

This document is to be given to:  
Students and  
The College's Staff

## **Deferring, Suspending or Cessation including Granting a Leave of Absence during Enrolment or Cancelling the Student's Enrolment**

**A request by a student for the above must be done in writing.**

**The College enables students to defer or temporarily suspend their studies, including granting a leave of absence, during the course through formal agreement in certain limited circumstances.**

The College has documented procedures in place 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.

- A student may apply for deferring, suspending or cancelling the enrolment during the course.
- If this is approved, the College notifies the Australian Government Department of Education through PRISMS.
- Its reasons, must be as follows:
  1. It should be on the grounds of compassionate or compelling circumstances.
    - Compassionate or compelling circumstances are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to:
      - serious illness or injury, where a medical certificate states that the student was 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 College was unable to offer a pre-requisite unit; or

- inability to begin studying on the course commencement date due to delay in receiving a student visa.
2. The College may choose to temporarily suspend a student's enrolment if it deems the student's behaviour to be unacceptable for an educational setting.
  3. Regardless of whether the suspension of enrolment is the result of a student's request for suspension or provider-imposed suspension of enrolment due to misbehaviour (see 'Students' Rights and Responsibilities' included in 'Information for Students'), the period of suspension of enrolment (as entered in PRISMS) will not be included in attendance monitoring calculations.
  4. The College informs the student (and parent or guardian if the student's age is under 18) that deferring, suspending or cancelling his or her enrolment may affect his or her student visa.
  5. The College notifies the Secretary of the Australian Government 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 information entered into PRISMS will be electronically transferred to Department of Home Affairs (DHA). Deferment, suspension or cancellation of enrolment may affect the student's visa. Please note that each student's situation will be assessed individually in accordance with DHA policies relating to student visas.
  6. The College informs the student (and parent or guardian if the student's age is under 18) of its intention to suspend or cancel the student's enrolment where the suspension or cancellation is not initiated by the student and notifies the student that he or she has 20 working days to access the College's internal complaints and appeals process. The process commences within 10 days of the formal lodgement of the complaint or appeal. If the student accesses the College's internal complaints and appeals process, the suspension or cancellation of the student's enrolment under this standard can not take effect until the internal process is completed, unless extenuating circumstances relating to the welfare of the student apply.
    - The student may take action if the College initiates suspension or cancellation of the student's enrolment without such action being requested by the student.
    - If the student chooses to access the College's internal complaints and appeals process, the College maintains the student's enrolment until the **internal** appeals process is completed (and has supported the College's intention to suspend or cancel the student's enrolment). The College will not notify the Australian Government Department of Education of any changes to the student's enrolment status through PRISMS.
    - An appeal process will not apply in the following cases.

In the case that a student who ceases attending a course or does not return from leave, and is not contactable by the College, has "inactively" advised the College of his/her failure to continue studying, under Section 19(1) of the ESOS Act, the College will notify the Australian Government Department of Education via PRISMS of termination of an accepted student's studies within 14 days of the event occurring, by completing a Student Course Variation. Minimum number of days of absence prior to the cancellation of enrolment will be 10 days.

- 'Extenuating circumstances' relating to the welfare of the student may include, but are not limited to the following. The student:

- does not engage in any form of fighting with other students, or people from outside of the college;
- does not harass, intimidate or bully other students in any form;
- does not subject other students to unwanted attention, particularly of a sexual nature;
- refuses to maintain approved care arrangements (only for students under 18 years of age);
- is missing;
- has medical concerns, severe depression or psychological issues which lead the College to fear for the student's wellbeing;
- has engaged or threatens to engage in behaviour that is reasonably believed to endanger the student or others; or
- is at risk of committing a criminal offence.

Any claim of extenuating circumstances will need to be supported by appropriate evidence.

**Note:**

- The College is not required to continue providing learning opportunities throughout the 20 days or any subsequent period of appeal. The College decides whether it will continue to provide learning opportunities throughout the 20 days and any appeals process. If the student is denied to continue learning opportunities throughout the 20 days and appeals process may disadvantage the students in their subsequent studies should the appeals process find in their favour. If students have missed a few weeks of studies, it may be difficult for them to catch up on this work;
- If the College notifies the Australian Government Department of Education through PRISMS that a student's enrolment (CoE) has been suspended for a significant period or cancelled, the student must return to his or her home country unless special circumstances exist (for example, the student is medically unfit to travel). While the College determines the enrolment is suspended for a period of 28 days or longer, the student **must** return home (unless special circumstances exist).
- In all above cases, there will be no refund of Tuition Fees, Enrolment Fee, Accommodation Placement Fees and Bank Fees charged for your payments.