PROCEDURE

Ref. to Legislative Frameworks:

HESF2015: Standard 1.3 / 2.3 / 7.2.2

National Code 2018: Standard 9


Deferment, Suspension or Cancellation of a Student’s Enrolment

Version: 8

Procedure Owner: General Manager, Operations and Risk Management

Issued on: 12/11/2018

Review by: 12/11/2020

Revision History

<table>
<thead>
<tr>
<th>Current Version</th>
<th>Description of Changes</th>
<th>Procedure Developer(s)</th>
<th>Effective Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>8</td>
<td>Reporting obligations under the ESOS Act (2000) are reinforced.</td>
<td>General Manager, Operations and Risk Management</td>
<td>12/11/2018</td>
</tr>
<tr>
<td>7.1</td>
<td>Added reference to National Code 2018</td>
<td>General Manager, Operations and Risk Management</td>
<td>27/12/2017</td>
</tr>
</tbody>
</table>
PURPOSE
This procedure explains the sequence in processing a student’s application for deferment, suspension, a leave from studies or cancellation of enrolment when instigated by either student or AAPoly. The procedure also covers the reporting obligations under Paragraph 19 of the ESOS Act.

POLICY STATEMENT
AAPoly is committed to complying with the National Code and the ESOS Act in resolving cancellation, deferment and suspension matters expediently.

SCOPE
This policy applies to all International Students studying onshore holding a Student Visa due to their enrolment into AAPoly programs.

In addition, students undertaking Federation University courses should refer to: http://policy.federation.edu.au/student_services_and_administration/enrolment/standard_13/ch01.php. For students enrolled in Federation University courses, where there are any policy conflicts, the statutes and policies of Federation University prevail over those of AAPoly.

DEFINITIONS

Deferment - A request by the student prior to the commencement of the study period to temporarily postpone study.

Leave from Studies - A request by the student to temporarily postpone study after the commencement of the study period.

Suspension - When the enrolment of a student in their course of study is suspended by AAPoly for a period of time, after which the student may recommence study.

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

Accepted Student, (ESOS Act) of a registered provider means a student (whether within or outside Australia):

(a) who is accepted for enrolment, or enrolled, in a course provided by the provider; and
(b) who is, or will be, required to hold a student visa to undertake or continue the course.
PROCEDURE

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 be most likely to commence.

   b. The Student Services Department will check any study package arrangements and issue a revised Letter of Offer and CoEs as appropriate. The new documentation will be sent to the student and/or the registered representative.

2. Leave from Studies

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

   a. Student submits an application for Leave from Studies in writing to the Student Services Department by completing the Application for Leave from Studies form. Additional documentation to support the application must be submitted with the form.

   b. The application will be assessed by Course Coordinator. Approval will be considered in accordance with defined compassionate or compelling circumstances.

   c. 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.

   d. The student is notified of the decision in writing.

   e. The communication to students should include the following, where applicable:

      • Advice about how the deferment or leave from studies may affect their student visa.
      • The Department of Home Affairs website and information line phone number.
      • Notification of how to complete the process with the Student Services Department, or
      • Notification of the appeals process and how to access that if necessary.

   f. The form and a copy of the outcome will be recorded by the Student Services Department who will update the Student Management System (Paradigm) and PRISMS as required.

   g. A record of all correspondence relating to this application will be kept in the Student Management System (Paradigm).

3. Withdrawal

Students are advised to discuss this request with their Course Coordinator and/or the Student Counsellor prior to submitting the application.
a. Students notify AAPoly of their intention to withdraw by using a Withdrawal of Enrolment form, available from the reception area at the Bourke Street campus. Students enrolled in Federation University courses will complete Federation University’s Withdraw from All Studies form.

b. Student submits the form to Student Services Department. Student Services Department member may refer the student to meet with the Program Coordinator and/or Student Counsellor, after assessing the student’s reasons for withdrawal.

c. Student Services member makes note if the student has had counseling sessions with their Program Coordinator and/or the student counselor, noting the student’s reasons for withdrawal in Paradigm.

d. Student Services member checks for any outstanding fees and/or Library dues. Student Services member also checks for any special arrangements or issues recorded in the Student Management System (Paradigm).

e. For AAPoly'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 Paradigm.

f. For Federation University students, Student Services will forward the Withdrawal from All Studies form (duly completed and signed) to the CUP liaison at Federation University’s Mt. Helen campus.

g. Student Services will notify I.T Department to revoke the student's access to the premises and facilities.

Important Note:

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 the Department of Home Affairs before applying for leave or withdrawing from all studies.

4. AAPoly 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 made by Course Coordinator and/or Designated Head (Student Services) (DH-SS) to suspend the student. Suspension of Federation University students will be notified by Federation University’s Academic Coordinator, International.

b. Student is notified in writing of the decision.
c. The advice must include information for the student that:
   - suspension may have an impact on their student visa
   - student has 20 working days in which to access the Appeals process
   - useful information is available on Department of Home Affairs website and through the Department of Home Affairs helpline.

d. If the student accesses the Appeals process, the suspension cannot take effect until the internal appeal process is completed unless extenuating circumstances relating to student welfare apply. For Federation University students, the suspension cannot take effect until the Federation University Appeals process is completed.

e. Copies of all correspondence are forwarded to Student Services for filing in Paradigm.

f. Student Services will action the suspension after seven (7) days of appeal period passing or if any appeal findings are 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 the Department of Home Affairs.

h. Student Services will report student’s suspension of enrolment via PRISMS.

5. AAPoly Initiated Cancellation

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

- severe and/or repeated misbehavior
- poor academic performance (covered under the Academic Standing, Progression and Exclusion policy)
- failure to pay fees within the relevant periods
- failure to re-enrol within stipulated deadlines.

a. The decision to cancel a student’s enrolment is to be made collectively by Course Coordinator, DH-SS and/or Finance Manager. For Federation University students, the cancellation of enrolment is determined by Federation University’s Program Coordinator, International and implemented by Federation University’s Student Services.

b. Student is notified in writing.

c. The advice must include information for the student that:
   - cancellation may have an impact on their student visa
   - the student has 20 working days in which to access the appeals process
   - useful information is available on the Department of Home Affairs website and through the helpline.

d. The Cancellation cannot take effect until the internal Appeals process is completed unless extenuating circumstances relating to student welfare apply. For Federation University students, the Cancellation cannot take effect until the Federation University Appeals process is completed.
e. Copies of all correspondence are forwarded to Student Services for filing in Paradigm for record keeping.

f. Student Services to finalise the Cancellation after seven (7) days of appeal period passing or if any appeal findings are 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 unsuccessful. Students do not need to be enrolled during the external appeals process and their cancellation may be reported to the Department of Home Affairs.

h. Student Services will report student’s enrolment cancellation via PRISMS.

i. A copy of all correspondence will be kept in the Student Management System (Paradigm).

6. Reporting via PRISMS

In compliance with the ESOS Act (2000) Paragraph 19, AAPoly reports the following information via PRISMS within 31 days after the event specified below occurs:

(a) the name and any other prescribed details of each person who becomes an accepted student of AAPoly;
(b) for each person who becomes an accepted student—the name, starting day and expected duration of the course for which the student is accepted;
(c) the prescribed information about an accepted student who does not begin his or her course when expected (non-commencement of studies);
(d) any termination of an accepted student’s studies (whether as a result of action by the student or AAPoly or otherwise) before the student’s course is completed (early termination of studies);
(e) any change in the identity or duration of an accepted student’s course (change to identity or duration of course);
(f) any other prescribed matter relating to accepted students (e.g. deferment or suspension of studies).

For the students who are less than 18 years old, events in item (c) and (d) above must be reported within 14 days. DH-SS will perform an audit once every month to ensure the reporting obligations are met in compliance with Paragraph 19 of the ESOS Act (2000).

Federation University students should also check the Federation University’s corresponding policies and procedures by accessing the link below:

RESPONSIBILITIES

- DH-SS is responsible for:
  o the development, implementation and review of this procedure and the associated policy
  o the dissemination of the policy and procedure to the heads of departments and the students
- Student Services team is responsible for understanding the details of and the implementation of the policy and procedure.
- Department Heads of VET and Higher Education are responsible for understanding the policy and procedure for the best interest of the students enrolled in their respective programs.
- Faculty Head, Federation University Program is responsible for understanding the policy and procedure, as well as to provide appropriate guidance to students.
- Marketing team is responsible for understanding this policy and the associated procedure in order to ensure accurate information is provided to prospective students before their enrolment is confirmed.

FEEDBACK

Queries or comments about this policy should be emailed to the DH-SS through studentadmin@aapoly.edu.au. The DH-SS will respond to the inquiry or feedback in writing within two (2) weeks after the receipt of the email, unless an urgent or immediate response is required. The queries or comments will be recorded in the Continuous Improvement Register and form a part of policy and procedure review for quality assurance.
<table>
<thead>
<tr>
<th>Source</th>
<th>Document Title</th>
<th>Version/Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Internal</td>
<td>Academic Credit Transfer RPL Policy and Procedure</td>
<td>v 4.6 13082018</td>
</tr>
<tr>
<td></td>
<td>AAPoly Deferment Suspension Cancellation of Enrolment Procedure</td>
<td>v 8.0 12112018</td>
</tr>
<tr>
<td></td>
<td>Student Complaints and Appeals Policy and Procedure</td>
<td>v 4.4 21042018</td>
</tr>
<tr>
<td></td>
<td>AAPoly Student Enrolment Policy</td>
<td>v. 3.2 27122017</td>
</tr>
<tr>
<td></td>
<td>AAPoly Refund of Fees Policy</td>
<td>v. 8.3 27122017</td>
</tr>
<tr>
<td></td>
<td>AAPoly Fee Payment and Refund Procedure</td>
<td>v. 10.2 27122017</td>
</tr>
<tr>
<td></td>
<td>AAPoly Marketing Information and Practices Procedure</td>
<td>v. 2.4 11122017</td>
</tr>
<tr>
<td></td>
<td>AAPoly Student at Risk and Academic Support Policy and Procedure</td>
<td>v. 4.3 06042018</td>
</tr>
<tr>
<td></td>
<td>Monitoring Student Progress Policy and Procedure VET</td>
<td>v 5.0 12112018</td>
</tr>
<tr>
<td></td>
<td>AAPoly Student Selection and Admission Policy and Procedure</td>
<td>v. 3.0 12112018</td>
</tr>
<tr>
<td></td>
<td>AAPoly Transfer of International Students Between Registered Providers Policy and Procedure</td>
<td>v. 6.2 23122017</td>
</tr>
<tr>
<td></td>
<td>Higher Education Standards Framework</td>
<td>2015</td>
</tr>
<tr>
<td></td>
<td>National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students</td>
<td>2018</td>
</tr>
</tbody>
</table>