



SOUTHERN CROSS
School of Business

**Deferment, Suspension, and
Cancellation of Enrolment
Policy & Procedure**

Deferment, Suspension, and Cancellation of Enrolment Policy

1. Purpose

This Policy establishes the principles and processes of Southern Cross School of Business (SCSB) to assess the submitted applications of deferral, suspension, or cancellation.

This Policy is consistent and compliant with the *Education Services for Overseas Students (ESOS) Act 2000* and the *National Code of Practice 2018*.

2. Scope

This Policy applies to all students seeking to defer, suspend or cancel their enrolment at SCSB. This Policy also applies to staff who assess and process such student requests or must implement a decision by SCSB to suspend or cancel a student's enrolment due to misconduct, including the non-payment of tuition fees.

3. Policy Principles

- 3.1 SCSB has set policies and procedures to guide the application by students for the deferment, cancellation, or voluntary suspension, and how applications are assessed and processed.
- 3.2 For international students at SCSB, it is important to understand that deferrals, suspensions, and cancellations may affect their student visa status.
- 3.3 The Department of Home Affairs (DHA) has rules under which they may agree to vary an international student's visa for deferring course commencement or suspending enrolment for a leave of absence. The DHA imposed conditions are extremely limited and SCSB must abide by these rules when assessing an international student's application for leave in accordance with Standard 13 of the National Code 2018.
- 3.4 All applications for deferment, suspensions and cancellations must be lodged no less than fourteen (14) days in advance and will be considered within ten (10) working days.
- 3.5 The students have the right to make an appeal for any decision by SCSB to defer, suspend or cancel their studies. The college will maintain the student's enrolment until the internal and external complaints and appeals process are completed.

4. Leave of Absence *requested by the Student (voluntary)*

- 4.1.1 A student may receive approval for a personal leave of absence up to a maximum period of four (4) weeks within a term.
- 4.1.2 A leave of absence can be granted on compassionate or considerate grounds and students must provide a valid reason for the leave. SCSB requires documentary evidence to verify the student's situation. If complete evidence cannot be provided at the time of request, then partial authorisation would be granted up until completed evidence is provided.

- 4.1.3 Compassionate or compelling circumstances are generally those beyond the control of the student which have an impact upon the student's study or personal wellbeing. These could include, but are not limited to:
- a. Serious illness or injury, where a medical certificate states that the student was unable to attend classes;
 - b. Grief of close family members such as parents or grandparents;
 - c. Major political upheaval or natural disaster in the home country requiring emergency travel and impacted on the student's studies; or
 - d. A traumatic experience which could include:
 - i. Involvement in, or witnessing of a serious accident; or
 - ii. Witnessing of being the victim of a serious crime and this has impacted on the student (these cases should be supported by police or through a psychologists' report);
 - e. Situation of a international pandemic
 - f. Where SCSB was unable to offer a pre-requisite unit of competency; or
 - g. Inability to begin studying on the course commencement date due to delay in receiving a student visa (in the case of international student).

Applications for leave should be submitted as soon as possible and at least ten (10) days prior to the commencement date of the next term.

5. Deferral of Enrolment

5.1 By the Student

A student may request a deferral of his/her course commencement by completing an Application Form for Deferment. Students must complete an application for Deferment Form (Appendix 'A') and submit to the Student Support Coordinator, with evidence to support his/her application, who will:

- a. discuss the application for deferment with the Academic Coordinator;
- b. confirm the outcome of the meeting in writing, and, if granted, provide the student with a copy of the new schedule/intervention strategy;
- c. discuss the changes to the training plan with the student;
- d. inform the student whether his/her application for deferment affects the visa;
- e. inform the student that the length of time should not exceed two (2) terms;
- f. update the student file accordingly;
- g. send the student a letter outlining the deferment details,
- h. in case of refusal, send the student a letter explaining the reason; and
- i. notify DHA via PRISMS that the enrolment has been deferred.

A new CoE will be issued to the international students once a new commencement is processed.

5.2 By SCSB

- a. SCSB may defer student(s) enrolment in a course.
- b. Students will be informed about the changes to the course details and receive an option to either agree to the changes or to receive a refund, where applicable, as stipulated in the 'Refund Policy' outlined in this student handbook and available on the SCSB website.

6. Suspension of enrolment

6.1 By the Student

- a. Upon commencement of the course, students may only request a suspension of their participation under compelling or compassionate circumstances. Students must submit documents supporting their claim for suspension of their course (e.g. medical certificates).
- b. The granting of the suspension is at the discretion of the Principal. SCSB must approve the student's application for suspension in writing before he/she can leave.
- c. The student must lodge his/her request for suspension by filing out an Application Form for Deferment, Suspension or Cancellation of Studies (Appendix 'A').
- d. The maximum accepted duration for suspension is two (2) study terms (20 weeks).
- e. More than 4 weeks suspension of the enrolment of a student may involve rolling over the fees to the subsequent terms
- f. Complete an Application Form for Deferment, Suspension or Cancellation of Studies (Appendix 'A'), and submit to the Student Support Manager, who will:
 - i. discuss the application for suspension with the Academic Manager;
 - ii. confirm the outcome of the meeting in writing, and, if granted, provide the student with a copy of the new training plan;
 - iii. discuss the changes to the training plan with the student;
 - iv. inform the student whether his/her application for suspension affects the visa;
 - v. update the student file accordingly;
 - vi. send student a letter outlining the details of his/her suspension;
 - vii. in case of refusal, send the student a letter explaining the reason; and
 - viii. notify the Department of Education via PRISMS that the enrolment has been suspended.

6.2 By SCSB

- a. SCSB may suspend enrolment for a course if the course ceases to be provided at any time after it starts but before it is completed.

- b. Students will be informed about the changes to the course details and receive a refund, where applicable, as stipulated in the Refund Policy outlined in this student handbook, Letter of Offer, and available on SCSB's website.
- c. SCSB may also suspend a student's enrolment due to student misconduct as defined in the Code of Conduct Policy. Misconduct of a student may result in their enrolment with SCSB to be suspended or cancelled for breaching the Student Code of Conduct (refer to Student Handbook). This may include (but is not limited to):
 - i. Disrespecting others including discrimination for any reason;
 - ii. Intimidating students or staff;
 - iii. Refusing to work in a safe, clean, orderly and cooperative environment;
 - iv. Damaging or misusing the colleges property or other student's personal property;
 - v. Criminal Actions;
 - vi. Failure to pay tuition fees when due;
 - vii. Failure to make satisfactory progress in course of study;
 - viii. Placing SCSB into disconcert;
 - ix. Other actions deemed unsuitable by the Principal.
- d. In case of the SCSB's initiation of suspending a student's enrolment due to the above reasons, the length of time a student may have their enrolment suspended is at the discretion of the Principal. However, a student's enrolment may not be suspended for more than one (1) term without the circumstances being re-assessed.
- e. The student will be notified in writing in advance of the reasons and the timeframe of the suspension. A student may appeal a suspension decision through SCSB's internal appeals process. Any appeal will be dealt with as a matter of urgency to minimise any disadvantage to the student. A student's enrolment will be maintained throughout the process.
- f. If, as part of this process, a student's enrolment is cancelled, the student will be notified in writing of the reasons for the cancellation and given twenty (20) working days to access SCSB's internal complaints and appeals process.
- g. Any change in enrolment status will not be reported to the Department of Education until the internal appeals process has been completed unless extenuating circumstances relating to the student apply. Once the deferral, suspension or cancellation is processed SCSB will notify the Department of Education via PRISMS.

7. Cancellation of Enrolment

7.1 By SCSB

- a. The college may choose to cancel the enrolment of a student under the following circumstances:
 - i. Breach of SCSB's Code of Conduct;
 - ii. Non-payment of student fees;
 - iii. Assault of another student or staff member;
 - iv. Committing of a crime.

- b. If SCSB decides to cancel the student's enrolment, then the student will be informed of the decision in writing, via a Notice of Intention to Cancel/Suspend/Defer. SCSB will remind the student, that the change in enrolment status may affect their visa, and that they have twenty (20) working days to use the SCSB's complaints and appeals process as outlined in this Policy. A copy of all correspondence will be kept in the student file.
- c. If the student decides not to access the complaints and appeals process, then the DHA will be informed via PRISMS that the student's enrolment has been cancelled. If the student does use the complaints and appeals process, the cancellation will not take effect until the process is completed.

7.2 By the Student

- a. Any student who wishes to cancel their enrolment with SCSB must apply in writing by completing an Application Form for Deferment, Suspension or Cancellation of Studies (Appendix 'A'). That Form can also be downloaded from the SCSB's website.
- b. Cancelling student enrolment will attract cancellation fees. Where applicable, cancellation may also affect the refund. The students are encouraged to read the Refund Policy carefully to make an informed decision. A copy of the Refund Policy is always included in the student's Letter of Offer.
- c. Students must fill the application form for Deferment, Suspension or Cancellation of Studies and submit the completed form to the Student Support Coordinator.
- d. The Student Support Coordinator will invite the respective student for an interview in which he/she will identify the reason for the cancellation and its effect on release from PRISMS. If the reason is to transfer to another education provider, then the concerned Administration Staff will check whether the students have completed six (6) months of their principal course. In this case, the School's policy on 'Student Transfer', will be followed by the concerned Administration Staff. As per the procedures in this Policy, students will be required to complete Request for Release Form and submit it, together with a Letter of Offer from another education provider and other supporting documentation.
- e. The Student Support Manager will then arrange a meeting of the student with the Principal. The student is required to explain the reasons for seeking a cancellation of current enrolment.
- f. The Principal along with the Student Support Manager will ensure by checking with the Finance Department that the student has no outstanding tuition fees. If fees are outstanding, then the students will be notified in writing and at the same time will be advised that their cancellation request may be pending until the outstanding payment is cleared.
- g. If the cancellation is approved, the Student Support Manager will process the cancellation of enrolment in PRISMS and notify student in writing.
- h. Enrolment cancellations may involve a refund. This is discussed with the Principal on a case-by-case basis.

APPENDIX 'A'

Application Form for Deferment of Commencement, Suspension or Cancellation of Enrolment

Please read the Deferment, Suspension and Cancellation of Enrolment Policy before filling out this form to see if you meet the requirements to be granted a deferment of commencement or suspension of studies.

Student name: _____

Course: _____

Start date of course: _____ (for applications for a deferment of commencement of studies)

Current Address in Australia (if applicable):

Address in home country:

Phone no: _____

Mobile Ph: _____

Email address: _____

I am applying for:

- A deferment of commencement of studies
- A suspension of studies
- A cancellation of my studies

Please state why you wish to defer/suspend/cancel your studies:

Important information:

Attach any relevant supporting documentation to this application form.

This form will be assessed once all documentation has been received. Southern Cross School of Business may ask for additional supporting documents if required.

Applications are usually processed within ten (10) working days.

Deferment, suspension, or cancellation of enrolment can influence a student's visa as a result of changes to enrolment status. Please contact the Department of Home Affairs (DHA)) to seek advice on whether this will affect you.

Students who have not yet commenced their studies will also need to contact DHA in case there is any effect on their student visa because of deferring their commencement date.

Student signature

Date

Document and Version Control

Version	1.3
Date Effective	1 st May 2020
Review	This Policy will be reviewed in accordance with SCSB's Policy Review Schedule
Approved By	Principal
Approval Date	1 st April 2020
Policy Owner	Southern Cross School of Business
Policy contact	Principal
Related Standard	National Code Part D, Standard 13
Related Documents	ESOS Framework