



Deferment, Suspension and Cancellation Policy & Procedures

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Introduction:

This policy assures that the ILLOURA COLLEGE follows and aligns with this policy and procedure where international students request a deferral, suspension or cancellation of studies in a CRICOS registered course.

Purpose:

The purpose of this policy and procedure is to assure that ILLOURA COLLEGE enables international students to defer or temporarily suspend their studies, including granting a leave of absence, during their CRICOS registered course through formal agreement in certain limited circumstances. This policy also provides guidance on how international student enrolment cancellations are managed by ILLOURA COLLEGE.

Scope:

This policy and procedure applies to all student enrolments in CRICOS registered courses at ILLOURA COLLEGE.

Responsibilities:

- Academic Manager, SSO and Admission
- Director of Studies
- Director of Operations
- CEO

Definitions:

Cancellation refers to all cancellations by an international student in a CRICOS registered course.

Compassionate and Compelling Circumstances means Compassionate or compelling circumstances are generally those beyond the control of the student and which affect the student's course progress or wellbeing. These could include, but are not limited to:

- Serious illness or injury, where a medical certificate states that the student is 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;

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- A traumatic experience which could include:
 - a) Involvement in, or witnessing of a serious accident; or
 - b) 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.

Deferral means delaying the commencement of the international student's enrolment in a CRICOS registered course.

Erratic course progress means attendance that does not meet the minimum attendance requirements of ILLOURA COLLEGE and is not regular. ILLOURA COLLEGE also considers erratic course progress to mean when an international student attends only specific occasions such as the mandatory orientation session, assessment days or attends for the purpose of marking their attendance on the attendance register and leaves soon after consistently.

Extenuating circumstances means circumstances relating to the welfare of the student that may include, but are not limited to the following. The student:

- Refuses to maintain approved care arrangements (only for students under eighteen (18) years of age);
- Is missing;
- Has medical concerns, severe depression or psychological issues which lead the provider to fear for the student's wellbeing;
- Has engaged, or threatens to engage, in behaviour that is reasonably believed to endanger the student or others; or
- Is at risk of committing a criminal offence.

Any claim of extenuating circumstances will need to be supported by appropriate evidence.

International student means international students or intending international students on a student visa under the Migration Act 1958.

Misbehaviour means any conduct that is a breach of ILLOURA COLLEGE's policies and procedures, including the ILLOURA COLLEGE Code of Conduct and Student Misconduct Policy, Australian law, erratic course behaviour, behaviour that is not consistent with the international student's principal purpose of enrolment at ILLOURA COLLEGE being to learn or where the international student's behaviour is so grave that it compromises the health, safety and/or wellbeing of any stakeholder of ILLOURA COLLEGE. Misbehaviour also includes any visa condition that the international student may have breached that ILLOURA COLLEGE is required by law to report (for example, non-payment of tuition fees).

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Suspension means to put an international student's studies in a CRICOS registered course on hold temporarily while they are in session; in other words, once they have commenced, but not yet completed.

Study Period means one (1) term (10 weeks unless specified in the training and assessment strategy) of scheduled classes.

The Policy

ILLOURA COLLEGE assures that it has this policy in place for assessing, approving and recording a deferment of the commencement of study or suspension of study for the international student in any CRICOS registered course that they are enrolled in at ILLOURA COLLEGE, including keeping documentary evidence on the student's file of the assessment and outcome of the application. It also manages the storage of those records in accordance with the privacy law and other applicable legislation.

ILLOURA COLLEGE only defers or temporarily suspends the enrolment of the student on the grounds of compassionate or compelling circumstances (for example, illness where a medical certificate states that the student is unable to attend classes).

ILLOURA COLLEGE may suspend or cancel an international student's enrolment, including, but not limited to, on the basis of:

- Misbehaviour by the international student;
- Non Commencement of Studies;
- The international student's failure to pay an amount that they were required to pay ILLOURA COLLEGE to undertake or continue the CRICOS registered course as stated in the written agreement between the international student and ILLOURA COLLEGE;
- A breach of course progress and/or attendance requirements by the international student in accordance with ILLOURA COLLEGE's Course Progress Policy and Procedure.

Where ILLOURA COLLEGE initiates a suspension or cancellation of an international student's enrolment at ILLOURA COLLEGE, before undertaking this action, ILLOURA COLLEGE will:

- Provide the international student with the reasons for doing so in writing; and
- Advise the international student that they have a right to appeal the proposed decision through ILLOURA COLLEGE's *Complaints and Appeals Policy and Procedure* within twenty (20) working days, in accordance with Standard 10 of the National Code 2018.

ILLOURA COLLEGE ensures that it:

- Advises the student that deferring, suspending, or cancelling their enrolment could impact their student visa status.
- Notifies the Secretary of the Department of Education and Training (DET) via PRISMS as required under Section 19 of the ESOS Act where the student's enrolment is deferred, temporarily suspended or cancelled.

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If the international student accesses the registered provider's internal complaints and appeals process in relation to their proposed suspension or cancellation of their enrolment under this standard, the suspension or cancellation cannot take effect until the internal process is completed, unless one of the following situations applies:

- The international student's health and/or wellbeing is at risk;
- Another international student's health and/or wellbeing is at risk;
- The health and wellbeing of ILLOURA COLLEGE staff and other relevant stakeholders (for example but not limited to, practical placement providers) is compromised by the international student's ongoing involvement and participation in their program; and
- ILLOURA COLLEGE will report the change to the international student's enrolment on PRISMS in accordance with Section 19 of the ESOS Act 2000.

The Procedures

ILLOURA COLLEGE Initiated Deferral, Suspension or Cancellation

ILLOURA COLLEGE may suspend a student's enrolment in the following instances:

- Student misbehaviour as outlined in the ILLOURA COLLEGE Code of Conduct and/or Student Misconduct Policy;
- Due to an intervention strategy for unsatisfactory course progress in accordance with the Course Progress Policy and Procedure; and/or
- Compassionate and compelling circumstances.

ILLOURA COLLEGE may **cancel** a student enrolment in the following instances:

- Student demonstrates serious misconduct as outlined in the ILLOURA COLLEGE's Code of Conduct and/or *Student Misconduct Policy*;
- Erratic course progress, for example, consistent unsatisfactory course progress in non-consecutive study periods or continuous absence from scheduled course hours;
- Non Commencement of Studies;
- Breaching ILLOURA COLLEGE policies and procedures; and/or
- Non-payment of outstanding fees.

1. In cases where suspension or cancellation of the student's enrolment is initiated by ILLOURA COLLEGE, the student will be notified in writing and given twenty (20) working days to access ILLOURA COLLEGE's internal complaints and appeals process in accordance with the National Code 2018, Standard 10 (*see Complaints and Appeals Policy & Procedure*).
2. The change in enrolment status will not be reported to DET until the internal appeals process is completed unless extenuating circumstances such as those relating to the welfare of the international student, other international students and/or other ILLOURA COLLEGE stakeholders, an offence which would ordinarily attract police intervention or alleged criminal activity apply. Once the deferral, suspension or cancellation is processed, ILLOURA COLLEGE will notify DET via PRISMS.



3. ILLOURA COLLEGE will continue to provide learning opportunities for the international student during this twenty (20) working day period unless to do so would not be appropriate for an educational setting due to the safety of the international student, other international students or other stakeholders of ILLOURA COLLEGE. The reason that ILLOURA COLLEGE continues to provide learning opportunities for international students while the twenty (20) working day period is in place is that to exclude the international student from class for this time period might impact on the future capacity to maintain satisfactory course progress.

If the student is successful in their appeal, it is possible that several weeks or months pass and the international student may be disadvantaged by missing so much class time and this would then require extending the international student's Confirmation of Enrolment thus impacting on their student visa and pathway courses (where relevant). As such, it is expected that the international student continues to attend classes and participate as normal. Their attendance will be monitored accordingly and included in their standard attendance calculation recording.

Student Initiated Deferral, Suspension or Cancellation

International students may **defer commencement** of a course or **suspend their enrolment** during their course in the following limited circumstances:

- On the grounds of compassionate or compelling circumstances (at the discretion of ILLOURA COLLEGE); or
- Student visa delay.

The following procedure applies where International students may request a **deferral of the commencement** for up to 12 months of their course prior to the course commencing.

1. International students need to complete a 'Course variation Application' form and submit it, together with all supporting documentation to the Admin Officer or Student Support Officer.
2. Once the deferral is processed, the international student will receive a revised CoE and will be issued with a new enrolment agreement written to reflect the new commencement.
3. International students who wish to **suspend** their enrolment must complete a 'Course variation Application' form and submit it, together with all supporting documentation to the Admin Officer or Student Support Officer.
4. For approval to be considered, international students must submit the form a minimum of ten (10) working days before the requested suspension date. Where there is an emergency situation that compels the international student to suspend their course, the minimum submission deadline of ten (10) working days may be waived.
5. Please refer to the definition in this policy and procedure to understand what is meant by 'compassionate and compelling circumstances'.

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6. Once the suspension is approved, the international student will receive an email notification from ILLOURA COLLEGE granting the suspension.
7. Where an international student has had a break in their studies due to a deferment or suspension, the break is not counted for the purposes of determining if the international student has completed six (6) months of their principal course.

The following procedure applies where International students may request to **cancel their enrolment** after commencing their studies.

1. International students who wish to cancel enrolment in their course must obtain approval from ILLOURA COLLEGE and where needed meet with the CEO or Director of Studies.
2. International students must complete a '**Course Variation Application**' form or, where applicable, a '**Letter of Release**' can be requested therein the form and submit it, together with all supporting documentation, to the Admin Officer or Student Support Officer.
3. The CEO or the Compliance/Academic Manager will assess the application and make a decision based on any supporting evidence provided by the international student and in accordance with this policy.
4. If a student requests to cancel his or her enrolment (after commencement of studies) and the reason for cancellation does not fall under compassionate or compelling ground, and or the decision of cancellation made by ILLOURA COLLEGE refers to any misconduct performed by the student (including financial), the student is liable to pay a cancellation fee of \$2500.
5. If a student wishes to concurrently seek a refund, they must complete the relevant documentation ('*Application for a Refund Form*' and any supporting documentation) and submit the application in accordance with ILLOURA COLLEGE's *Refund Policy*.
6. If the international student does not accept the outcome of their request for cancellation, the Admin Officer or Student Support Officer will escalate the student's application to the CEO and /or Director of Studies.
7. If the cancellation is approved and processed, if applicable, the international student will receive a Letter of Release from the Admin Officer or Student Support Officer where ILLOURA COLLEGE is the principal provider.

Once the deferral, suspension or cancellation is processed, the nominated staff member will notify DET via PRISMS.

Additional Guidelines for International Students:

- When an international student notifies ILLOURA COLLEGE of any cessation of studies (deferment, suspension or cancellation), the international student must either leave Australia, obtain enrolment in an alternative course or apply for a different visa within twenty-eight (28) days of the cessation being reported. If an international student chooses to leave Australia, their student visa will be subject to cancellation. An international student who has

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left Australia and wishes to return to their studies must, at that point, apply for a new student visa.

- The international student will be required to prove that they are returning home, such as providing their airline ticket.
- A staff member from Student Administration will take a copy of the airline ticket for the international student's file.

International students can temporarily suspend enrolment for a maximum period of 2 study periods (2 terms), however, see above additional guidelines for international students that may apply. If a student's suspension of studies application is approved and is more than 3 weeks of the term/study period the student may need to repeat the unit(s) or term/study period depending on the course, study load and the amount of leave approved.

- In the case of exceptional circumstances (supported by documented evidence), longer suspensions may be granted at the discretion of ILLOOURA COLLEGE's management.
- Deferral, suspension or cancellation of enrolment may affect the student's visa and students must be notified in writing of this fact.
- If an international student's enrolment is suspended for more than six (6) months, the student's visa may be affected and the student is advised to contact the Department of Home Affairs (DHA) for further information.

Document Handling and Record Keeping:

All documentation relating to the assessment of international student deferral, suspension and cancellation applications will be kept in the international student's file.

All discussions undertaken with the student during the processing of the application must be recorded on the student's file or/and the RTO College Database as they occur.

Related Documents

- Refund Policy;
- Refund Application Form;
- Complaints and Appeals Policy and Procedure;
- Student Misconduct Policy;
- Monitoring Attendance Policy and Procedure;
- Course Progress Policy and Procedure;
- Student Fees and Charges Policy;
- Course Variation Application Form



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2.1	2024	DOO/DOS	Policy Review