

DEFERRAL, SUSPENSION, CANCELLATION AND WITHDRAWAL OF STUDENT'S ENROLMENT POLICY AND PROCEDURES



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Policy Purpose

The purpose of this policy is to outline the procedures to give Institute staff a guide when students wish to defer, suspend, cancel and withdraw an enrolment.

The policy applies to both overseas and domestic students with specific conditions applying to overseas students and students engaged in government approved traineeships and apprenticeships.

Policy Scope

This policy applies to overseas and domestic students.

Overseas Students – This policy is in reference to the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007, Part D Standard 13 'Deferring, suspending or canceling the student's enrolment'.

Policy Content

Terminology

To defer or suspend enrolment means to temporarily put studies on hold (adjourn, delay, postpone). (In the case of overseas students, the Institute does this by notifying the Department of Education, Employment and Workplace Relations (DEEWR) through Provider Registration and International Student Management System (PRISMS) of the deferment or suspension of enrolment.)

To Terminate a student means to permanently cancel the student's enrolment. (For overseas students this means the Institute will notify DEEWR through PRISMS, and the student's CoE status will be listed as 'cancelled'.)

Student initiated deferment, suspension or cancellation of enrolment

Deferment of the commencement of study or suspension of study

The Institute's programs have defined structures and it is intended that each program will be undertaken continuously to completion.

The course commencement deferment may be requested by a student in case of visa delay.

Unforeseen circumstances may necessitate temporary interruption to a student's study. To accommodate any such occurrence a student may apply to their for deferment of the commencement of study or suspension of study from a program of 3 to 6 months.

Overseas students studying on a student visa may only defer or suspend studies on the



**HALES
INSTITUTE**
DIVISION OF MEGT
EDUCATION GROUP

grounds of compassionate and compelling circumstances (eg illness or injury where a medical certificate states that the student is unable to attend classes; evidence of a traumatic experience, bereavement of an immediate family member, care for immediate family member with illness or terminally ill, delay in receiving student visa). Supporting documentation must accompany the application. Overseas students cannot defer or suspend their studies for a holiday or if they feel they need a break from study.

Overseas students on a student visa who require an absence of more than 6 months must withdraw from the program. Overseas students on a student visa deferring, suspending or canceling enrolment may affect his or her student visa.

The Institute may request at its discretion that a registered medical practitioners, certificate be provided stating fit to resume studies for medical absences prior to accepting students to recommence classes.

Withdrawal

A student who wishes to discontinue their studies is free to do so, but there is no obligation on the part of the Institute to reinstate any student who has withdrawn. A student who has withdrawn may reapply at a later date, subject to any relevant immigration restrictions that may apply. Any such re-application will be considered through the normal application processes.

Inactive Withdrawal

Any student who chooses not to return after the expected date of return or the event date (as originally advised), the Institute will within 14 days after the event date report the student for cessation of studies.

Provider initiated suspension and cancellation of enrollment

A student may have his or her enrolment suspended or cancelled as a result of unsatisfactory academic progress, academic misconduct or misbehaviour by the student.

The suspension or cancellation of student s enrolment due to unsatisfactory academic progress is dealt separately as per Standard 10 requirements and Monitoring Course Progress Policy.

For overseas students on a student visa the student will be informed of the Institute s intention to suspend or cancel and notify the student that he or she has 20 working days to access the provider s internal complaints and appeals process, refer to the "Academic and Non-Academic Grievance Policy". If a student accesses the internal complaints and appeals process the suspension or cancellation will not take effect until the internal process is completed, unless extenuating circumstances relating to the welfare of the student apply.



**HALES
INSTITUTE**
DIVISION OF MEGT
EDUCATION GROUP

The Institute is required to report to the Department of Education, Employment and Workplace Relations (DEEWR) where a student's enrolment is deferred, temporarily suspended or cancelled. Overseas students on a student visa are informed that deferring, suspending or canceling enrolment may affect their student visa.

Procedure

Student initiated deferment of the commencement, suspension of study or cancellation/withdrawal

Guideline for Domestic Students:

Students apply for deferral of commencement of study or suspension of study using the appropriate "Leave of Absence Form" that is obtained from and lodged with the Institute. Supporting documentation must accompany the application; (eg medical certificates from a registered general practitioner).

The Institute Manager or a delegate will consider the application, consulting the Trainer and/or Program Coordinator, if required and taking into account the student's Academic Progress.

The Institute shall notify the student in writing of its decision in relation to the application for deferral or suspension and shall annotate the student's record accordingly.

Guideline for Overseas Students:

- 1.1 In case of visa processing delays, international students may *defer commencement of a course* by completing "Amendment to Enrolment Form" and submitting it to an Admission Officer prior to the course commencing.
- 1.2 Once a deferral is processed the student will receive new Confirmation of Enrolment letter and new Course Acceptance agreement to reflect new commencement details.
- 1.3 Students who wish to *temporarily suspend enrolment* in their course must obtain written approval from the Student Support Services Manager. The suspension of studies can only be granted where compassionate or compelling circumstances exist.
- 2.1 Students need to complete the "Amendment to Enrolment Form" and submit it together with supporting documentation to the Student Support Services Department.
- 2.2 Once a suspension is processed the student will receive a written letter granting suspension.
- 3.1 Students who wish to *cancel enrolment* in their course must attend a cancellation meeting with the Student Support Services Manager and submit "Amendment to Enrolment Form"
- 4.1 The Student Support Services Manager will notify the Campus Manager and Program Coordinator of the suspension and/or withdrawal.
- 5.1 If approved, the Institute will inform the deferral, suspension or cancellation of overseas



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INSTITUTE**
DIVISION OF MEGT
EDUCATION GROUP

students to the Department of Education, Employment and Workplace Relations (DEEWR) via the Provider Registration and International Student Management System (PRISMS). This information will be transferred to the Department of Immigration and Citizenship (DIAC). Students who discontinued their course are required to depart Australia within 28 days of cancellation unless a student has enrolled with another provider or obtained another visa.

- 6.2 Students will be advised to contact Department of Immigration and Citizenship (131 881) for information and advice, on how the potential change to enrolment status may impact upon a student's visa.

Suspension and Cancellation initiated by the Institute

If the Institute initiates the suspension or cancellation of a student's enrolment the student will be notified of its intention in writing. The student will have 20 working days to access the internal complaints and appeals process – please refer to the Institute's "Academic and Non Academic Grievance Policy" (available from the Institute Website).

Guidelines for Overseas students:

- 1.1 Hales Institute Student Behaviour Guidelines provides information as to what is appropriate and inappropriate student behavior and in accordance with these Guidelines, Hales Institute may suspend or cancel a student's enrolment in the following instances:
 - Student misbehavior
 - Academic misconduct.
- 1.2 In accordance with the Institute's Fees Charges and Refund Policy, nonpayment of outstanding fees may result in suspension or termination
- 1.3 In cases where suspension or cancellation of the student's enrolment is initiated by the Institute, student will be given 20 working days to access internal complaints and appeal process – please refer to the Institute's "Academic and Non Academic Grievance Policy" (available from the Institute Website).
- 1.4 If an overseas student does not access the internal appeals procedure, the Institute will report to the Department of Education, Employment and Workplace Relations (DEEWR) via Provider Registration and International Student Management System (PRISMS) the suspension or cancellation of a student's enrolment.
- 1.5 The change in enrolment status will not be reported to DEEWR until the internal process is completed unless extenuating circumstances relating to the welfare of the student apply.
- 1.6 All decisions will be considered in line with DEEWR and Department of Immigration and Citizenship (DIAC) guidelines. As each student's situation is different please refer to the DIAC website or helpline (131 881) for information, and the local DIAC office for advice, on how the potential change to enrolment status may impact upon a student's visa.



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Responsibility	Institute Manager and Program Managers/ Coordinators
Policy Endorsed By	Continuous Improvement Committee
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Policy Complies with	AQTF 2007 and National Code 2007
Version Number	Ver 2.1 - 2010