

## Student Deferral, Suspension and Cancellation Policy and Procedures

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### Scope

This Student Deferral, Suspension and Cancellation Policy and Procedures applies to all Holmes Institute Pty Ltd (HI) students.

### Purpose

This Policy provides information on:

- How and when students enrolment patterns can be varied, and
- The processes that need to be followed in varying a student's enrolment.

### Definitions

In this policy the following terms have the outlined meanings:

- Deferral, that is a postponement of commencement of a course
- Suspension, that is the temporary postponement of enrolment during a course
- Cancellation, referring to a cessation of enrolment in a course.

### Policy Statements

The following must occur for a student's enrolment to be deferred, suspended or cancelled:

- 1) Students wishing to defer, suspend or cancel their enrolment must apply in writing on the "Student request to defer suspend or cancel a course form" which must be supported by supporting evidence.
- 2) The student must also meet one of the following conditions:
  - Unavailability of a course/ pre-requisite subject
  - Visa delay
  - Evidenced compassionate and compelling circumstances. Compassionate or compelling circumstances are situations generally beyond the control of the student which have an impact on the student's course progress or wellbeing. These could include but are not limited to:
    - Serious illness or injury, where medical certificate states that the student was or will be unable to attend classes;
    - Bereavement of close family members such as parents or grandparents (where possible, death certificates 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; or
    - Traumatic experience which could include; involvement in, or witnessing of a serious accident; or 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).

NB - Supporting documents verifying the compassionate and compelling circumstances must be provided together with the application e.g. Medical Certificates or police reports and be kept on the student's file.

Once an application is received, HI will:

- Acknowledge the application, and
- Assess the application and make a decision within seven (7) business days.
  - Where an application is successful HI will notify the student of the outcome in writing and update enrolment information in the Providers Registration and International Student Management System (PRISMS) database. The overseas student will also be advised to seek advice from the Department of Home Affairs (DHA) of the potential impact on their visa.
  - Where an application is unsuccessful, HI will notify the student of the outcome in writing and inform them of the reason for the decision as well as their right to access HI's complaints and appeals process within 20 days of the decision.
- All decisions to defer, suspend or cancel an overseas student's enrolment will be recorded in PRISMS and the student's file.

## **Procedural Statements**

### **A. Student initiated deferral, suspension or cancellation**

#### **Deferral prior to commencement**

- New students may defer their enrolment only once, subject to HI's prior approval.
- HI will generally allow new students to defer the start of their course to the following trimester.
- Students should note that tuition fees and administrative fees may change when and if a new offer of enrolment is provided.
- When the deferral is processed the student will receive a revised Letter of Offer and Confirmation of Enrolment (CoE).

#### **Suspending an enrolment**

While it is not advised, in some situations students may need to, or may request to, take leave of absence during a study period. Students should contact HI if they:

- wish to take leave of absence from class for 5 or more consecutive days; or
- expect to miss the start of a course of study.

If a student needs to be absent for an extended period and is unable to maintain their academic progress, they may need to discuss suspending their studies with an HI representative.

- All applications to suspend study should be submitted at least 14 days prior to the proposed suspension date.
- The maximum suspension period is six (6) months. Extensions beyond this time will only be granted in exceptional circumstances and on HI's complete discretion.

#### **Cancelling an enrolment**

- A student can cancel their enrolment with HI in writing. NB – financial consequences may apply in accordance with the student's written agreement (signed Offer Acceptance) and HI's Refund

Policy.

- Generally, a student will be granted a release if the student has completed the first six months of their principal course or where they meet other conditions outlined in Standard 7 of the National Code. See Student Transfer and Release Policy.

### **U18 Students variation of enrolment**

- All students under 18 years of age wishing to defer, suspend or cancel their course must in addition to the above requirements supply a written request from their parent or legal guardian at the time of application.
- Adequate welfare and accommodation arrangements must be in place before any modification of their enrolment will occur.

Deferring, suspending or cancelling an enrolment may affect a student's visa where applicable. All international students should contact their nearest DHA office or refer to <https://www.homeaffairs.gov.au/> for further information.

## **B. Situations when HI may defer, suspend or cancel a student's enrolment**

- HI may defer the commencement of a course when a course is not offered.
- HI may cancel or suspend your enrolment for:
  - Misconduct – where behaviour of a student:
    - Has been in serious breach of a college rule
    - Is in breach of enrolment conditions
    - Is considered to provide a threat to the wellbeing of other students or staff
  - Failing to meet the requirements of the Course Progress and Monitoring Policy (and Standard 8 of the National Code).
  - Non-payment of tuition fees
  - Non-commencement or non re-enrolment in a compulsory study period.

### **HI's obligations when varying an U18 student's enrolment**

When HI seeks to vary an U18 student's enrolment, a copy of the notice of Intent to Defer, Suspend or Cancel Enrolment will be forwarded to the parents or legal guardian. HI will liaise with the parents or legal guardian to achieve the best possible outcome.

HI will continue to check the suitability of accommodation and welfare arrangements until:

- The student has been accepted by another registered provider and that the registered provider takes over responsibility for approving the student's accommodation, support and general welfare arrangements;
- The student leaves Australia; or
- Other suitable arrangements are made that satisfy migration regulations; or
- HI reports to DHA via PRISMS that it can no longer approve the arrangements of the student.

### **Cancelling enrolment**

Where a suspension or cancellation is initiated by HI, affected students will receive a notice of Intention to Report. This notice will clearly identify that a student has 20 working days to access HI's internal complaints and appeals process. When the appeals process is initiated, HI will maintain the student's enrolment until the internal appeals process is complete.

The suspension or cancellation of a student's enrolment initiated by HI will be entered into PRISMS on

completion of the 20 working days or at the end of the appeals process if the appeal is not upheld.

If a student does not commence a course or does not reenrol in a compulsory study period (without prior approval) the student will be deemed to have notified cessation of studies and the relevant COE/s will be cancelled without further notice.

Students should note that a suspension or cancellation of a CoE may impact the student’s visa. Students should thus seek advice from the Department of Home Affairs on the potential impact to their visa as a result of this change in course.

### **Version Control and accountable officers**

It is the joint responsibility of the Implementation Officer and Responsible Officer to ensure compliance with this policy.

<b>Responsible Officer</b>	Director (International)			
<b>Implementation Officers</b>	Senior Project Manager in liaison with Campus Director(s)			
<b>Review Date</b>	June 2021			
<b>Approved by</b>				
Administrative change by Executive Director under a delegation from the Governing Council (Policy Framework Procedures)				
<b>Version</b>	<b>Authored/ Revised by</b>	<b>Brief Description of the changes</b>	<b>Date Approved</b>	<b>Effective Date</b>
1	Dean (Governance & Accreditation)	New Policy (adapted from retired Policy Manual)	12 June 2018	12 June 2018