

## **DEFERMENT, SUSPENSION OR CANCELLATION OF STUDY DURING ENROLMENT**

### **POLICY STATEMENT**

Discover English may only grant a student deferment or temporary suspension of their course under certain limited circumstances. Discover English has the right to suspend or cancel a student's enrolment under certain limited circumstances but must first inform the student of its intention to suspend or cancel their enrolment. Discover English will notify the Department of Immigration and Citizenship (DIAC) via PRISMS of any Student Course Variations and inform students that any changes to their enrolment may affect their student visa.

### **SPECIFIC DETAILS**

1. A student's enrolment may only be deferred or temporarily suspended on the grounds of:
  - Compassionate or compelling circumstances
  - Student misconduct
2. Compassionate or compelling circumstances 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
  - involvement in, or witnessing of a serious accident or crime
  - implementation of an intervention strategy for unsatisfactory course progress
3. Student misconduct includes but is not limited to:
  - acts of discrimination
  - sexual harassment
  - vilification or bullying
  - violence
  - vandalism
  - cheating or plagiarism
4. A student's enrolment may be cancelled as a result of:
  - student completing course early
  - student transferring to another provider
  - student notifying of cessation of study including failing to return to study after a scheduled student break
  - non payment of fees
  - disciplinary reasons / student misconduct
  - student dying
  - student no longer holding a student visa
  - the college being unable to deliver the course
  - non compliance with student visa conditions (including breach of attendance requirements)
  - unsatisfactory course progress

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5. All student applications to defer, suspend or cancel enrolment will be assessed by the General Manager or Administration Manager.
6. In cases where the suspension or cancellation is not initiated by the student, Discover English will inform the student of its intention to suspend or cancel their enrolment and allow 20 working days (plus 5 days to allow for postage and handling) for the student to access the Complaints and Appeals process.
7. Where a student accesses the Complaints and Appeals process, the suspension or cancellation will not take effect until the internal process is complete, except in cases where extenuating circumstances relating to the welfare of the student apply
8. Students who apply to defer, suspend or cancel their enrolment or who have been informed of the college's intent to suspend or cancel their enrolment will be informed that deferring, suspending or cancelling their enrolment may affect their student visa.
9. The college will inform the Department of Immigration and Citizenship (DIAC) of any deferment, suspension or cancellation of a student's enrolment via PRISMS.

## PROCEDURE STATEMENT

### **Student Initiated Deferment, Suspension or Cancellation**

1. Student initiates deferment, suspension or cancellation by:

- submitting a Course Deferment Request
- submitting an Early Course Completion Request
- submitting a Transfer Provider Request
- failing to return to study following a term break ('inactively' notifying of cessation of studies)

NB: All application forms that request a change to enrolment details include information for the student advising that deferring, suspending or cancelling their enrolment could affect their student visa.

(Also refer to Transfer to Another Provider policy and Change to Enrolment Requests policy)

2. All applications to defer, suspend or cancel enrolment will be formally assessed by the General Manager or Administration Manager and the details recorded in eBECAS.
3. If an application to amend enrolment is refused, the student will be sent a letter detailing the reasons why the application has been refused.
4. If application to amend enrolment is approved or if the student does not return to study following a term break, a Student Course Variation is reported via PRISMS as per the PRISMS Provider User Guide and PRISMS Reporting Quick Reference Guide notifying the Department of Immigration and Citizenship of changes to the student's enrolment within 14 days.
5. Where applicable, the student is issued with an updated COE.

6. Where applicable, the student is issued with a Section 20 detailing their responsibilities in relation to their student visa conditions.

7. The student is advised to contact DIAC in relation to their student visa status and responsibilities.

### **College initiated Deferment, Suspension or Cancellation**

1. Discover English initiates deferment, suspension or cancellation as a result of:

- Student Misbehaviour
  - student is contacted by Student Support Services and invited to attend a counselling session in relation to the misbehaviour.
  - in the first instance of misbehaviour, the student may be excluded from class for a maximum of 5 days of classes.
  - if applicable, the student is advised of their exclusion from class during the counseling session and the reasons for the exclusion documented.
  - in repeat instances of misbehaviour the student may have their enrolment suspended or cancelled.
- Non Payment of Fees
  - student and/or student's agent is notified by telephone and in writing of non payment and settlement of payment is requested.
  - student is allowed 2 weeks to make payment of outstanding fees or to agree to and sign a payment plan.
  - if fees are not received or the payment plan not met, the college may suspend or cancel the student's enrolment.
- Student no longer holding a student visa
  - when the college is notified of the student no longer holding a valid student visa the student's COE will be cancelled.
- The college is unable to deliver the course
  - where the college is unable to deliver the course and the student elects for a refund, their enrolment will be cancelled.
- Non compliance with student visa conditions
  - where the student has breached their student visa conditions, their enrolment may be cancelled. (refer to Monitoring Attendance and Monitoring Course Progress policies and procedures)
- Student deceased
  - where the college is notified of the student being deceased their enrolment will be cancelled.

2. Details of reasons for intended deferment, suspension or cancellation are documented and recorded in the student's file. (eg: intervention, college unable to deliver the course or incidents of misbehaviour).

3. Student is notified in writing by the college of their intention to defer, suspend or cancel their enrolment.

4. The student is provided information on how to access the Complaints and Appeals process and advised that the deferment, suspension or cancellation of their enrolment may affect their student visa.
5. The student is given 20 working days plus 5 days to allow for postage and handling to access the internal Complaints and Appeals process.
6. The suspension or cancellation of a student's enrolment will not take effect prior to the 20 working day period plus 5 days to allow for postage and handling elapsing except where extenuating circumstances relating to the welfare of the student apply.
7. If the student does not access the Complaints and Appeals process within 20 working days plus 5 days to allow for postage and handling or if their appeal is unsuccessful, a Student Course Variation is reported via PRISMS (refer to the PRISMS Provider User Guide and PRISMS Reporting Quick Reference Guide) notifying the Department of Immigration and Citizenship of changes to the student's enrolment within 14 days.
8. Where applicable, the student is issued with an updated COE.
9. Where applicable, the student is issued with a Section 20 detailing their responsibilities in relation to their student visa conditions.
10. The student is advised to contact DIAC in relation to their student visa status and responsibilities.
11. All correspondence, counselling sessions and relevant documents related to the deferment, suspension or cancellation of enrolment will be recorded and maintained in the student's file.

#### RELATED DOCUMENTS

PP002 Complaints and Appeals  
IN038 PRISMS Provider User Guide  
IN049 PRISMS Reporting Quick Reference Guide  
FOAD016 Course Deferment Request  
FOAD050 Early Course Completion Request  
FOAD011 Transfer Provider Request  
PP009 Transfer to Another Provider  
LEAD012 Intention to Suspend or Cancel Enrolment