

# Australian College for Excellence(ACE)

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## Deferral, Suspension and Cancellation Policy

ACE

### Document Control

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# DEFERRAL, SUSPENSION AND CANCELLATION POLICY

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## PURPOSE

The purpose of this policy is to outline the circumstances (Compassionate or compelling circumstances) in which a student can defer, suspend or cancel their enrolment with ACE and where ACE can initiate the suspension or cancellation of the student's enrolment, when ACE identifies the misconduct of the student. ACE is committed to report the changes of an international student's circumstances to Department of Education and Training (DET) via Provider Registration and International Student Management System (PRISMS).

## SCOPE

The policy applies to all existing and prospective students & to all the staff.

## OBJECTIVE

ACE must have documented the process of assessing, approving and recording the deferment or suspension of the study due to compassionate or compelling circumstances. This policy ensures compliance with Standard 9 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

## POLICY

### DEFERRAL OR SUSPENSION OF STUDIES

Deferral or Suspension of studies will only be granted in compassionate or compelling circumstances such as:



- 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.
- A traumatic experience that has impacted on the student which could include involvement in or witnessing of a serious accident or witnessing or being the victim of a serious crime.
- Where ACE is unable to offer a pre-requisite unit.
- Inability to begin studying on the course commencement date due to delay in receiving a student visa.

The circumstances listed above are example of what may be considered as compassionate or compelling circumstances and each case will be assessed on its individual merits.

When determining whether compassionate or compelling circumstances exist, ACE considers documentary evidence provided to support the claim, and stores copies of these documents in the student's file. A retrospective deferral or suspension may be justified if the student was unable to contact ACE because of a circumstance such as being involved in an accident.

Where a student initiated, deferral or suspension of enrolment & it is granted, ACE will suspend an enrolment for an agreed period of time - to a maximum of 12 months. If the deferral is required for longer than 12 months, the student's application will be re-assessed. If the suspension period has expired and the student does not return, the student's enrolment will be cancelled.



## CANCELLATION OF STUDIES

Students may initiate cancellation of their studies at any time during their course. Students who wish to withdraw within 6 months of their course to transfer another provider will be processed as per ACE Course Transfer Policy and Procedure.

ACE may also initiate suspension or cancellation of a student's enrolment on the grounds of misbehaviour of the student or non-payment of fees. Information in the Student Handbook describes the behaviour expected by students (Student Code of Conduct), as well as information on plagiarism, collusion and cheating.

ACE may also cancel the student's enrolment due to unsatisfactory course progress or attendance and it will be handled as per ACE Course Progress and Attendance Monitoring Policy.

## VISA STATUS

Deferral, Suspension or Cancellation of a student's enrolment may affect the student's visa. When there is a change in student's enrolment, ACE will notify DET via PRISMS about the enrolment status. Where a student accesses the Complaints and Appeals process, ACE will not notify DET until the internal appeals process is complete. Where the student chooses to access an external appeals process, DET will still be notified via PRISMS.

Students are referred to the DIBP website (<http://www.immi.gov.au/>) or Helpline (131 881) for information and their local DIBP office for advice on how the potential change to enrolment status may impact upon his or her visa. Once the DET has been notified of a suspension or cancellation of a student's enrolment, the student has 28 days in which to leave Australia or show the DIBP a new CoE or provide DIBP with evidence that he or she has accessed an external appeals process.



Regardless of whether the suspension of enrolment is the result of a student request for suspension or it is imposed by ACE, the period of suspension of enrolment (as entered in PRISMS) will not be included in attendance monitoring calculations. Where ACE initiates the suspension or cancellation of a student's enrolment, the student will be notified of this intention and will be informed that they have 20 working days to access ACE's Complaints and Appeals Policy, unless mitigating circumstances relating to the welfare of the student apply. Students may choose to access external appeals process as per ACE's Complaints and Appeals Policy. In the case of an external appeal, ACE is not required to wait for the outcome of the external appeal before notifying DIBP of the change to the student's enrolment status.

In relation to suspension, ACE will continue to provide learning opportunities to students during the appeals process. However, where it is considered that a student should not attend classes during the appeals process, students will be provided with work that can be completed outside of the classroom environment.

ACE provides information about its Deferral, Suspension and Cancellation Policy and Procedure on the above in the Student Handbook and at orientation. Standards of behaviour required are outlined in the Student Handbook. Appropriate records of the assessment of the student's application for Deferment, Suspension or Cancellation will be kept on the student's file and in Wisenet (Student Management System). Where a student's enrolment is suspended or cancelled due to misbehaviour, documentary evidence of this decision will also be kept and maintained in a Student's File and in Wisenet.

## **PROCEDURE**

### **STUDENT INITIATED DEFERRAL OR SUSPENSION OF ENROLMENT**

#### **PROCESSING APPLICATION FOR DEFERRAL OR SUSPENSION**

Admissions Officer will provide "Course Deferral or Suspension Application Form" on request to students and assistance to students in completing the form as required. Application Form can also be



accessed from ACE Website [www.acemelbourne.edu.au](http://www.acemelbourne.edu.au). Students wishing to deferral or suspend their enrolment must apply in writing to ACE of a minimum 10 working days prior to the requested suspension or deferral date. Note, however, that suspension or deferral may be granted retrospectively where the student was unable to contact the organisation to inform them of the suspension or deferral in their studies e.g. they were involved in an accident. Student Support Officer will organise a meeting with the student to discuss about the reasons for deferral or suspension of their course.

#### ASSESSING APPLICATION FOR DEFERRAL OR SUSPENSION

RTO Manager will assess the application request for deferral or suspension of their studies (course). ACE will consider the reasons & approve cases that fall within compassionate and compelling circumstances, RTO Manager will notify DET through PRISMS that the student will be deferring or suspending their enrolment.

Where the deferral or suspension is approved and the end date of the CoE is affected, a new CoE is created through PRISMS and sent to the student along with a new written agreement to reflect the new commencement date. ACE will forward the notification of decision within 10 working days of receipt of an application.

Where the deferral or suspension is approved and does not affect the end date of the CoE (i.e. it is a short period of suspension), although a new CoE will not be required, a notice of deferral or suspension will be recorded in PRISMS and sent to Department of Immigration and Border Protection (DIBP).

Where the request for deferral or suspension is refused, the student will be informed of the decision including the reason for refusal, as well as their right to access the ACE Complaints and Appeals within 20 working days of the decision taken. The refusal of the request for deferral or suspension will be entered in to PRISMS, the CoE will be cancelled and report to DET & DIBP. DIBP will contact the student



regarding the status of their visa status. Admissions Officer will record deferral or suspension of enrolment on Wisenet and include all the documentation in the student's file.

#### STUDENT INITIATED CANCELLATION OF ENROLMENT (WITHDRAWAL)

##### PROCESSING APPLICATION FOR WITHDRAWAL

Admissions Officer will provide "Course Withdrawal Form" and assistance to complete the forms to the students on their request. Application for Withdrawal Forms can be accessed from ACE Website [www.acemelbourne.edu.au](http://www.acemelbourne.edu.au). Student Support Officer will organise meeting with the student to discuss reasons for the withdrawal.

##### ASSESSING APPLICATION REQUEST FOR WITHDRAWAL

RTO manager complete course variation report in PRISMS. This will result in the status of the CoE changing to cancelled. The course variation report includes the reason for cancellation of enrolment, cancellation date and any other relevant information. RTO Manager process applicable refunds in accordance with ACE's Fees and Refunds Policy and Procedure. ACE will ensure that student's financial records are adjusted to take account of the cancellation of enrolment as relevant. All relevant personnel will be informed that the student's enrolment has been cancelled. ACE will advise the student in writing that their enrolment has been cancelled and that DIBP has been informed and they will be advised on their change in visa arrangements. Admissions Officer will record cancellation/withdrawal of enrolment on Wisenet and include all the documentation in the student's file.

#### PROVIDER INITIATED SUSPENSION OR CANCELLATION OF ENROLMENT

Admission Officer inform the student in writing on behalf of ACE that their enrolment is temporarily suspended or cancelled because of their misbehaviour and that they will need to continue to attend classes except where behaviour is considered to be such that the student needs to complete work outside of the class. Student Support Officer will investigate the student misbehaviour that led to



suspension or cancellation of their enrolment. The RTO Manager will notify DET within 14 days of the suspension via a course variation in PRISMS of the suspension as per the instructions in the PRISMS user guide.

RTO Manager is responsible to decide on action and implement the decision about the suspension or cancellation of a student's enrolment. RTO Manager will arrive at an appropriate decision e.g. issue a warning, charge for any damage caused, request a formal apology or suspend or cancel their enrolment. Where the decision is to cancel their enrolment, ACE need to provide the student with a "Notice of Intention to Cancel Enrolment Letter" informing them of their right to access ACE Complaints and Appeals Policy. Where the student accesses the ACE Complaints and Appeals process and the decision following the internal appeals process is to cancel the student's enrolment, DET should be informed via PRISMS.

## **ROLES AND RESPONSIBILITIES**

Admissions Officer

Student Support Officer

RTO Manager

## **RELATED FORMS**

Course Deferral or Suspension Form

Course Withdrawal Form

## **RELATED DOCUMENTS**

Copy of Warning Letters

Notice of Intention to Cancel Enrolment Letter

Evidence documents for compassionate and compelling circumstances



## ASSOCIATED DOCUMENTS

Student Handbook

