

DEFERRING SUSPENDING OR CANCELLING STUDENT'S ENROLMENT POLICY



Student Deferment of Studies

Students can only apply to SIA 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 commencement

Students may request a deferral prior to course commencement. Request must be in writing and addressed to the Admin Officer. If the deferral is approved the student will receive a revised Letter of Offer and CoE.

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.

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

If students apply to suspend their studies the maximum allowable period of suspension is six (6) months.

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

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; or*
- *inability to begin studying on the course commencement date due to delay in receiving a student visa.*

SIA 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.

SIA may temporarily suspend or cancel a student's enrolment if it deems the student's behaviour to be unacceptable for the educational setting. **Student Rules** are provided to students in the International Student Handbook.

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.

College Initiated Deferments, Suspensions or Cancellations

Suspension

- The 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.

Cancellation

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

- On the grounds of misbehaviour, in accordance with the 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.
- Course suspensions/cancellations will be recorded on PRISMS.

SIA can suspend or cancel a student's enrolment against the student's wishes, provided that the suspension or cancellation is consistent with SIA policies and/or Australian Law. Before suspending or cancelling a student's enrolment SIA must 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*).

If SIA intends to cancel a student's enrolment and the **cancellation was not requested by the student**, the student must be advised of their right to access the complaints and appeals process (regardless of the reason for cancellation).

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

SIA is not required to wait for the outcome of any **external appeals** process before notifying DOE of the cancellation of the student's enrolment.

If SIA cancels your enrolment you have the right to access the complaints and appeals process (regardless of the reason for cancellation).

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

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

A Student may wish to lodge a complaint or appeals against a suspension, cancellation or deferment decision.

Students have 20 working days in which to initiate the college Complaints and Appeals process. Notification on PRISMS will not occur until the result of the internal appeals process is known, unless extenuating circumstances relating to the welfare of the student apply, 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

If your COE is cancelled by SIA, you must contact DIBP within 28 days to inform DIBP of your plans (to find another course, return home or access an external appeals process) and take all relevant paperwork (for example, new CoE) to DIBP.