

Deferment Suspension & Cancellation Policy

Institution	City Language Centre
Policy Name	Deferment, Suspension & Cancellation Policy
Policy Governance	PEO
Reference to Standards	National Code 2018 – Standard 9
Date of Approval	April 2020
Review Date	April 2021
Version No.	1.0

1. PURPOSE

City Language Centre establishes this policy and procedure to clearly define the policy relating to student deferment, suspension or cancellation of the enrolment as a student at The College.

International students are subject to the requirements of the ESOS Act and this policy is designed to reflect the limitations placed on City Language Centre as a registered provider.

2. DEFINITIONS

CLC/The College: City Language Centre

Cancellation: A cessation or end of enrolment in a course

Compassionate or Compelling Circumstances: Circumstances that are accepted as beyond the control of the student that are having an impact on the student's capacity to study. These could include:

- a) serious illness, where a medical certificate states that the student was unable to attend class
- b) bereavement of close family members such as parents, siblings or grandparents
- c) major political upheaval or natural disaster in the home country requiring their emergency travel that has impacted on their studies
- d) a traumatic experience which has impacted on the student (these cases should be supported by police or psychologists/counsellor reports)
- e) inability to begin studying on the course commencement date due to delay in receiving a student visa
- f) any other event (where evidence can be provided) that has had a major impact on the student and is deemed acceptable by The College

Deferral: Postponement of commencement of studies

- Leave of Absence:** Temporary postponement of studies after commencement of studies
- Suspension:** Temporary putting on hold on studies during the course after which the student may recommence study. Suspension may not necessarily come as a consequence of misbehavior. Will not necessarily extend the course completion date.

3. POLICY

The College ensures that all students are able to complete their course within their course duration. However, unforeseen and unexpected circumstances can occur beyond the students' control which can affect their ability to complete their course. Therefore, this policy is instituted to assess, approve and record the systematic process of deferment, suspension, and cancellation of students.

3.1 College Initiated Deferral, Suspension or Cancellation of Enrolment

- a) The College may *defer* a student's commencement on the following grounds:
- When a course is not offered.
 - When there are compassionate or compelling circumstances (evidence may be required)
- b) The College may *suspend* a student's enrolment in the following instances:
- When a student is deemed to be in breach of the Student Code of Conduct (Misbehaviour by the student).
 - When a student is deemed not making satisfactory course progress and fails to comply with the requirements of the Course Progress Intervention Plan.
 - Non-payment of outstanding fees.
- c) The College may *cancel* a student enrolment on the following instances:
- When a student demonstrates serious breach of the Student Code of Conduct (Misbehaviour by the student).
 - When a student is in breach of the Course Progress Policy.
 - When a student is in breach of the Attendance Monitoring Policy.
 - Non-payment of outstanding fees.

- d) The suspension or cancellation of the overseas student's enrolment won't take effect until the internal appeals process is completed, unless the overseas student's health or wellbeing, or the wellbeing of others, is likely to be at risk.
- e) In cases where suspension or cancellation of the student's enrolment is initiated by The College, the student will be notified in writing (explaining the reasons for doing so) and given 20 working days to access The College's Complaints and Appeals Policy and Procedure.
- f) There will be no change in enrolment status and the student will not be reported to DoHA until the appeals process is completed.
- g) Once the deferral, suspension or cancellation is processed, The College will notify DoHA via PRISMS.
- h) The College will contact the agent, student directly and inform senior management if a student defaults from the starting the course within 5 business days from CoE commencement date.
- i) The College will report to DoHA via PRISMS if the student has not started the course within 14 days.

3.2 Student-Initiated Deferral, Suspension, Cancellation of Enrolment

Students may initiate the deferral, suspension and cancellation of enrolment, including granting of a leave of absence during the course through formal agreement on the following limited circumstances:

On the grounds of compassionate or compelling circumstances, conditions which are beyond the control of the student which may impact on the student's course progress or wellbeing. These include, but are not limited to:

- a) Where students do not receive their visa in time to arrive at The College to commence study.
- b) Serious illness or injury – where a medical certificate states the student was unable to attend classes.
- c) Bereavement of close family members
- d) Major political upheaval or natural disaster in home country requiring emergency travel and this has impacted on the student's studies.
- e) A traumatic experience i.e. involvement in or witness a serious crime or accident and has impact on the students
- f) Where the Registered provider was unable to offer a pre-requisite unit/course.

- g) Other reasons may be considered but must have compelling documentary evidence to support the request.
- h) Unavailability of a course

It should be noted that deferring to go home to be married or attend the wedding of a family member is not normally considered to be compassionate or compelling circumstances which is beyond the control of the student. This could be organised in such a way that the schedule does not conflict with the student's course timetable (Eg. on student's holiday break).

If a student wishes to apply for a course deferral or suspension and the request is accepted, they must pay a \$50 administration and processing fee.

3.3 Seeking advice from immigration

In any deferral, suspension or cancellation action taken under this policy, The College will:

- a) Inform the overseas student of the need to seek advice from Immigration on the potential impact on his or her student visa
- b) Report the change to the overseas student's enrolment under section 19 of the ESOS Act.

3.4 Student Appeal Rights

Where a decision is made by The College, the student always has the right to appeal this decision using the appeals processes as outlined in The College's Complaints and Appeal Process. This will always be clearly communicated to the student with the notification of the decision.

4. RESPONSIBILITY

The PEO is responsible for the Deferment, Suspension and Cancellation Policy.

5. PROCEDURE

The procedure for management of student requests for Deferment, Suspension or Cancellation is shown below:

5.1 Student Support Officer

- a) In reviewing the application, the officer must be satisfied that enough evidence has been provided to satisfy the National Code 2018.
- b) The evidence will vary according to the situation and the Officer must use their best judgment in determining what is sufficient.
- c) In the event of uncertainty, the Officer will seek advice from a senior member of staff.
- d) If a student is requesting to defer as a result of close family illness (e.g. Mother), they must produce a medical certificate and return airline tickets showing the illness is legitimate and an intention to return.
- e) If the cancellation relates to changing from one CRICOS provider to another, then the process will also include processing a new application form as per the International Admissions Policy. Before making a decision the Officer should consult with finance to confirm that all payments are up to date or acceptable arrangements have been made.
- f) All documentation including the request/application, the supporting evidence and the decision/outputs must be printed and filed in the student file.
- g) The process (once sufficient evidence is supplied) should take no more than 7 working days, preferably less.
- h) If the request is denied, then the student must be advised in writing and also informed of their right to appeal in accordance with the Complaints and Appeals Policy.
- i) The internal appeal process must be fully completed (before the suspension or cancellation can take effect), unless the overseas student's health or wellbeing, or the wellbeing of others, is likely to be at risk. In such cases, evidence may be requested.

Outputs for each type of request

Request Type	Actions	Output
Deferment	PRISMS	New CoE to be issued and reason is approved deferment
	Approval Letter to student	Confirm approval and attach CoE
	Student Management System	Updated to reflect changes agreed
Student Requested Suspension	PRISMS	Notify DoHA of voluntary suspension has been approved and why.
	Letter to student	Confirm approval
	Student Management System	Updated to reflect changes agreed
The College imposed Student Suspension	PRISMS	Notify DoHA of suspension and why.
	Approval Letter to student	Formal letter to student
	Student Management System	Updated to reflect changes
Cancellation / Withdrawal	PRISMS	Advise date of withdrawal and that enrolment will cease
	Approval Letter to student	Confirm approval and advise that DoHA will be informed and that they should contact DoHA
	Student Management System	Updated to reflect changes