



International Students

Deferment, Suspension and Cancellation of Enrolment

Policy & Procedure

Definition

For the purpose of international student management, deferment or suspension of enrolment means to temporarily put studies on hold, as defined in the ESOS National Code, Standard 13, due to compassionate or compelling circumstances and/or misbehaviour of the student.

Compassionate or compelling circumstances may 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.

Policy

Cancellation or suspension of a student's enrolment may be initiated by the student or AIE.

International students may apply to defer their studies at AIE if they are unable to commence their course on the scheduled commencement date or for voluntary suspension or cancellation of their studies if they are unable to attend the course for a specified period of time, in compassionate or compelling circumstances.

AIE may suspend or cancel a student's enrolment due to academic misconduct, which includes, but is not limited to:

- plagiarism;
- cheating;
- fraud;
- improper behaviour;
- misrepresentation; and
- unethical behaviour.

Where a suspension or cancellation of a student's visa is not initiated by the student, AIE will notify the student that he or she has 28 days (or 20 working days for international students) in which to access the complaints and appeals process, and may continue in the course until any appeals are finalized, according to Standard 8 of the National Code 2017.

AIE will inform DIBP via PRISMS when a student's enrolment is deferred, temporarily suspended or cancelled.

Where applicable the principles of this policy will also apply to domestic students.



Procedure

Where a student defers their studies pre-course commencement

1. The student submits a completed Deferment of Studies Application Form, attaching supporting documentation, to International Admissions Office.
2. International Admissions Manager will process the application in accordance with AIE policy and National Code 2017.
3. If the application satisfies the requirements of compassionate and compelling circumstances, approval will be given to student in writing within 5 working days of the decision. The student is advised in this letter that the period of deferral may affect their student visa. (When granting a pre-course deferral for a period longer than two weeks from the commencement date of the course, the CEO will be consulted to confirm the likely impact of the deferral period upon the student's course progress.
6. Department of Education/DIBP is notified via PRISMS if the application is approved.
7. If application is refused, student will be advised of decision in writing within 5 working days outlining the reason for the decision. The student will also be advised that they have the right to lodge an appeal within 28 working days through AIE's Complaints and Appeals processes.
8. The relevant Head of School is notified via email.

Where a student temporarily suspends their studies post-course commencement

1. The student submits a completed Deferment of Studies Application Form, attaching supporting documentation, to Head of School.
2. It is recommended that submission of form should occur at least 7 days prior to date to which the deferral/ suspension is required.
3. Head of School will assess application and advise student in writing. This letter will advise the student that any change to their study program may affect their enrolment, course progress and or student visa. The student will also be advised to contact DIBP for further assistance or advice.
4. The application and documentation is sent to International Admissions Office by relevant Campus.
5. International Admissions Manager will process the application in accordance with AIE policy and National Code 2017.
6. If application satisfies the requirements of compassionate and compelling circumstances, approval will be given to student in writing within 5 working days of decision.
7. International Admissions Office notifies Department of Education/DIBP of the period of deferment/suspension via PRISMS.
8. If application is refused, student will be advised of decision in writing within 5 working days outlining the reason for the decision. The student will also be advised that they have the right to lodge an appeal within 28 working days through AIE's Complaints and Appeals processes.
9. The application and documentation is stored in student file at relevant campus and copy at International Admissions Office. Note – students should be reminded that:
 - i. DIBP may expect students to return home where AIE approves an application for a period of more than 28 days.
10. Extended leave of absence or deferral beyond a semester for any reason will result in the cancellation of the student visa.



Where AIE intends to temporarily exclude a student from class or suspend a student's enrolment

1. Head of School receives an initial report/s detailing specific misbehaviour of the student.
2. If it is deemed by the Head of School that the reported misbehaviour could result in exclusion from class or suspension of their enrolment, the student will be contacted in writing advising of intention to exclude from class or suspend enrolment in which they are invited to attend a counselling session to discuss the alleged misbehaviour.
3. If the intention of the counselling session is that the student is to be excluded from class for a period of time the student will be given a copy of the counselling report identifying the agreed action. This option will only be available once. If there is a period of exclusion, the student's attendance records will indicate exclusion from class and this period will not count in their attendance calculations.
4. If the intention of the counselling session is that the student's enrolment should be suspended and this is confirmed at the counselling session, the student will be informed of this in writing which includes notification that temporary suspension could affect their student visa.
5. If a student wishes to appeal the suspension of their enrolment they will be informed that they should consult the AIE's complaints and appeals procedure. AIE will not suspend a student's enrolment until the outcome of the internal complaints and appeals process unless there are extenuating circumstances relating to the welfare of students.

Note: exclusion from class, under 18 students. Where the student is under 18 the College will immediately contact the parent/s or guardian.

Where a student applies to cancel their enrolment

1. Student submits a cancellation/withdrawal form to International Admissions Manager or Administration Manager of campus.
2. International Admissions Manager will process request by:
 - a) adding any necessary comments regarding request to cancel to the student file;
 - b) advising the Financial Department of any adjustments to be made to the student's account, if applicable;
3. Student will be informed in writing that AIE shall notify Department of Education via PRISMS that the student's enrolment has been cancelled and on what date that shall occur.
4. The student will also be advised that they have 28 days from the cancellation date in which to enrol with another provider otherwise they will be required to leave the country as per student visa condition 8202.
- c) advising all relevant staff of the student's withdrawal from studies and effective date.

Where AIE cancels a student's enrolment

1. Head of School receives an initial report/s detailing specific misbehaviour of the student and identifies that the behaviour is grounds for cancellation as per the circumstances identified by AIE.
2. The student will be informed in writing of the intention of AIE to cancel their enrolment and is also informed that they will have 28 days in which to access AIE's internal complaints and appeals process.
3. AIE will not cancel a student's enrolment until the outcome of the internal complaints and appeals process unless there are extenuating circumstances relating to the welfare of students.
4. Where the student's internal appeal is not successful AIE will advise the student that they may access the external complaints and appeals process at little or no cost to themselves, however AIE will the cancellation of the student's enrolment.
5. If the student's enrolment is cancelled the student will also be advised that they have 28 days in which to enrol with another provider otherwise they will be required to leave the country as per student visa condition 8202.
6. Relevant Head of School notifies the International Admissions Office of the period of suspension or intention to cancel the student's enrolment. Documentation is retained in student file.
7. International Admissions Office notifies Department of Education via PRISMS of the suspension or cancellation of the student's enrolment.
8. Relevant Head of School is notified once the action is complete.

References