandatory to notify DIBP if the duration of application is more than 14 days).

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It is the student's responsibility to collect revised COE from the college for any deferral/suspension made. Dalton College will advise DIBP of the revised end date of the course via PRISMS.

The student can also use the COE to inform DIBP of the revised end date of the course where their Visa requires extension.

Dalton College will review the application and if appropriate the current student history, and financial status before making a decision. Requests for suspension will be denied for students who are subject to an intervention strategy, in the process of being cancelled for course progress, in arrears with the payments or in breach of the Student Code of Conduct.

Procedure - Student Initiated Cancellation

A student may cancel their enrolment where they have decided to discontinue studying with The RTO.

Student must not have any outstanding tuition fee prior applying for cancellation of enrolment, if the course has commenced, student will have to make the payment for the tuition fee for that particular study period. Release letter will not be issued if there are outstanding tuition fee to be paid.

Students wishing to cancel their enrolment must complete an 'Application to Defer, Suspend or Cancel Enrolment' (Appendix) and submit to Student Administration.

The Administration Manager will:

1. Maintain all application documentation for the cancellation of enrolment on the students file
2. Notify DIBP via PRISMS of the decision to cancel the enrolment as a result of the student's request.
3. Ensure the student is informed in writing of the outcome of their application for cancellation. This written notification will also inform an international student that the deferment or suspension may affect their student visa and they are advised to contact DIBP in relation to the status of their student visa.

Students will be required to refer to their Enrolment Acceptance Agreement and the Refunds Policy and Procedure for details of the refund arrangements in place where an enrolment is cancelled.

Procedure - Provider Initiated Deferral

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 see 'Provider Default' within the *Policy and Procedure - Fees, Charges and Refund*.

Procedure - Provider Initiated Suspension or Cancellation

The CEO may suspend or cancel a student enrolment where they have not paid fees as documented in their Enrolment Acceptance Agreement or has breached the Code of Conduct and Ethical Behaviour. Such actions may cancel the student enrolment.

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Where a decision to suspend or cancel a student enrolment the CEO will inform the student in writing of the following:

- The intention to suspend or cancel the student enrolment.
- That he or she has 20 working days in which to access The RTO's Complaints and Appeals policy and procedure and start the process of appealing the decision to suspend or cancel the enrolment. The student enrolment will not be cancelled or suspended until after this appeal period has passed.
- Where the student enrolment is to be suspended the length of the suspension must be included.
- Where the enrolment is to be cancelled the effective date of the cancellation (at least 20 working days from the date of the letter).
- International students must also be informed that The RTO is obliged to inform DIBP via PRISMS after the 20-day period of the suspension or cancellation and this may affect their student visa.
- International students will be advised to contact DIBP in relation to the status of their student visa.

The Administration Manager will:

1. Maintain all application documentation for the suspension or cancellation of enrolment on the students file.
2. Notify DIBP 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. 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.

Complaints and Appeals

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.
2. If the student opts for appeals process, the suspension or cancellation of the student's enrolment will not take effect until the process is completed, unless there are extenuating circumstances relating the student's welfare.
3. Students who are already enrolled will thus continue to be enrolled and their course progress will continue to be monitored.
4. If the appeal is not upheld or the student withdraws from the appeal process, then the Institute must report the student to DIBP via PRISMS.

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