



Educating for Excellence

## Deferment, Suspension and Cancellation Policy

In general, students are not permitted to defer or alter their start date and end date of their course. However Students wishing to defer the commencement of studies or suspend their studies must apply to do so in writing to the College. Also the College may decide to suspend or cancel a student's enrolment on its own initiative as a response to misbehaviour, breach of visa conditions and non-payment by the student.

### Procedures & Persons Involved for Deferment, Suspension and Cancellation

- a) Student fill in the Course Variation Request form (available online or at the reception) with supporting documents, and submit them to Student Services Officer
- b) Director of Studies (VET)/Academic Manager (ELICOS) will assess the application based on the documents provided
- c) Interview the student before approval if possible
- d) The student will be informed whether his or her application has been approved.
- e) If the application is approved, the Student Services Officer will update the student status on the electronic RTOManager accordingly and put the hard copy of the application form and supporting documents in student file.
- f) The Student Administration Manager will notify the Department of Education via PRISMS as required under section 19 of the ESOS Act where the student's enrolment is deferred, temporarily suspended or cancelled.

**The College may decide to accept an application for deferral of commencement or suspension of study on the following grounds.**

### 1) Deferment of commencement of study requested by student

- a) Australian Ideal College (the College) will only grant a deferment of commencement of studies for compassionate and compelling circumstances. These include:
  - ii) illness, where a medical certificate states that the student was unable to attend classes
  - iii) serious illness or bereavement of close family members such as parents or grandparents (where possible a doctor certificate or death certificate should be provided)
  - iv) major political upheaval or natural disaster in the home country requiring emergency travel that has impacted on studies
  - v) a traumatic experience which has impacted on the student (these cases should be, where possible, supported by police or psychologists' reports)
- b) Supporting documents must be provided with the application.
- c) The final decision for assessing and granting a deferment of commencement of studies lies with the Director of Studies (VET)/Academic Manager (ELICOS).
- d) If deferment affects the course finish date, student has to pay \$100 for re-issuing a new eCoE.
- e) Students who don't commence the course on time without applying for deferment will be reported for non-commencement within 5 working days from the course commencement date.

### 2) Suspension of study requested by student

- a) Once the student has commenced the course, the College will only grant a suspension of study for compassionate and compelling circumstances. These include:
  - i) illness, where a medical certificate states that the student is unable to attend classes
  - ii) serious illness or bereavement of close family members such as parents or grandparents (where possible a doctor certificate or death certificate should be provided)
  - iii) major political upheaval or natural disaster in the home country requiring emergency travel that has impacted on studies
  - iv) a traumatic experience which has impacted on the student (these cases should be, where possible, supported by police or psychologists' reports)

- b) The period of suspension will not be included in attendance calculations.
- c) Periods of suspension of longer than six months will result in the cancellation of the student's visa and will, therefore, require the student to apply for their visa to be reinstated.
- d) Students who suspend their studies for more than 28 days are required by DHA to return to their home country unless special circumstances exist (e.g. the student is medically unfit to travel).
- e) The final decision for assessing and granting a suspension of studies lies with the Director of Studies.
- f) If suspension affects the student's course finish date, student has to pay \$100 for re-issuing a new eCoE.
- g) If students have taken unauthorised leave, they will be recorded as absent and reported to DHA if their attendance falls below the student visa requirements

### **3) Assessing requests for deferment or suspension of studies**

- a) Applications will be assessed on merit by the Director of Studies (VET)/Academic Manager (ELICOS (Course Variations)).
- b) All applications for deferment or suspension will be considered within 5 working days.
- c) The maximum period of deferment can be granted is one semester (six months).

**The College may decide to suspend or cancel a student's enrolment at its own initiative on the following grounds.**

### **4) Exclusion from class**

- a) The College may exclude a student from class studies on the grounds of misbehaviour by the student. Exclusion will occur as the result of any behaviour identified as resulting in exclusion in the College's Student Code of Conduct.
- b) Excluded students must abide by the conditions of their exclusion from studies which will depend on the welfare and accommodation arrangements in place for each student and which will be determined by the Director of Studies.
- c) Where the student is provided with homework or other studies for the period of the exclusion, the student must continue to meet the academic requirements of the course.
- d) Continued exclusions from class will be recorded on PRISMS.
- e) Periods of exclusion from class will not be included in attendance calculations as per the College's Course Progress and Attendance Policy.
- f) Students who have been suspended have 20 working days in which to appeal this suspension, during which time their enrolment will be maintained.

### **5) College initiated suspension of studies**

- a) The College may initiate a suspension of studies for a student on the grounds of misbehaviour by the student. Suspension will occur as the result of any behaviour identified as resulting in suspension in the College's Behaviour Policy/Code of Conduct.
- b) Suspended students must abide by the conditions of their suspension from studies which will depend on the welfare and accommodation arrangements in place for each student and which will be determined by the Director of Studies (VET)/Academic Manager (ELICOS).
- c) Students who have been suspended for more than 28 days are required by DHA to return to their home country unless special circumstances exist (e.g. the student is medically unfit to travel).
- d) If special circumstances exist, the student must abide by the conditions of his or her suspension which will depend on the welfare and accommodation arrangements in place for each student and which will be determined by the Director of Studies (VET)/Academic Manager (ELICOS).
- e) Suspensions will be recorded on PRISMS.
- f) The period of suspension will not be included in attendance calculations.
- g) Periods of suspension of longer than six months will result in the cancellation of the student's visa and will, therefore, require the student to apply for their visa to be reinstated.
- h) Students who have been suspended have 20 working days in which to appeal this suspension, during which time their enrolment will be maintained.

## **6) Cancellation of enrolment**

- a) The College will cancel the enrolment of a student under the following conditions;
  - I. Failure to pay course fees
  - II. Failure to maintain approved welfare and accommodation arrangements (visa condition 8532)
  - III. Any behaviour identified as resulting in cancellation in the College's Student Code of Conduct.
  - IV. Any behaviour that leads the college to believe that it is not in the best interests of the student's welfare to continue studying, for example (but not limited to):
    - i) the student is missing
    - ii) the student has medical concerns or severe depression or psychological issues which lead the school to fear for the student's wellbeing
    - iii) the student has engaged in, or threatened to engage in, behaviour that is reasonably believed to endanger the student or others
    - iv) where the college has reason to believe that the student is not a bona fide student
- b) The College is required to report to the Department of Education and DHA if students fail to maintain satisfactory course progress and failure to maintain satisfactory attendance.

## **7) Abandonment of studies (non-resumption of studies)**

- a) A student is deemed to have abandoned their studies if the student:
  - i) does not return to study within 10 days of the course resumption date after a scheduled course break (for example, the term start date), and,
  - ii) does not inform the College of any delay in returning to studies.
- b) Students deemed to have abandoned their studies will have their enrolment cancelled (see above: Cancellation of enrolment) for the reason of "ceased study".
- c) Students who return to study after cancellation of enrolment, will need to reapply for their course and pay applicable fees.

## **8) Non-commencement of studies (student default)**

- i) A student is considered to have not commenced their studies if they do not collect their class allocation (timetable) within 2 weeks of the agreed starting date.
- ii) Students will be sent an email to advise them that they are at risk of defaulting on their course.
- iii) Students who have not commenced study by the 5th working day after the agreed starting date will have a default recorded on their CoE on PRISMS.
- iv) If a student does not commence studies or arrange for an alternate start date by midday Friday of the second week of classes after the agreed starting date, a course variation will be processed indicating that the student has not commenced studies and their CoE will be cancelled.
- v) If the student commences study before midday Friday of the second week of classes the default will be cancelled.

## **9) Complaints and Appeals**

- a) Exclusion from class is subject to the College's Complaints and Appeals Policy which is available on our website [www.aic.edu.au](http://www.aic.edu.au).
- b) College initiated suspension, where the suspension is to be recorded in PRISMS, and cancellation are subject to the College's Complaints and Appeals Policy.
- c) For the duration of the appeals process, the student is required to maintain his/her enrolment and attendance at all classes as normal. The Director of Studies (VET)/Academic Manager (ELICOS) will determine if participation in studies will be in class or under a supervised arrangement outside of classes.
- d) The College will inform the student of its intention to suspend or cancel the student's enrolment where the suspension or cancellation is not initiated by the student and notify the student that she or he has 20 working days to access the College's complaints and appeals process. If the student accesses the College's complaints and appeals process, the student will not be reported via PRISMS until the internal process is finalised, unless extenuating circumstances relating to the welfare of the student apply.
- e) Extenuating circumstances include;
  - i) the student refuses to maintain approved welfare and accommodation arrangements (for students under 18 years of age)
  - ii) the student is missing

- iii) the student has medical concerns or severe depression or psychological issues which lead the school to fear for the student's wellbeing
  - iv) the student has engaged or threatened to engage in behaviour that is reasonably believed to endanger the student or others
  - v) is at risk of committing a criminal offence, or
  - vi) the student is the subject of investigation relating to criminal matters
- g) The use of extenuating circumstances by the College to suspend or cancel a student's enrolment prior to the completion of any complaints and appeals process will be supported by appropriate evidence.
- h) The final decision for evaluating extenuating circumstances lies with the Director of Studies (VET)/Academic Manager (ELICOS).

#### **10) Advice to Student**

- a) Deferment, suspension and cancellation of enrolment can have an effect on a student's visa as a result of changes to enrolment status. Students will be directed to contact the Department of Home Affairs for advice.
- b) DHA may cancel the visa where, for example, the student is granted deferment to go home but does not leave Australia or does not return by the agreed date.

#### **Policy Review**

This policy will be reviewed as part of the College's three year policy review cycle or as required by regulatory changes.