Deferment, Suspension or Cancellation Policy

Policy objective

This policy provides the guidelines, by which the Institute and enrolled students may defer commencement of a course, temporarily suspend a student’s studies, or cancel a student’s enrolment in a course in accordance with standard 13 of National Code 2007.

Responsibility

The PEO is responsible for the implementation of this procedure and to ensure that Administration and training staff is aware of its application and implementation and its requirements.

Definitions

**Deferral:** postponement of commencement of course by prospective students who have been offered a place in courses offered by the Institute and have not yet commenced studies.

**Suspension:** temporary postponement of enrolment during a course.

**Cancellation:** cessation of enrolment in course (course withdrawal).

<table>
<thead>
<tr>
<th>Circumstance</th>
<th>Acceptable evidence</th>
</tr>
</thead>
<tbody>
<tr>
<td>Serious illness or injury</td>
<td>Medical</td>
</tr>
<tr>
<td>Death of close family members such as parents or grandparents</td>
<td>Death certificate and evidence of relationship</td>
</tr>
<tr>
<td>Major political upheaval or natural disaster in the home country requiring emergency travel</td>
<td>Australian Government official advice or other reliable source and; evidence of residency in affected area</td>
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<tr>
<td>Witnessing or being the victim of a serious crime</td>
<td>Police report outlining involvement in a serious crime or accident; or medical reports</td>
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<tr>
<td>Involvement in, or witnessing of a serious accident or other traumatic experience</td>
<td>Police outlining involvement in a serious crime or accident; or medical reports</td>
</tr>
<tr>
<td>Frontier Leadership was unable to offer a pre-requisite unit</td>
<td>No evidence required</td>
</tr>
<tr>
<td>Delay in visa processing</td>
<td>Correspondence from relevant Australian Government Department responsible for immigration regarding delay in student visa</td>
</tr>
</tbody>
</table>

Policy and Procedure

Procedure

Student enrolment can be deferred, suspended or cancelled in limited circumstances by the Institute or by the student.

**Deferral, Suspension or Cancellation Initiated by the Institute**

1.1 The Institute may defer commencement of a course when a course is not offered.

1.2 The Institute may suspend a student’s enrolment during the course in the following instances:

- Student misbehaviour, as outlined in the Student Code of Behaviour and Discipline Procedures
- When implementing its intervention strategy for Unsatisfactory Course Progress and the unit the student needs to undertake are not offered until a later date.
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1.3 The Institute may cancel a student’s enrolment in the following instances:
   - Student engages in serious misconduct as outlined in Student Code of Behaviour and Discipline Procedures.
   - Continued Unsatisfactory Course Progress where student fails to pass minimum 50% of units for two consecutive study periods (terms).
   - Non-payment of outstanding fees.

1.4 In cases where suspension or cancellation of the student’s enrolment is initiated by the Institute, students will be notified and given 20 working days to access the Institute’s internal complaints and appeals process (see Student Complaints and Appeals Procedure). If the appeal is not upheld, or the student withdraws from the appeal process, then the Institute must report the student via PRISMS to Department of Education (DE) & Department of Border Protection. The suspension or cancelling of the student’s enrolment cannot take effect until the appeal process is completed, unless there are extenuating circumstances relating to the student’s welfare.

1.5 The change in enrolment status will not be reported to Department of Education (DE) until the internal process of an appeal is completed.

1.6 Once the deferral, suspension or cancellation is processed, the Institute will notify Department of Education (DE) & DIBP via PRISMS.

1.7 When the Institute initiates deferral, suspension or cancellation of enrolment, students have the right to appeal the decision.

1.8 Students must be informed that deferral of commencement, suspension of enrolment and cancellation of enrolment has to be reported to DE and DIBP, which may affect the status of their student visa.

1.9 Students must be directed to the Department of Immigration and Border Protection (DIBP) website or helpline (131 881) for information on how the potential change to enrolment status may impact upon his or her visa.

Non-commencement of studies (student default)

1.10 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.

1.11 Student Services will then attempt to contact the student and/or his/her agent and/or guardian (if applicable) to gather information about the student’s absence.

1.12 If no contact has been possible over 5 Days then, the Institute deems it as an Inactive Withdrawal from the course by the student. The Institute will then report to notify Department of Education (DE) & DIBP via PRISMS.

1.13 No intention to report letter is required to be sent to students in such case.

Deferral Initiated by the Student

1.14 International students may defer commencement of a course in the following circumstances:
   - Lack of availability of a unit
   - Delay in obtaining a student visa.

1.15 Students must request a deferral of the commencement of their course by writing to an Admissions Officer prior to the course commencing. Deferral can be granted for up to 12 months. Students who defer cannot enrol. All applications for deferment or suspension will be
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considered and the decision conveyed to the Student within 10 working days from the date of application by the student.

1.16 Once the deferral is processed, the student will receive a Confirmation of Enrolment (CoE) letter and have a new enrolment agreement written to reflect the new commencement.

Suspension or Cancellation Initiated by the Student

1.17 International students who wish to suspend or cancel their enrolment during their course must obtain written approval from the Institute.

1.18 Students may be granted a temporary suspension or cancellation of enrolment during the course on the grounds of compassionate or compelling circumstances. Students must have documentary evidence to support their application. Examples of such grounds may include, but are not limited to:

a. serious illness or injury where a medical certificate states that the student is unable to attend classes
b. bereavement of close family members such as parents or grandparents (a death certificate to be supplied where possible)
c. major political upheaval or natural disaster in the home country requiring emergency travel, or
d. a traumatic experience such as involvement in, or witnessing, a serious accident, and witnessing or being the victim of a serious crime where this is documented by police or psychologist reports.

1.19 Student-initiated deferral of commencement or suspension of enrolment cannot be granted retrospectively (after the event), or if it was taken by the student without authorisation, unless there are extenuating circumstances such as the need for the student to return home immediately due to a sudden death in the family and it is not possible for the student to obtain a death certificate in time to process the application for suspension of studies.

1.20 If students have taken unauthorised leave of absence they will be recorded as absent and reported to DIBP accordance with the Institute’s Satisfactory Course Progress Policy.

1.21 Where the deferral, suspension or cancellation is granted and processed, the Institute will notify Department of Education (DE) via PRISMS. All applications for deferment or suspension will be considered and the decision conveyed to the Student within 10 working days from the date of application by the student.

Procedures

Student Request for Course Suspension

1.22 To obtain approval for a suspension, students must submit the deferment, suspension and Cancellation form to Student Administration before the requested suspension date.

1.23 Students must attach all supporting documentation with the application and each application will be assessed on its own merits on a case by case basis by the Administration and Student Services officer.

1.25 Students will be advised to consult with DIBP regarding visa implications.

Student Request for Course Cancellation/Withdrawal

1.25 Students who seek to withdraw from a course should first seek advice from the Institute.

1.26 Students must request cancellation of enrolment of their course by submitting deferment, suspension and Cancellation to the Student Administration Officer.

1.27 Students must attach all supporting documentation and a current student card with their application.
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1.28 Students will be advised of the refund policy and whether they will be financially liable for any fees as a result of withdrawal from a course.

1.29 Students will be advised to consult with DIBP regarding visa implications prior to cancelling their enrolment.

1.30 International students who have been enrolled for less than six months are generally not permitted to cancel their enrolment to undertake study at another Australian educational institution except in exceptional circumstances (refer to Student Transfer to Another Provider Policy).

1.31 Once the cancellation request is assessed, the student will be notified of the approval or refusal of the cancellation request. All applications for deferment or suspension will be considered and the decision conveyed to the Student within 10 working days from the date of application by the student.

1.32 Once the cancellation is granted and processed, the Institute will notify Department of Education (DE) and DIBP via PRISMS.

Complaints and Appeals

- Student requested deferment and suspension are not subject to the College’s Complaints and Appeals Policy, which is available on our website www.frontierleadership.edu.au
- College initiated suspension and cancellation of enrolment are subject to the College’s Complaints and Appeals Policy.
- For the duration of the appeals process, the student is required to maintain his/her enrolment and Attendance at all classes and progress in the course.
- If the student does not access the College’s complaints and appeals process within the time provided the suspension or cancellation of enrolment will be reported on PRISMS.
- If students access the College’s complaints and appeals process regarding a College initiated Suspension or cancellation, the suspension or cancellation will not be reported in PRISMS until the complaints and appeals process is finalised, unless extenuating circumstances relating to the Welfare of the student applies.
- 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 must be supported by appropriate evidence.
- Regardless of the reason for deferment, suspension and cancellation of enrolment students must be directed to the Department of Immigration and Border Protection (DIBP) website or helpline (131 881) for information on how the potential change to enrolment status may impact upon his or her visa.

Additional Notes:

Inability to provide supporting documentation will result in requests for a suspension of studies being denied. All documentation must be provided at the time of request.

In assessing suspension of studies applications, the Institute may also consider the student’s:

- Previous requests for a suspension of studies
- Academic progress history
- Attendance history
- Teacher reports
- Other relevant evidence that assists the Institute in assessing the application.

The Institute keeps records of documents submitted, as well as outcomes of decisions made. These records and outcomes are kept in the student file.

Students may appeal the final decision following the usual process outlined in the complaints and Appeals Policy and Procedure).
Circumstances not considered Compassionate and Compelling

The following circumstances will not be considered as compassionate and compelling:

- Circumstances which are considered to be within the control of a student or which are to be expected in the normal course of the student's academic life.
- Claims unable to be supported by documented evidence. For example, a student claims that they were confused about a term-end date and went on holiday early.
- Claim that the student did not know about RGIT policy and procedures unless the student demonstrates that policy and procedures were never made available to the student.
- Inability to pay tuition fees and financial hardship are not considered compassionate/compelling circumstances as it is a student visa condition to have sufficient funds for study and living purposes. Students who experience financial strain that results negatively on their studies should contact Student Services for support in the first instance.
- Work schedule conflicts with class schedule resulting in student not attending classes. This is not regarded as a circumstance beyond a student's control. International student visa holders must not rely on the proceeds of paid employment in Australia to support their studies or living costs.

Retrospective Suspension of Studies Applications

A retrospective suspension of studies application is one submitted after the student has taken unapproved leave. Unapproved leave is defined as leave taken without the student being granted a formal suspension of studies.

Backdating of suspension of studies applications will not be accepted except in special circumstances beyond student control. For example, a student who is in a coma as a result of a trauma and unable to contact the school may apply for a retrospective suspension of studies upon their recovery. On the other hand, a student who goes overseas for a holiday without approval and applies for a suspension of studies upon their return will have their application rejected.

- If students have taken unauthorised leave of absence they will be recorded as absent and reported to DIBP in accordance with the Institute’s attendance policy and Satisfactory Course Progress Policy.
- Where the deferral, suspension or cancellation is granted and processed, the Institute will notify Department of Education and Training and DIBP via PRISMS.

How the Student’s CoE will be affected on PRISMS when reported

- Where the deferment or suspension will not affect the end date of the CoE there is no change to the CoE or the student’s enrolment status on PRISMS. The student’s CoE status will still be listed as ‘studying’. However, the notice of deferment or suspension will be recorded in PRISMS and sent on to the Department of Immigration and Border Protection (DIBP). This information will be kept for future reference.
- Where the deferment or suspension will affect the end date of the CoE, PRISMS will cancel the original CoE, and immediately offer the College the opportunity to create a new CoE with a more appropriate end date. If the College does not know when the student will return, it can choose not to create a new CoE at that point, but to wait until the student has notified the College of the intended date of return before creating the new CoE.
- Where the student’s enrolment is permanently cancelled (terminated) the student’s CoE status will be listed as ‘cancelled’.

Associated Procedures/ Documents

- Deferment, suspension and Cancellation of study Form
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- Student Code of Behaviour and Discipline Procedures
- Transfers to other provider policy
- Course progress policy
- Refund policy
- Complaint and appeals policy