



Deferral, Suspension and Cancellation of Student Enrolment Policy and Procedure

Student Deferment of Studies

Students can only apply to Enhance College of Technology for deferment or suspension of their studies for compassionate or compelling circumstances (defined as those beyond the control of the student and which have an impact on course progress or wellbeing).

Deferral prior to Course commencement

Students who wish to defer their study prior to course commencement must notify Enhance College in writing prior to course commencement date. If the deferral is approved the student will receive a revised Letter of Offer and CoE. Where a Course deferral is granted, any monies paid to accept the original course will be transferred as a deposit for the deferred course.

Suspension of study after course commencement

Once the student has commenced the course, Enhance College will only grant a suspension of study for compassionate and compelling circumstances. These include but are not limited to:

- Illness, 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, death certificate should be provided)
- Major political upheaval or natural disaster in the home country requiring emergency travel that has impacted on studies
- A traumatic experience which has impacted on the student (these cases should be, where possible, supported by police or psychologists' report)

The period of suspension will **not** be included in attendance calculations.

All applications for deferment or suspension will be considered and the decision provided in writing to the student within 10 working days from the date of application.

Enhance College may choose to grant or decline any student's request for deferment or suspension of studies. All documentation including reasons is to be kept on the student file.

If students apply to suspend their studies the maximum allowable period of suspension is three (3) months.

Students may be required to apply for a new student visa to continue their course.

Student initiated deferral, suspension or cancellation

Students wishing to defer, suspend or cancel enrolment must meet one of the following conditions:

- inability to begin studying on the course commencement date due to delay in receiving a student visa.
- 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 registered provider was unable to offer a pre-requisite unit

Enhance College will use our professional judgement to assess each case on its individual merits. Documentary evidence will be required to support any compassionate/compelling application. All evidence/notes/comments must be kept on the student file.

Enhance College Initiated Deferments, Suspensions or Cancellations

Enhance College may temporarily suspend or cancel a student's enrolment if it deems the student's behaviour to be unacceptable for the educational setting. Student Code of Conduct /Behaviour/Rules are provided to students in the International Student Handbook and/or via hyperlinks.

Suspension

- Enhance College may initiate a suspension of studies on the grounds of misbehaviour of a student, in accordance with the College's Student Code of Conduct/Behaviour/Rules.
- Attendance will not be recorded during a period of suspension.
- Course suspension will be recorded on PRISMS.
- Enhance College may recommend a student who will be absent for an extended period of time for genuine reasons to 'suspend' their enrolment until they are able to return to class. Medical evidence etc would be required prior to any consideration by Enhance College.

Cancellation

Enhance College may initiate the cancellation of a student's course

- On the grounds of misbehaviour, in accordance with Enhance College's Student Code of Conduct/Behaviour/Rules.
- due to the student no longer holding a Student Visa.
- due to the student's failure to pay course fees.
- Student not being a *genuine/bona fide* student, being, they do not attend class or progress in their course as further defined below.
- If a student behaves in a way that is a threat to their own health and safety and/or a threat to the health and safety of others.
- Course suspensions/cancellations will be recorded on PRISMS.
- Regardless of whether the 'suspension of enrolment' at the student's request or a provider-imposed suspension (due to misbehaviour), the period of suspension entered in PRISMS should **not be** included in attendance monitoring calculations.

A non-genuine/non-bona fide student is defined by Enhance College as a student with erratic (irregular/ inconsistent) course progress or does not progress in their course and does not attend/does not participate in regular classes.

The College will ensure that prior to enrolment; students are made aware of the grounds on which cancellation of enrolment may occur, as provided to them via the International Student Handbook.

Enhance College can suspend or cancel a student's enrolment against the student's wishes, provided that the suspension or cancellation is consistent with Enhance College policies and/or Australian Law.

Before suspending or cancelling a student's enrolment, the College will notify the student of its intention to take such action and allow the student 20 working days to access the complaints and appeals process. (See: Complaints and Appeals Policy).

Students are advised that a deferment or suspension of their studies may affect their visa.

Students who have their enrolment suspended/cancelled are subject to the rules of the refund policy regarding any refund of fees.

Where Enhance College has reason for concern for the welfare of the student or those with whom the student may come into contact, the College will cancel the student's enrolment prior to completion of any appeals process.

- Students have 20 working days in which to initiate the College's Complaints and Appeals process. If the complaints and appeals policy is accessed, Enhance College should not notify The Department of Home Affairs (DHA) of a change to the enrolment status **until the internal complaints and appeals process is completed** unless there are extenuating circumstances relating to the student such as:
- the student is at risk of committing a criminal offence or is the subject of investigation relating to criminal matters
- the student's actual or threatened behaviour poses a threat to other staff/students/person
- student has medical or psychological problems that may affect their well-being
- the student cannot be located

Enhance College is not required to wait for the outcome of any **external appeals** process before notifying the Department of Education and Training (DET) of the cancellation of the student's enrolment.

If a student's visa is cancelled by Enhance College, students must contact Department of Home Affairs (DHA) within 28 days to inform DHA of their plans (to find another course, return home or access an external appeals process) and take all relevant paperwork (for example, new CoE) to DHA.

PROCEDURE

Students wishing to defer, suspend or cancel their enrolment must complete a Deferment, suspension or Cancellation form with all supporting documentation which is available at college administration office.

All applications for deferment or suspension will be considered and the decision provided in writing to the student within 10 working days from the date of application.

Student wishing to cancel their enrolment who has not completed the first six months of their principal course must provide letter of offer from an alternative provider. (See Transfer Policy)

The application will be assessed on its own merits by Enhance College staff (documentary evidence should be included with the application) and then referred to the CEO for approval of the decision including reasons for the favourable or not favourable decision.

Enhance College will only grant deferment or suspension of their studies for compassionate or compelling circumstances. If a deferment or suspension is granted, students must be notified in writing that they need to contact DHA for information of how the change may or may not affect their visa.

All outcomes of an application for deferment, suspension or cancellation will be notified to students in writing and documentation and notes kept on the student file.

Enhance College will notify The Department of Education and Training (DET) through PRISMS when permanently cancelling a student's enrolment.

Enhance College is not obligated to continue providing learning opportunities throughout the 20 working days or any subsequent period of appeal, however the College will provide students with work to complete outside of the classroom until the appeal process is complete via electronic means. In this instance, students must continue to meet the academic requirements of the course.

Should a student not return after a period of suspension, Enhance College staff will notify The Department of Education and Training (DET) through PRISMS of 'student notified cessation of studies'. The 'termination reason' will be 'Student notified cessation of studies'. A comment should be entered that the 'Student did not return' or 'Student did not re-enrol'.

In this instance Enhance College is not required to send a Notice of Intention to report letter and observe any appeals requirements, OR to notify the student of the intention to cancel their studies.

Students must be advised of their right to access the complaints and appeals process (regardless of the reason for cancellation).

Once Enhance College notifies DHA via PRISMS of a student's cessation of studies, the student must leave Australia, obtain enrolment in an alternative course or apply for a different visa within 28 days of cessation. If a student chooses to leave Australia, the student's visa will be subject to cancellation.

Enhance College will not authorise and report a deferment or suspension **retrospectively unless there are unusual circumstances where it may be required**. In this instance the College would seek advice firstly from the Regulator.

Enhance College will record any 'period of exclusion' from class as absence (where the enrolment is not officially suspended on PRISMS) and include this absence in attendance monitoring calculations (potentially putting a student with marginal attendance in danger of being reported for unsatisfactory attendance).

Enhance College will notify The Department of Home Affairs (DHA) through PRISMS that it is deferring or suspending a student's enrolment. Possible outcome:

Deferring or suspending that does affect the end date of the COE: Enhance College notifies The Department of Education and Training (DET) through PRISMS that it is deferring or suspending a student's enrolment for a period which will affect the end date of the CoE.

In such situations, PRISMS will cancel the original CoE, and immediately offer the opportunity to create a new CoE with a more appropriate end date. If it is not known when the student will return, the option to not create a new CoE at that point should be used. Once the student has notified Enhance College of their intended date of return a new COE can then be created.

Deferring or suspending that does not affect the end date of the COE: Enhance College notifies The Department of Education and Training (DET) through PRISMS that it is deferring or suspending a student's enrolment for a period without affecting the end date of the CoE.

In this case there is no change to the CoE or the student's enrolment status on PRISMS i.e. the student's CoE status will still be listed as studying. However, the notice of deferment or suspension will be record in PRISMS.

NOTE:

Prior to the expected commencement date of a course, if a student has a student visa, the status on PRISMS will be 'Visa Granted'.

On the expected course commencement date, the student's status on PRISMS automatically changes to 'Studying', and will remain as 'Studying' unless the provider notifies through PRISMS that this is incorrect.

Where a student cannot start on the expected commencement date for compassionate or compelling reasons and Enhance College has agreed to the student's request for a later starting day; and if the end date of the course will not be affected; the College will not defer the commencement of enrolment.

Cancelling COE: Enhance College notifies The Department of Education and Training (DET) through PRISMS that it wishes to permanently cancel (terminate) the student's enrolment. Once this process is complete, the student's CoE status will be listed as 'cancelled'.

Student does not return after suspension or holiday/break: Should a student not return after a period of suspension Enhance College staff will notify The Department of Education and Training (DET) through PRISMS that 'student notified cessation of studies'. The 'termination reason' will be 'Student notified cessation of studies'. A comment should be entered that the 'Student did not return' or 'Student did not re-enrol'.

In this instance, Enhance College IS NOT required to send a Notice of Intention to report or wait any appeals process before cancelling the student's visa. By not re-enrolling the student has 'inactively' advised the College that they do not intend to continue their study.

Students excluded from class for misbehaviour: Enhance College will record the period of exclusion from class as absence and include this absence in attendance monitoring calculations (potentially putting a student with marginal attendance in danger of being reported for unsatisfactory attendance).