

Cancellations, Deferments and Suspension Procedure

1. Purpose

This procedure outlines the circumstances for the application, assessment and approval of the deferment, suspension, a leave of absence or cancellation of enrolment when instigated by either student or Registered Provider and subsequent reporting requirements via PRISMS.

2. Scope

This Procedure applies to all International Students studying On Shore holding a Student Visa as a student of the Academies Australasia Polytechnic.

In addition, students undertaking Federation University Australia courses should refer to: http://policy.federation.edu.au/esos/policy_and_manual/ch02.php#Ch1504Se211058. For students studying Federation University Australia awards, where there are any policy conflicts, the statutes and policies of the Federation University Australia prevail over those of Academies Australasia Polytechnic.

3. Definitions

Deferment: A request by the student prior to the commencement of the study period to temporarily postpone study. (Student initiated).

Leave of Absence: A request by the student to temporarily postpone study after the commencement of the study period. (Student initiated).

Suspension: When the enrolment of a student in their course of study is suspended for a period of time, after which the student may recommence study. (Institute initiated)

Cancellation: COE is cancelled. Student must re-apply (as a new student or to be re-instated) if they wish to continue study.

Extenuating Circumstances exist if a student:

- Is Missing – cannot be contacted via known contact details
- Has Medical Concerns, severe depression or psychological issues which lead the Provider to fear for the student's well being
- Has engaged or threatens to engage in behaviour that is reasonably believed to endanger the student or others.
- Is at risk of committing a criminal offence.

Compassionate or compelling Circumstances:

Professional judgment required to assess each case on its merits:

- Where a student does not receive their visa in time to arrive at Academies Australasia Polytechnic to commence study.
- Serious illness or injury – where a medicate certificate states the student was unable to attend classes.
- Bereavement of close family members such as parents or grandparents Death certificates or comparable evidence, translated into English (if in a different language) by an accredited translator, should be provided.
- Major political upheaval or natural disaster in home country requiring emergency travel and this has impacted on the student's studies. Evidence of overseas travel to be provided.
- A traumatic experience i.e. involvement in or witness a serious crime or accident and this have impact on the student (police or psychologist's report to be provided).
- Where the Registered Provider was unable to offer a pre-requisite or mandatory unit.
- Other reasons may be considered but must have documentary evidence to support the claim.

Important Note: Deferring for a semester to go home to be married is not normally considered to be a compassionate or compelling circumstance which is beyond the control of the student. It is recommended that students plan weddings during the semester breaks. Students should speak to their Program Coordinator before making wedding arrangements.

Misbehavior or undesired behavior: Behavior that is unacceptable for an education setting. This could include:

- Physical violence (or risk of physical violence) towards other students or staff.
- Criminal activity.
- Unsolicited attention towards another student or member of staff.

4. Actions

4.1. Deferrals

The reasons for a deferral could include:

- Visa not yet granted
- Failure to complete a preceding qualification in a package

- a. The student or their registered representative should notify the Student Services Department, in writing, as soon as possible that he/she is not

intending to commence his/her studies at the date indicated on the COE. The student must indicate when he/she would likely to commence.

- b. The Student Services Department will check any study package arrangements and issue new Letters of Offer and COE's as appropriate. The new documentation will be sent to the student and/or the registered representative.

4.2. Leave of Absence

Students are advised to discuss this request with their Program Coordinator and/or the student counselor prior to submitting the application.

- a. Student submits an application for leave of absence in writing to the Student Services Department by completing the Application for Leave of Absence form. Additional documentation to support the application must be submitted with the form.
- b. The Student Services Department provides the student with a dated receipt of application slip.
- c. The application will be assessed by Program Coordinator. Approval will be considered in accordance with defined compassionate or compelling circumstances.
- d. Where a student needs to take a break from his/her studies but does not have compassionate or compelling circumstances, the student will need to withdraw from the course and re-apply when he/she is ready to return to study.
- e. The student is notified of the decision in writing and the response communicated to the student.
- f. The communication to students should include the following, where applicable:
 - Advice how the deferment or leave from studies may affect their student visas.
 - The DIBP website and information line phone number.
 - Notification of how to complete the process with Student Services team or
 - Notification of the appeals process and how to access that if necessary

- g. The form and a copy of the outcome will be forwarded to Student Services Department who will update the Student Management System (Edupoint) and PRISMS as required.
- h. A record of all correspondence relating to this application will be kept on the student file. Records of how the response was communicated to the student should be noted in Edupoint.

4.3. Withdrawal

Students are advised to discuss this request with their Program Coordinator and/or the student counselor prior to submitting the application.

- a. Students notify Academies Australasia Polytechnic of their intention to withdraw by using a Withdraw from All Studies form, available from the reception area. Students studying Federation University Australia courses will complete FedUni's Withdraw from All Studies form.
- b. Student submits the form to Student Services Department. Student Services Department member schedules meeting for the student with the Program Coordinator and/or Student Counsellor (if not already done).
- c. Student Services team member verifies that the student has had counseling sessions with their Program Coordinator and/or the student counselor, noting the student's reason for withdrawal in Edupoint.
- d. Student Services member checks for any outstanding fees and/or Library dues. Student Services team member also checks for any special arrangements or issues recorded in the Student Management System (Edupoint).
- e. For Academies Australasia Polytechnic's courses, Student Services will cancel the student's enrolment according to the date on the withdrawal form, in the student management system and via PRISMS. The withdrawal form will be kept in the students file.
- f. For FedUni students, Student Services will forward the Withdrawal from All Studies form (duly completed and signed) to Student Administration at FedUni's Mt. Helen campus.
- g. Student Services to notify IT and Administration to revoke the student's access to the premises and facilities.

Important Note:

Manual: Student Services	Date of Approval: 24/09/2012
Approved by: Academic Board, CEO	Version: 7.0
Responsible by: Head of Administration and Student Services	Latest update: 17/12/2014
Access: All staff and students	Next Review date: 17/12/2015
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Failure to re-enrol within the appropriate time period (according to published deadlines) will be considered as a notification of withdrawal from the student.

Students should check with DIBP before applying for leave or withdrawing from all studies.

4.4. Institution Initiated Suspension

Students may be suspended from studies on the grounds listed below:

- Misbehavior
 - Poor Academic Performance (covered under the Academic Course monitoring policies).
- a. Decision is taken by Program Coordinator and/or Head of Administration and Student Services to suspend the student. Suspension of UB students will be notified by FedUni's Academic Coordinator, International.
 - b. Student is notified in writing of the decision.
 - c. The advice must include:
 - suspension may have an impact on their student visa
 - 20 working days in which to access the Appeals process.
 - Notify students of DIBP website and helpline
 - d. The suspension cannot take effect until the internal Appeals process is completed unless extenuating circumstances relating to student welfare apply. For FedUni students, the suspension cannot take effect until the FedUni Appeals process is completed.
 - e. Copies of all correspondence are forwarded to Student Services for filing on the student's file.
 - f. Student Services team to finalise the suspension after 7 days of appeal period passing or any appeal finding in favour of the original decision to suspend.
 - g. Students who access external appeals have 10 working days to provide Student Services with evidence of having accessed the external appeals process after being advised that their internal appeal was not successful. Students do not need to be enrolled during the external appeals process and their suspension may be reported to DIBP.
 - h. Student Services team will report student via PRISMS that student's enrolment is suspended.

Important Note: Suspension of enrolment should not be included in attendance monitoring calculations.

4.5. Institution Initiated Cancellation

Students' enrolment may be cancelled on the grounds listed below:

- Severe and/or Repeated Misbehavior
 - Poor Academic Performance (covered under the Academic Course monitoring policies).
 - Failure to maintain appropriate attendance levels (covered under the Attendance Monitoring Policies)
 - Failure to pay fees within the relevant periods
 - Failure to re-enroll within stipulated deadlines
- a. The decision is made to cancel a student's enrolment collectively by Program Coordinator, Head of Administration and Student Services and/or Finance Manager. For FedUni students, the cancellation of enrolment is determined by FedUni's Program Coordinator, International and implemented by UB's Student Services.
 - b. Student is notified in writing
 - c. The advice must include:
 - suspension may have an impact on their student visa
 - 20 working days in which to access the appeals process.
 - Notify students of DIBP website and helpline
 - d. The Cancellation cannot take effect until the internal Appeals process is completed unless extenuating circumstances relating to student welfare apply. For UB students, the Cancellation cannot take effect until the FedUni Appeals process is completed.
 - e. Copies of all correspondence are forwarded to Student Services for filing on the student's file by the appropriate department.
 - f. Student Services team to finalise the Cancellation after 7 days of appeal period passing or any appeal finding in favour of the original decision to cancel.
 - g. Students who access external appeals have 10 working days to provide Student Services with evidence of having accessed the external appeals process after being advised that their internal appeal was not successful. Students do not need to be enrolled during the external appeals process and their cancellation may be reported to DIBP.
 - h. Student Services team will report student via PRISMS that student's enrolment is cancelled
 - i. A copy of all correspondence will be kept on the student's file.

Federation University Australia students should also check the corresponding policies and procedures by access the link below:

Federation University Australia specific policy and procedure can be found at:

http://policy.federation.edu.au/esos/policy_and_manual/ch02.php#Ch1504Se211058

Responsibilities

Responsibilities are described under Actions.

5. Policy Base

ESOS Act 2000

The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007

Academies Australasia Polytechnics Policies

6. Associated Documents

Complaints and Appeals Policy and Procedure

Fees and Refunds Policy and Procedures

UB Complaints and Appeals Policy and Procedure

UB's Refund Policy and Procedure

7. Forms/Record Keeping

Title	Location	Responsible Officer	Minimum Retention Period
Application for Deferment, Suspension or Leave of Absence (LOA)	Student File	Student Services	2 years after completion of course
Evidence of Assessment of applications for deferment, suspension or LOA	Student File	Student Services	2 years after completion of course
Evidence of Approval / Rejection of Application	Student File	Student Services	2 years after completion of course
Evidence of information provided to student informing them of possible changes to Visa's	Student File	Student Services	2 years after completion of course

Evidence of notification of changes to enrolment status via PRISMS	Student File	Student Services	2 years after completion of course
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