

DEFERRING, SUSPENDING OR CANCELLING A STUDENT'S ENROLMENT POLICY

Approving authority	Academic Board
Purpose	This policy outlines the obligations of the Institute to refuse enrolment, defer, suspend or cancel enrolment under specified conditions.
Responsible Officer	Head of Student Services and Administration
Next scheduled review	June 2021
Document Location	http://www.ozford.edu.au/higher-education/policies-and-procedures/
Associated documents	Academic Progress Policy and Procedure Academic Integrity Policy and Procedure Student Code of Conduct Policy and Procedure Completion within Expected Duration of Study Policy and Procedure Student Grievances & Appeals Policy and Procedure Student Services & Support Policy and Procedure

1. PRINCIPLES

Ozford Institute of Higher Education (hereafter referred to as “the Institute”) acknowledges that students are able to initiate deferral, suspension or cancellation of their studies in certain limited circumstances as described in the policy. Students may also have their enrolment suspended or cancelled by the Institute due to misconduct, breach of student visa conditions, failure to pay fees or unsatisfactory academic performance. Matters relating to academic performance are addressed in the *Academic Progress Policy* and the related appeals policies.

2. SCOPE

The policy applies to both **domestic** and **international students** but is based on the requirements that must be met with respect to international students. External notifications and references to Confirmation of Enrolment apply to international students only, except where indicated to the contrary.

For international students, this policy and procedures supports Standard 9 of the ESOS National Code 2018 – Deferring, Suspending or Cancelling overseas student’s enrolment.

3. DEFINITIONS

Compassionate or Compelling Circumstances

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:

- 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;
- 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; and witnessing or being the victim of a serious crime, supported by police or psychologist’s reports; or
- where the Institute was unable to offer a pre-requisite unit.

ESOS National Code

The ESOS National Code refers to the National Code of Practice for Providers of Education and Training to Overseas Students 2018 established under the Education Services for Overseas Students Act 2000.

PRISMS

The Provider Registration and International Students Management System (PRISMS) provides Australian education providers with the Confirmation-of-Enrolment (CoE) facilities required for compliance with the Education Services for Overseas Students (ESOS) Legislation.

4. POLICY

Student initiated deferral, suspension or cancellation.

- 4.1 Students are able to apply for deferral, suspension or cancellation of their studies on the basis of compassionate or compelling circumstances.
- 4.2 The Institute will assess each case on its individual merits to decide if deferral or suspension or cancellation of study can be granted.
- 4.3 The Institute may approve the deferral or suspension or cancellation of the enrolment of a student if it believes there are compassionate or compelling circumstances.
- 4.4 Students may apply for a cancellation of enrolments if they are unable to continue their enrolled courses.
- 4.5 When there is any deferral, suspension or cancellation action taken under this policy in regard to an international student the Institute must:
 - inform the international student of the need to seek advice from Immigration on the potential impact on his or her student visa;
 - report the change to the overseas student's enrolment under section 19 of the ESOS Act.
- 4.6 Students who are dissatisfied with the outcomes of their application for deferral, suspension or cancellation of their enrolments may appeal the decisions using the Institute's complaints and appeals processes. The deferral, suspension or cancellation of an overseas student's enrolment cannot take effect until the internal appeals process is completed, unless the overseas student's health, or the wellbeing of others, is likely to be at risk

Student initiated deferral, suspension or cancellation.

- 4.7 The Institute may suspend or cancel a student's enrolment in the following circumstances, including but not limited to:
 - misbehaviour by the student;
 - a breach of course progress; or
 - the student's failure to pay an amount he or she was required to pay the Institute to undertake or continue the course as stated in the Acceptance Agreement.
- 4.8 Matters relating to misbehaviour by the student are addressed in the Academic Integrity Policy and the Student Code of Conduct.
- 4.9 Matters relating to a breach of course progress are addressed in the Academic Progress Policy.
- 4.10 If the Institute initiates a suspension or cancellation of the student's enrolment, before imposing a suspension or cancellation, the Institute must:
 - inform the student of that intention and the reasons for doing so, in writing;
 - advise the student of their right to appeal through the Institute's internal Students complaints and appeals process.
- 4.11 Students who are dissatisfied with the decision of the Institute to initiate suspension or cancellation of their enrolments may appeal the decisions using the Institute's complaints and appeals processes. The suspension or cancellation of the student's enrolment cannot take effect until the internal appeals process is completed, unless the student's health, or the wellbeing of others, is likely to be at risk.
- 4.12 When there is any deferral, suspension or cancellation action taken, and if the student is on a student visa, the Institute must inform the student of the need to seek advice from Immigration, on the potential impact on their student visa and to report the change of the enrolment via PRISMS under section 19 of the ESOS Act.
- 4.13 The Institute will maintain a record of any decision in the process for assessing, approving and recording a deferral, suspension or cancellation of study.

5. QUALITY ASSURANCE

To ensure that this policy is fit for purpose and meet the requirements of the HES Threshold Standards the policy will be;

- 5.1 internally endorsed by the Executive Management Team on development or review, prior to approval by Governing Board, or the Academic Board or other delegated authority;
- 5.2 externally reviewed as part of any independent review of the HES Threshold Standards approved by the Governing Board;
- 5.3 internally reviewed by the Responsible Officer every three years from the date of approval (if not earlier);
- 5.4 referenced to the applicable HES threshold Standard and/or other legislation/regulation.

6. FEEDBACK

Feedback or comments on this policy is welcomed by the listed Responsible officers of the Institute.

7. ACKNOWLEDGEMENTS

This policy was initially developed with reference to the - the policies of the following institutions:
CQUniversity, Deferment and Pre-Ponement of Admission Commencement (International Students), December 2013;

University of Ballarat, Transfer, Withdrawals and Refund Procedure, December 2013.

8. VERSION CONTROL

Version	Date approved	Description	Approved by
1.0	May 2014	Initial issue	AB
2.0	August 2018	Internal update	AB
Related legislation/ regulation/standard	HES Threshold Standards 2015 ESOS National Code 2018 Standard 9		