

Deferring, Suspending or Cancelling the Student's Enrolment Policy

Table of Contents

1. Purpose
2. Scope
3. Policy Statement
4. Related Policy and Procedures
5. Policy Owner and Delegated Authority
6. Approval Personnel
7. Approval Date
8. Revised Date
9. Definitions

Issue Date:	Issue History:
August 2014	Initial Release (V1.0)
August 2015	Reviewed and revised (V1.1)
August 2016	Reviewed and updated related forms (V1.2)
August 2017	Reviewed and revised (V1.3) Director of Quality Assurance removed

Policy Title	Deferring, Suspending or Cancelling the Student's Enrolment Policy
Purpose	The purpose of this policy is to outline the circumstances in which students can defer, suspend or cancel their enrolment. Standard 13 of the National Code allows the provider to defer the commencement of studies, cancel or temporarily suspend the studies of a student in limited circumstances.
Scope	This policy applies to all Cambridge International College (CIC) students currently enrolled and CIC staff who are responsible for assessing student applications for deferral, suspension or cancellation of the student enrolment.
Policy Statement	<p>Students may apply for deferral of their studies, where CIC recognises that unforeseen circumstances may necessitate temporary interruption to a student's study.</p> <p>Students who wish to withdraw from their program of study may do so, within the conditions specified below. CIC reserves the right not to reinstate any student who has withdrawn.</p> <p>A student may have his or her enrolment suspended or cancelled by CIC in defined circumstances below.</p> <p>The deferral, withdrawal, suspension or cancellation of enrolment for student visa holders must comply with the requirements of the ESOS framework.</p>
	<p>Students wishing to apply for deferral, withdrawal or release of enrolment must complete the Intention to Withdraw/Release/Defer application. Students then submit this form, along with supporting evidence, to CIC reception.</p> <ul style="list-style-type: none"> • Applications must be received prior to the study period start date. • Students are to refer to the CIC refund policy for information on eligibility of a tuition fee refund. • Students need to be aware that any deferral or suspension of enrolment for any length of time may impact their student visa duration or finish date for their enrolled course. The students are encouraged to meet with the Director of Studies as part of the application process for deferral/withdrawal and release. • Once CIC has received a student's Intention to Withdraw/Defer/Release application; the Director of Studies/ Campus Manager assess the application and send to Admissions who will process the application and notify the student the outcome of his/her application within 10 working days. • CIC will inform the Secretary of the DoE via PRISMS for all successful deferrals and the suspension or cancellation of students under the ESOS Act. • If the request is denied for deferral/withdrawal or release then the student may appeal the outcome in accordance with the CIC

	Complaints and Appeals Policy
	<p>Suspension on Code of Conduct</p> <ul style="list-style-type: none"> • CIC may initiate a suspension of studies for a student on the grounds of misbehaviour by the student. Suspension may occur as the result of any behaviour outlined in the CIC Student Code of Conduct Policy
	<p>Cancellation of Enrolment</p> <p>CIC will cancel the enrolment of a student under the following conditions;</p> <ul style="list-style-type: none"> • Failure to pay course fees • Any behaviour identified as resulting in cancellation as outlined in the CIC Student Code of Conduct Policy • Failure to maintain satisfactory course progress and • Failure to maintain satisfactory attendance
	<p>Student Responsibilities</p> <ul style="list-style-type: none"> • A student enrolment may be temporarily suspended for a period of 28 days. If longer, the student must return home, unless special circumstances exist. • Students can only temporarily defer their enrolment for a maximum period of six months • Deferral, Suspension or Cancellation of enrolment may affect the student's VISA, and; • If the enrolment is suspended or deferred for a period greater than six months, the student VISA may be cancelled by the DIBP • Before applying for deferral, withdrawal or release, students must review the CIC refund policy. • An updated confirmation of Enrolment (CoE) and written agreement will be provided to reflect the new duration.
	<ul style="list-style-type: none"> • CIC will hold all documents relating to deferment/suspension, withdrawal cancellation in the student file on the CIC Student Management System (TEAMS) • The application outcome letter or Letter of Release relating to the deferment/suspension, withdrawal or cancellation of studies will be recorded and placed in the student file on the CIC Student Management System (TEAMS) • The Director of Studies/ Campus Manager receives the completed Intention to Withdraw/Defer/Release application form from the student. • The Director of Studies /Campus Manager will assess the case and evaluate any supporting evidence, taking into account the current attendance and academic progress of the applicant. • The Admissions/ Student Services will inform the student of the decision and intended course of action along with the outcome letter, and their right to appeal the decision in accordance with the CIC Complaints and Appeals Policy • The Admissions/ Student Services files all documents in the student file on Student Management System (TEAMS)

	<p>Compassionate or Compelling Circumstances</p> <p>Compassionate or compelling circumstances are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to:</p> <ul style="list-style-type: none"> • 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 include; involvement in, or witnessing a serious accident; 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
Related Policy and Procedures	Refund Policy and Procedure Student Engagement Before Enrolment Policy Deferring, Suspending or Cancelling the Student's Enrolment Procedure Complaints and Appeals Policy
Related Forms	Enrolment Variation Form
Policy Owner and Delegated Authority	Director of Studies Admissions Manager
Approved by	CEO VET Education Director
Approved Date	August 2014
Definitions (If any)	<p>Deferral:</p> <p>Postponement of commencement of course or study period by prospective students, who have been offered a place in courses offered by Cambridge International College (CIC)</p>

Suspension:

Temporary postponement of enrolment during course.

Cancellation:

Cessation of enrolment in course (course withdrawal).

Compassionate or compelling Circumstances*

Compassionate or compelling circumstances are usually circumstances that are beyond the control of the student. Examples of such circumstances are set out below—

1) Where a student does not receive their student visa in time to arrive at CIC to commence study

The following document should be attached, or provided as soon as possible after the application, when applying on the above mentioned ground!

- Immigration letter

2) Illness, injury, or serious illness or death in the family The following documents should be attached, or provided as soon as possible after application, when applying on the above mentioned grounds

- Medical certificates

3) Major political upheaval or natural disaster in home country requiring emergency travel and this has impacted on the student's studies.

4) A traumatic experience i.e. involvement in or witnessing of a serious crime or accident and this has impacted on the student (police or psychologists report to be provided).

5) Where the Registered provider was unable to offer a pre requisite course/unit.

6) Other reasons may be considered but must have documentary evidence to support the claim. It would not be generally regarded as a compassionate or compelling circumstance where a student wishes to travel overseas to visit members of his or her family. This situation may be otherwise, for example, if the student is to be married or engaged overseas, or is attending the marriage or engagement of a close family member. The following documents should be attached, or provided as soon as possible after the application, when applying on the abovementioned grounds

- Statutory Declaration

If a student has, or intends, to travel overseas; then, a copy of any itinerary, or air ticket, should be attached to the application, or as soon as possible after the application. Although, in most circumstances, it will be necessary to show evidence of a return flight, there may be situations where this is not possible.

Student Misbehaviour

1) Students are identified as having unsatisfactory course progress as set out in the International Course Progress Policy.

2) Where a student has found to be cheating as identified in Academic Misconduct Policy and Procedure.

3) Where fees, in excess of \$500, are due and payable by a student for more than 14 days; or where any amount payable under a fee agreement remains outstanding for more than 14 days.

4) Swearing, fighting, aggressive behaviour and abusive language, whether to other students, staff members, or any other person on the Institutes premises.

Conduct that is discriminatory and /or threatening on the basis of religion, culture, race, sexual differences, age, disability, or socio-economic status, whether to other students, staff members, or any other person on the Institutes premises.

Extenuating Circumstances

1) The student is missing.

2) Has medical concerns, severe depression or psychological issues which lead the Institute to fear for the student's well being

- 3) Has engaged or threatens to engage in behaviour that is reasonably believed to endanger the student or others.
- 4) Is at risk of committing a criminal offence.

