



DEFERRAL, SUSPENSION OR CANCELLATION POLICY

Standard 9

This policy applies to International Students only and has been developed in accordance with Standard 9 of the National Code of Practice for Registration Providers of Education and Training to Overseas Students 2018. This policy details the circumstances where a student's enrolment may be deferred, suspended or cancelled by Australasian International School (AIS). This policy guides staff through the procedures to administer when dealing with deferral, suspension, cancellation of student enrolment.

PROCEDURE

Student request for Deferral, Suspension and/or Cancellation of Enrolment

A student may request for deferral or temporary suspension of studies may only be granted under exceptional circumstances.

The process outlined below must be followed:

1. If the student is in Australia the student must meet with Administration/Student Support Department to discuss the deferral/suspension or cancellation of studies;
2. The student must submit a **Deferral, Suspension or Cancellation Form** to Administration/Student Department with documentation supporting the deferral/suspension or cancellation.
3. Deferral or temporary suspension of enrolment can only be applied in compassionate or compelling circumstances. This could include but is not limited to:
 - a. serious illness or injury, where a medical certificate states that the student was unable to attend classes;
 - b. bereavement of close family members such as parents or grandparents (Where possible a death certificate should be provided);
 - c. major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; or
 - d. a traumatic experience which could include:
 - i. involvement in, or witnessing of a serious accident; or
 - ii. witnessing or being the victim of a serious crime;
 - iii. and this has impacted on the student (these cases should be supported by police or psychologists' reports);
 - e. where we were unable to offer a pre-requisite unit; or
 - f. inability to begin studying on the course commencement date due to delay in receiving a student visa;
 - g. inability to study for a portion of a study period due to cultural reasons, e.g. Arranged marriage.
4. The maximum period for deferral or suspension of studies is 6 months therefore consideration of availability of placement and student's ability to continue the program on resumption of studies must be considered by Administration/Student Staff member when making the determination.
5. The student must be informed that deferment, suspension or cancellation of enrolment may affect his or her student visa. The student should be referred to the Department of Home Affairs website for further information; and
6. AIS must report changes to the student's studies to Department of Education through PRISMS where necessary.

If the student is outside of Australia, the application to defer, suspend or cancel from studies must be done in writing through email. (supporting evidence still applies)



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A staff member from Administration/Student will notify the student in writing of the outcome of the application. All supporting evidence ie: copies of flight details should be filed on the student file in the student management system (SMS).

It is the role of the staff member from Administration /Student Support to ensure that the following information has been clearly document on the **Deferral, Suspension or Cancellation Form**

- a. In Australia for Deferral/Suspension number of weeks, or
- b. Out of Australia for the Deferral/Suspension number of weeks,
- c. Start Date and End Date

*This information is recorded in PRISMS when the student course variation is completed.

- d. Send an internal email to VET Administration team to close student MOODLE

Suspension or Cancellation of Enrolment by us

A student's enrolment may be suspended or cancelled by us based on the following circumstances:

1. Misbehaviour by the student;
2. Non - payment of tuition fees by due date; or
3. Non - commencement of studies when the student has not notified us of deferring their commencement date or have not provided evidence of compassionate or compelling reasons for deferring the commencement date.

If a student is identified as at risk of their student visa being suspended or cancelled for reason stated in points 1 to 3 the student will be notified in writing of intent to suspend or cancel their student visa. The student has 20 days to access our internal appeals process.

The student will be provided with information about the appeals process.

1. When a student has commenced studies but does not complete studies and has not notified us in writing or provided evidence of compassionate or compelling reasons for not continuing studies in their program. In this case, by not re-enrolling the student has 'inactively' advised us that they will not be continuing their studies. The student will not be entitled to a refund/waiver of fees.
2. Extenuating circumstances relating to the welfare of the student may include but are not limited to the following. The student:
 - a. is missing;
 - b. has medical concerns, severe depression or psychological issues which lead us to fear for the student's wellbeing;
 - c. has engaged or threatens to engage in behaviour that is reasonably believed to endanger the student or others; or
 - d. is at risk of committing a criminal offence.

If the student decides to access our appeals process the student's enrolment will be maintained until the completion of the process unless extenuating circumstances relating to the welfare of the student apply.

The student may wish to access the external appeals and process. In this case we will await the outcome of the external appeal prior to notifying Department of Education via PRISMS.

We will provide supporting documentation of any extenuating circumstances relating to the suspension or cancellation of a student's enrolment to the Department of Education via PRISMS.



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PARTICIPANT'S RECORDS

Participant records of all applications made for deferral, suspension or cancellation of their enrolment will be maintained.

Such record shall include a written application for such deferral, suspension or cancellation and shall include:

1. Reason for application;
2. Who determined the outcome of the application;
3. Whether granted or rejected;
4. Reason/s granted or rejected;
5. Evidence student has been informed that deferring, suspending or cancelling his/her enrolment may affect his/her student visa; and
6. Record of notification in PRISMS

NOTIFICATION TO THE DEPT. OF EDUCATION

Once the Department of Education has been notified of a deferment, suspension or cancellation of a student's enrolment, the student has 28 days in which to:

1. leave Australia; or
2. show the Department of Home Affairs a new Confirmation of Enrolment (COE).

ASSOCIATED DOCUMENTS AND FORMS

Complaints and Appeals Policy

Complaints and appeals application form
Complaints and Appeals Register

Complaints Outcome Letter

Deferral, suspension or cancellation request form