

Defer, Suspend or Cancel an Enrolment Policy & Procedure

RTO No 22234

1 Policy

- 1.1 Ashton College only defers, suspends or cancels an international student's enrolment in limited exceptional circumstances as identified in this policy and procedure.
- 1.2 Ashton College provides information to international students on the grounds and process for deferring, suspending and cancelling enrolment pre and post enrolment.
- 1.3 Ashton College informs international students of the impact of deferring, suspending or cancelling their enrolment and their student visa.
- 1.4 If due to exceptional circumstances identified in item 1.5 of this policy and procedure Ashton College amends an international student's enrolment it will do so via PRISMS and record the reasons for the amendment.
- 1.5 Ashton College defers, suspends or cancels a student's enrolment in the following exceptional circumstances:

Compassionate or compelling circumstances that are generally beyond the control of the student, and which have an impact upon their course progress or wellbeing. These could include, but are 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
- c) major political upheaval or natural disaster in the home country requiring emergency travel when this has impacted on the student's studies; or
- d) a traumatic experience which could include:
 - 1) involvement in, or witnessing of a serious accident
 - 2) witnessing or being the victim of a serious crime.
- e) where the College was unable to offer a pre-requisite unit
- f) inability to begin studying on the course commencement date due to delay in receiving a student visa
- g) If an approved deferral of commencement of studies or the suspension of study has been approved in compliance with the College Deferment, suspension or cancellation of enrolment policy and procedure

The above circumstances are only some of examples of what may be considered compassionate or compelling circumstances. The Admin Manager in consultation with CEO will use professional judgment to assess each case on its individual merits.

When determining whether compassionate or compelling circumstances exist, the College considers documentary evidence provided to support the claim, and stores copies of these documents in the student's file.

Students may also have their enrolment suspended or cancelled by the College due to non-payment of fees, not achieving satisfactory course progress, not achieving satisfactory attendance (ELICOS clients only), academic misconduct/ misbehaviour.

- 1.6 Students have the right to appeal a decision by the College to defer, suspend or cancel their studies within 20 days of receiving notification of the College's intention.
- 1.7 The College does not notify Department of Education of a change to the enrolment status until the external complaints and appeals process is completed (if accessed). Cancellation of enrolment for misbehaviour may lead to enrolments being cancelled after the outcome of the internal appeals process.
- 1.8 Ashton College follow three different outcomes for the student's Confirmation of Enrolment (CoE):
 - a) Ashton College notifies the Department of Education 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 recorded in PRISMS and sent on to the Department of Immigration and Border Protection (DIBP). This information will be kept for future reference.
 - b) Ashton College notifies the Department of Education 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 Ashton College the opportunity to create a new CoE with a more appropriate end date. If the Ashton College does not know when the student will return, it can choose not to create a new CoE at that point, but to wait until the student has notified Ashton College of the intended date of return before creating the new CoE.
 - c) Ashton College notifies the Department of Education 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'.
 - d) DIBP will consider all the information available and if they decide to consider cancellation, DIBP will send a Notice of Intention to Consider Cancellation (NOICC) prior to a decision being made to cancel the student visa. Students will be given an opportunity to respond to the NOICC and explain their situation.
- 1.9 Reasons for deferment, suspension or cancellation of their course are recorded in the student's file.
- 1.10 Students must submit verifiable documentary evidence when applying to defer, suspend or cancel their enrolment.
- 1.11 Admin Manager is responsible for the implementation of this policy and procedure.
- 1.12 This policy will be implemented in compliance with the requirements of the National Code of Practice 2018 Standard 9.

Procedure

2 Student initiated deferral

- 2.1 A student wishing to defer their enrolment must do so prior to the commencement of the course. Students must complete an application form to defer, suspend or cancel an enrolment and submit it to the College.

- 2.2 Application forms are available from the College reception 213 Nicholson Street Footscray or by request from info@ashtoncollege.com.au. Documentary evidence in support of the application must also be submitted.
- 2.3 Overseas students (or the agent representing them) who haven't received the student visa can apply for the eCOE extension over email .
- 2.4 Deferrals will only be granted if they meet one of the criteria listed in item 1.5 of this policy and supported by verifiable documentary evidence.
- 2.5 All applications to defer, suspend or cancel an enrolment are stored in the students' file and Department Of Education shall be notified via PRISMS of the decision to defer the enrolment as a result of the student's request.
- 2.6 Students will be forwarded notification of the College's decision within 7 working days of receipt of an application. Reasons for the decision are included in the letter and the students are informed of their right to access the college complaints and appeals process within 20 working days if the application is declined.

3 Student initiated suspension

- 3.1 The College is only able to temporarily suspend the enrolment of the student on the grounds of compassionate or compelling circumstances as outlined in item 1.5 of this policy.
- 3.2 Application forms are available from the College reception 213 Nicholson Street Footscray or by request from info@ashtoncollege.com.au. Documentary evidence in support of the application must also be submitted.
- 3.3 A student wishing to suspend an enrolment must complete an application to defer, suspend or cancel an enrolment and submit it to the College reception 213 Nicholson Street Footscray. Documentary evidence in support of the application must also be submitted.
- 3.4 Suspensions will only be granted if they meet one of the criteria listed in item 1.5 of this policy and supported by documentary evidence.
- 3.5 All applications to defer, suspend or cancel an enrolment will be kept in the students' file and Department of Education is notified via PRISMS of the decision to suspend the enrolment as a result of the student's request.
- 3.6 Students receive notification in writing of the College's decision within 7 working days of receipt of an application. Reasons for the decision are included in the letter and the students are informed of their right to access the college complaints and appeals process within 20 working days.
- 3.7 Where a suspension of enrolment is granted, the College will suspend an enrolment for an agreed period of time - to a maximum of 12 months. If the suspension is required for longer than 12 months the student shall have to re-apply once the initial suspension period has expired.
- 3.8 If a student's enrolment is suspended for a period of 28 days or longer, the student must return home (unless special circumstances exist). Please refer all questions about whether students may remain in Australia during a period of suspension of enrolment to DIBP. DIBP helpline 131 881.
- 3.9 Student initiated suspension of studies cannot be granted retrospectively or if time off studies was taken by the student without authorization.

4 Student initiated cancellation

- 4.1 The College is only able to cancel a student's enrolment on the grounds of compassionate or compelling circumstances as outlined in item 1.5 of this policy.
- 4.2 Application forms are available from the College reception 213 Nicholson Street Footscray or by request from info@ashtoncollege.com.au.
- 4.3 A student wishing to cancel their enrolment must complete an application to defer, suspend or cancel an enrolment and submit it to the College reception 213 Nicholson Street Footscray or by request from info@ashtoncollege.com.au. Documentary evidence in support of the application must also be submitted.
- 4.4 Cancellations are only granted if they meet one of the criteria listed in 1.5 and supported by documentary evidence.
- 4.5 All applications to defer, suspend or cancel an enrolment will be kept in the students' file and Department Of Education shall be notified via PRISMS of the decision to cancel the enrolment as a result of the student's request.
- 4.6 Students receive notification of the Colleges decision within 7 working days of receipt of an application. Reasons for the decision are included in the letter and the students are informed of their right to access the college complaints and appeals process within 20 working days.
- 4.7 Students who have an application to cancel their studies granted may be entitled to a refund as per the refund arrangements in the student written agreement. Applications for refunds must also be submitted with the application to cancel the enrolment.
- 4.8 Refunds will be processed in accordance with the College refund terms and condition found in the financial management policy and procedure.

5 College initiated deferral

- 5.1 The College may defer an enrolment where the course is not being offered due to compelling circumstances causing the College to cancel the course at a given date.
- 5.2 The College will notify the student in writing of its intention to deferral commencement of studies. Students will be given as much notice as practically possible in such circumstances.
- 5.3 All documentation relating to deferring an enrolment will be kept in the students' file and Department Of Education shall be notified via PRISMS of the decision to defer the enrolment.

6 College initiated suspension

- 6.1 The College may suspend a student's enrolment on the grounds of misbehaviour. This misbehaviour may include but is not limited to:
 - a) Academic misconduct (refer to the College academic misconduct policy for further details)
 - b) Breaching the College Code of Conduct
 - c) Bullying other students or staff
 - d) Displaying threatening behaviour to other students
 - e) Acting in a manner that adversely impacts the general well being of other staff and students
 - f) Acting in a manner that adversely impacts the learning and/ or assessment of other students

- g) Damaging College equipment, facilities or materials
 - h) Damaging other students or staff belongings
 - i) Theft from staff, students or the College
 - j) Fails to abide by the terms of the written agreement between the student and the College
 - k) Fails to comply with College policies and procedures
 - l) Undertakes illegal activities in or around College premises
- 6.2 If students take unauthorised leave they will be recorded as absent and may have their enrolment suspended or cancelled. This action will be reported to Department Of Education via PRISMS and may lead to the student's visa being cancelled.
- 6.3 Where the College has found evidence of Academic or General Misconduct the CEO/Academic Director shall be informed and considers all evidence before implementing a decision.
- 6.4 The student is given an opportunity to present their evidence and supporting documentation to the CEO/Academic Director before any decision is taken.
- 6.5 The CEO takes into account the type/ level of misconduct and supporting evidence along with previous behaviour. The CEO refers to the student file and College staff for information.
- 6.6 In dealing with cases of misconduct the College ensures that students are treated fairly, with dignity and with due regard to their privacy.
- 6.7 The student is informed in person and in writing of the College's decision along with reasons for the decision.
- 6.8 If the College decides to suspend a student's enrolment for a period in excess of 28 days the student must return home for this period unless exceptional circumstances can be evidenced that prevent this being possible.
- 6.9 Students receive notification of the College's decision within 7 days of an event taking place that leads to the implementation of this policy. Reasons for the decision are included in the letter and the students are informed of their right to access the college complaints and appeals process within 20 working days.
- 6.10 All documentation relating to suspending an enrolment will be kept in the students' file and Department Of Education shall be notified via PRISMS of the decision to suspend the enrolment.
- 6.11 No suspension action is taken until 20 working days after notifying the student of the College's intention has elapsed, or the outcome of any appeal is known or the student withdraws from the appeal process.
- 6.12 The College may decide to suspend a student's enrolment before the 20 days has elapsed or before the conclusion of the appeal process is known or if there are extenuating circumstances. E.g. serious risk being posed to the student, other students and/ or College staff by maintaining the student's enrolment.

7 College initiated cancellation

- 7.1 If a student fails to commence their course on the agreed date and does not respond to the College's attempts to contact them the College cancels their enrolment within 7 working days.
- 7.2 If after considering all the evidence the College believes any misconduct (including academic misconduct) severe enough to warrant the cancellation of the student's enrolment it will notify the student in writing of its intention. The reasons for the decision will also be provided.

- 7.3 If a student does not achieve satisfactory course progress in two successive study periods the College will inform them of the intention to report them to Department of Education and cancel their enrolment.
- 7.4 If a student does not pay any fees related to their study at Ashton College they will be notified in writing of the College's intention to cancel their enrolment due to non-payment of fees. If the student after the College's attempts still does not pay the required fees by the nominated date, the College will report them to Department of Education for non-payment of fees and initiate the cancellation of their enrolment.
- 7.5 If possible, the student will also be informed in person via a meeting of the College's intention to cancel their enrolment.
- 7.6 Students receive notification of the College's decision within 7 days of an event taking place that leads to the implementation of this policy. Reasons for the decision are included in the letter and the students are informed of their right to access the college complaints and appeals process within 20 working days.
- 7.7 All documentation relating to cancelling an enrolment is stored in the students' file and Department of Education notified via PRISMS of the decision to cancel the enrolment.
- 7.8 No cancellation action is taken until 20 working days after notifying the student of the College's intention has elapsed, or the outcome of any appeal is known or the student withdraws from the appeal process.
- 7.9 The College may decide to cancel a student's enrolment before the 20 days has elapsed or before the conclusion of the appeal process is known or if there are extenuating circumstances. E.g. serious risk being posed to the student, other students and/ or College staff by maintaining the student's enrolment.

8 Appealing College decisions

- 8.1 On receiving notification from the College of its decision in relation to their request to defer, suspend or cancel their enrolment, the student can appeal the College decision via the College's Complaints and appeals policy and procedure.
- 8.2 On receiving notification from the College of the decision to initiate the deferment, suspension or cancellation of their enrolment, the student can appeal the College decision via the College's Complaints and appeals policy and procedure.
- 8.3 Appeals must be lodged in writing on the Complaints and appeals form accompanied by verifiable supporting documentation/ evidence.
- 8.4 Complaints and appeals forms are found in the Client information handbook, available from the College reception at 213 Nicholson Street Footscray or on request from info@ashtoncollege.com.au.
- 8.5 Complaints and appeals forms are to be submitted to the Academic Director Ashton College 213 Nicholson Street Footscray or to kate@ashtoncollege.com.au.
- 8.6 Full details of the Complaints and appeals policy can be found in the Client information handbook, available from the College reception at 213 Nicholson Street Footscray or on request from info@ashtoncollege.com.au.
- 8.7 Students have 20 working days to lodge an appeal against a College decision.
- 8.8 Students must attend all scheduled classes during the complaints and appeals process.

9 Suspending/ cancelling enrolments

- 9.1 The College waits until 20 working days after notifying the student of the College's intention has elapsed, or the outcome of any appeal is known or the student withdraws from the appeal process before suspending or cancelling an enrolment.
- 9.2 Enrolments are suspended/ cancelled via PRISMS with reasons noted and all documentary evidence placed in the clients file.
- 9.3 Students are notified of the impact of suspending and/ or cancelling their enrolment on their student visa at all stages during the process in person and in formal communication from the College.
- 9.4 All documentation relating to cancelling an enrolment is stored in the students' file.

Documents to be employed when implementing this policy and procedure:

Complaints and appeals policy and procedure

Complaints and appeals form

Client files

CoE's

PRISMS

Orientation checklist

Client information handbook

Revision History

Date	Revision	Revised by
9/08/2009	Policy and procedures developed and initial implementation	Chief Executive Officer
15/03/2010	Internal Audit Conducted	CEO
15/04/2011	Revised	CEO
8/11/2011	Revised	Chris Donaghy
29/09/2012	Revised	CEO

Please Note: The further versions are stored in Document management System - Novacore with Comments.