

## **Deferring, Suspending or Cancelling Enrolment Policy**

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Students need written permission from Kingsford International Institute to defer their course. In cases where permission is granted, Department of Home Affairs (DHA) will be advised via PRISMS. Student enrolments will be deferred or temporarily suspended by the institute when there are compassionate or compelling circumstances (e.g. illness where a medical certificate states that the student is unable to attend classes), or misbehaviour by the student.

The full policy and procedure pertaining to the circumstances in which a student may defer, suspend or cancel their enrolment is available within the International Student Handbook.

Kingsford International Institute is required to advise DHA via PRISMS when a student fails to commence a course, withdraws before the course ends, or changes their course, which will affect his or her student visa.

Students who are unable to arrive on time may be given up to one week to commence. After one week, the student cannot be guaranteed a place in the course. If the student arrives after the agreed date, they may be required to return home or placed in an English language program until the next available commencement date for the course.

Evidence of assessment of applications for deferment or suspension of enrolment will be retained on student files.

Kingsford International Institute will inform the student of its intention to suspend or cancel the student's enrolment where the suspension or cancellation is not initiated by the student and notify the student that he or she has 20 working days to access Kingsford International Institute's internal Complaints and Appeals procedure.

### **1.1 Deferment of Commencement of Study**

Kingsford International Institute will only grant a deferment of commencement of studies under compassionate and compelling circumstances. These include but are not limited to:

- Illness, where a medical certificate states that a student was unable to attend classes;
- Bereavement of close family members such as parents or grandparents, supported by a letter from a family member or a death certificate;
- Major political upheaval or natural disaster in the home country requiring emergency travel that has impacted on studies;
- A traumatic experience which has impacted on the student (these cases should be where possible supported by police or a psychologist's reports);
- Delay in student visa being granted or inability to acquire airline tickets, especially during peak season

Requests for deferment must be made in writing using the *"Change of Enrolment - Application Form"* and documentary evidence must be attached. The final decision to allow deferment will be made by the Operations Manager or delegate. Students will be informed of the decision in writing of the outcome within ten (10) working days and how the changes may affect their visa.

A new CoE will be created in the event the deferment is granted.

The Secretary of DHA via PRISMS will be notified under section 19 of the ESOS Act

## 1.2 Suspension of Study

Once a student has commenced the course, the Institute will only grant a suspension of study under compassionate and compelling circumstances. These include but are not limited to:

- Illness, where a medical certificate states that a 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 that has impacted on studies;
- A traumatic experience which has impacted on the student (these cases should be where possible supported by police or psychologist's report).

## 1.3 Process for Suspension Applications

1. The period of suspension will not be included in attendance calculations.
2. The final decision for assessing and granting a suspension of studies will be the responsibility of the Operations Manager or delegate.
3. Suspensions of study must be requested in writing using the "Change of Enrolment – Application Form". Students will be informed of the decision, in writing, of the outcome within ten (10) days and how the changes may affect their visa.
4. Assessment of any leave will take into consideration the student's course progress, attendance and any risk indicators. The student will be counselled accordingly.
5. All decisions are recorded on the student's file and in the database
6. Suspensions will be recorded on PRISMS and a new CoE will be created
7. CoE may not be recreated if the period of suspension will not affect the end date of study. (ie A course may be run for seven weeks, so 2 weeks would have a significant impact)
8. The Secretary of DHA via PRISMS will be notified under section 19 of the ESOS Act
9. When the student returns from leave, PRISMS is to be updated noting recommencement of studies.
10. An Intervention Strategy meeting may need to be implemented for re-introducing students to study, with an Intervention Plan being developed for the student to get back on track with their studies.

## 1.4 Cancellation of enrolment initiated by student

Cancellation of enrolment can occur in a range of circumstances. In the event the student wishes to cancel enrolment and to avoid being reported to the DHA, the student will be required to complete a "Course Withdrawal Form".

If the student's application is approved, the enrolment will be cancelled through PRISMS and all records will be maintained in the student file.

Any fees owed to the Institute will need to be paid. Any refunds will be made in accordance with the Refund Policy and Procedure.

Reasons that the student may apply for cancellation of their enrolment include:

- Student Completed Course early
- Student wishes to Transfer Providers

- Student notifies cessation of studies
- Student has passed away and a family member is requesting a refund
- Student no longer holds a student visa

### **1.5 Exclusion from Class (1-28 days)**

The Institute may exclude a student from class on the grounds of misbehaviour by the student subject to the Institute's Student Code of Conduct Policy and Procedure.

Where the student is provided with homework or other studies for the period of the exclusion, the student must continue to meet the academic requirements of the course.

Exclusions from class will not be recorded on PRISMS. The periods of 'exclusion from class' will not be included in attendance calculations.

### **1.6 Institute Initiated Suspension or Cancellation of Enrolment (28 days +)**

The Institute may initiate a suspension from class for a student on the grounds of misbehaviour by the student. Suspension will occur as the result of any behaviour identified as constituting a breach of the Institute's Student Code of Conduct Policy and Procedure.

Students will be notified of the Institutes intention to suspend the student's enrolment in writing. Students will be notified that they have 20 working days to access the Institute's internal complaints and appeals process. If the student accesses the Institutes internal complaints and appeals process, the suspension or cancelation of the student's enrolment under this standard will not take effect until the internal process is completed unless extenuating circumstances relating to the welfare of the student apply.

Students who have been suspended for more than 28 days are required by DHA to return to their home country unless compassionate and compelling circumstances exist (e.g. The student is medically unfit to travel).

If compassionate and compelling circumstances exist, the student must abide by the conditions of his or her suspension.

Suspensions will be recorded on PRISMS, Student files and RTO Manager.

The period of suspension will not be included in attendance calculations.