

Policy Number & Name: RTOPRO056 Deferral, Suspension & Cancellation Policy – International Students

Policy Area: Crown College International – International Students Only

Authorised by: Internationalisation Advisory Committee

CRICOS Provider No 03582D

Organisation Definition:

Crown Melbourne Limited trades as Crown Melbourne Limited, Crown College and Crown College International. For the purpose of this policy, any reference to Crown College, or the “college” should be considered a reference to any of these respective trading names.

1. Policy

1.1 This policy has been developed to ensure that the Crown College International has an understanding and basis for all international students’ eligibility for deferral, leave of absence, suspension or cancellation of enrolment in an approach that complies with the requirements of the National Code 2007 – Part D, Standard 13.

1.2 Crown College International will only allow students to defer or temporarily suspend their studies, including granting of leave of absence, during the course of enrolment through a formal agreement of limited circumstances.

2. Scope

2.1 This policy applies to all international students enrolled with Crown College International.

3. Responsibility

3.1 It is the responsibility of the International Student Support Officer with support from the Student Administration team to implement this policy.

4. Procedures

4.1 In accordance with the National Code, Crown College International can defer or temporarily suspend a student's enrolment on the grounds of:

- i. Compassionate or compelling circumstances, or
- ii. Misbehaviour by the student, where the student is deemed to have failed to comply with any applicable standards of conduct, regulations, policies and procedures.

4.2 In addition to a deferment or temporary suspension, Crown College International may cancel a student's enrolment on the grounds of:

- i. Serious misconduct by the student
- ii. Failure to comply with the Contract Agreement for Course Progress and Attendance and any formal warning issued by Crown College International against these processes; and
- iii. The non-payment of course fees in accordance with the Contract Student Agreement and Payment Schedule.

In any given situation that leads to a deferment, temporary suspension or cancellation of studies, instigated by Crown College International, formal written notification will be provided to the student. In turn, the student shall have twenty (20) working days to access Crown College International's internal Complaints and Appeals process.

The deferment, temporary suspension or cancellation of studies cannot take effect until the internal Complaints and Appeals process has been completed, unless extenuating circumstances relating to the welfare of the student apply.

At the completion of the complaints and appeals process, should the deferment, temporary suspension or cancellation of studies be upheld by the complaints and appeals hearing, Crown College International will inform the regulatory body via PRISMS as required under the ESOS Act.

4.3 Student Misconduct

4.3.1 All students of Crown College International are required to adhere to all policies, procedures, codes of conduct of the college. They are further expected to treat their own and other people's property with care and respect.

4.3.2 Students are required to respect others, monitor their own personal behaviour individually and in a group and to tolerate different view-points and perspectives. (Refer to Code of Conduct)

4.3.3 Examples of unacceptable behaviour include but are not limited to the following:

- i. Continuous interruptions of the trainer
- ii. Smoking in non-smoking areas
- iii. Being disrespectful to other participants
- iv. Harassment by using offensive language
- v. Sexual harassment
- vi. Acting in an unsafe manner that places themselves and others at risk
- vii. Refusing to participate when required, in group activities
- viii. Continued absence or late arrival at required times.

4.4 Student Initiated

4.4.1 In accordance with the National Code standard 13.2, students may through formal agreement with Crown College International, be given permission to defer commencement, temporarily suspend their studies during the course, or be granted a leave of absence. This may only occur on the grounds of:

- i. Compassionate or compelling circumstances, or
- ii. Student visa delay.

4.5 Deferral

4.5.1 in accordance with the National Code standard 13.3 applications for deferral of the commencement of the course must be made by completing a Deferral, Suspension, Cancellation (DSC) Form with the provision of any additional evidence and submitting it to the Crown College International Student Administration team, prior to the course commencing.

4.5.2 The DSC Form can be submitted via Email, Fax, and mail, or in person.

4.5.3 Once Crown College International has processed the deferral request, the student will receive a written correspondence of the outcome.

- i. An updated Confirmation of Enrolment letter and Enrolment Agreement will be provided to reflect the new schedule
- ii. Will inform via PRISMS as required under the ESOS Act.

4.6 Suspension

4.6.1 In accordance with the National Code standard 13.4 applications for suspension of enrolment must be made by completing a DSC Form with any additional evidence and submitting it to the International Student Support Officer.

- i. Applications must be received at least ten (10) working days prior to the requested Suspension date
- ii. Applications received less than ten (10) working days prior to the requested Suspension date will not be processed:
- iii. In the event of an emergency situation requiring suspension, the submission timeline of ten (10) days may be waived by Crown College International.

4.6.2 Once the International Student Support Officer has processed the suspension request, the student will receive a written correspondence of the outcome.

4.6.3 Crown College International will inform any changes to the student enrolment via PRISMS as required under the ESOS Act.

4.7 Cancellation

4.7.1 Applications for Cancellation of enrolment must be made by completing a DSC Form with any additional evidence and submitting it to the International Student Support Officer.

4.7.2 The DSC Form can be submitted via Email, Fax and Mail, or in person.

4.7.3 Once the International Student Support Officer has processed the Cancellation request, the student will receive a written correspondence of the outcome.

- i. If the request is granted, the student will receive a Letter of Release;
- ii. If the request is denied, then the student may appeal the outcome in accordance with the Complaints and Appeals Policy.

4.7.4 Crown College International will inform any changes to the student enrolment via PRISMS as required under the ESOS Act.

4.8 Instigation of Suspension or Cancellation of a Student Enrolment by Crown College International

4.8.1 Should a student be found to be in breach of codes of conduct, policies, procedures or regulations and the breach results in the suspension or cancellation of their enrolment, when the appeal process has been exhausted the International Student Support Officer will advise:

- i. The student of Crown College International's intention to suspend or cancel the student's enrolment and
- ii. The likely impact of the decision on the student's visa.
- iii. A copy of this advice will be included on the student's file.

4.8.2 After all rights of appeal are exhausted, Crown College International will advise via PRISMS as required under the ESOS Act, that the student's enrolment is deferred, temporarily suspended or cancelled.

4.9 Guidelines and Implications of Deferral, Suspension or Cancellation

4.9.1 Should a student enrolment be temporarily suspended for a period of twenty-eight (28) days or longer, the student must return home, unless special circumstances exist.

4.9.2 Students are to be made aware that:

- i. Students can only temporarily suspend enrolment for a maximum period of six months
- ii. Deferral, Suspension or Cancellation of enrolment may affect the student's visa, and
- iii. If the enrolment is suspended for a period greater than six months, the student's visa may be cancelled by DIBP.

4.9.3 Studies can only be undertaken after a period of deferment following formal notification to Crown College International of the student's intention to take up the deferred place.

4.9.4 Studies can only be undertaken after a period of voluntary suspension following formal notification to Crown College International of the student's intention to recommence their studies.

4.10 Permanent Exclusion from all Courses at Crown College International

4.10.1 A student may be excluded permanently from all courses at Crown College International on the following grounds:

- i. Academic misconduct
- ii. Inappropriate conduct and contravention of the Code of Conduct
- iii. Where a student studying a course which includes a placement has been deemed unsuitable to undertake or continue in the placement.

4.10.2 Any student who has been advised of being permanently excluded from Crown College International will not be admitted to any other course at Crown College International.

4.10.3 A student who has been excluded from all courses has twenty (20) working days to appeal their exclusion.

4.11 Status during Complaints and Appeals Process

4.11.1 If the student accesses Crown College International's internal complaints and appeals process, suspension or cancellation of the student's enrolment cannot take effect until the internal process is completed, unless extenuating circumstances relating to the welfare of the student applies.

4.12 Reporting Process

4.12.1 Crown College International Initiated

- i. Crown College International employee completes and submits a DSC Form with any supporting evidence to the International Student Administrator
- ii. The International Student Administrator record the DSC Form in the DSC Register and then forward the form to the International Student Support Officer
- iii. The International Student Support Officer and the Group Manager - Operations will then assess the request and evaluate any supporting evidence, taking into account the current academic progress of the student
- iv. The International Student Support Officer will inform the student of the decision and intended course of action along with the student's right to appeal the decision in accordance with the Complaints and Appeals Policy:
 - a. At the completion of the complaints and appeals process, should the deferment, temporary suspension or cancellation of studies be upheld by the complaints and appeals hearing, or "extenuating circumstances relating to the welfare of the student apply", then Crown College International will inform the student via PRISMS as required under the ESOS Act;
- v. The International Student Administrator will place all documents on the student's file and record the result in VETtrak.

4.13 Student Initiated

- i. Student completes and submits a DSC Form with any supporting evidence to the International Student Administrator
- ii. The International Student Administrator will record the DSC Form in the DSC Register and then forward the form to the International Student Support Officer
- iii. The International Student Support Officer will then assess the request and evaluate any supporting evidence, taking into account the current academic progress of the student
- iv. The International Student Support Officer will then respond in writing to the student to confirm the decision;
 - a. The student has the right to appeal the decision in accordance with the Complaints and Appeals Policy
- v. The International Student Administrator will place this letter on the student's file and to record the outcome within VETtrak.

5. Related Documents

Completion, Progress and Attendance Policy
Deferral, Suspension or Cancellation Form (DSC)
Application for Leave of Absence form
Complaints and Appeals policy

6. Policy Publication

All policies and procedures that are applicable to prospective students and enrolled students (domestic or international) and all relevant organisation employees/contractors are made available on request at all times, and form part of the induction and orientation for employees/contractors and students and are made available via the website (where appropriate), student administration/management systems, learning management system and internal electronic systems.

7. Definitions

Deferral -means to delay the commencement of a course. It involves a request by the student prior to the commencement of studies to temporarily postpone enrolment (student initiated). This process may also be initiated by Crown College International. All deferments become official when DIBP has been advised via PRISMS.

Suspension - means to temporarily delay the enrolment once the course has commenced. The enrolment of a student in a course is suspended for a period of time, after which the student may recommence study.

Leave of Absence – a request by the student to temporarily postpone study after the commencement of the study period (student initiated). This may be granted in a compassionate or compelling circumstance.

Cancellation - means the cessation of an enrolment in a course. It is the permanent termination of the student's enrolment. Accordingly, the student's status of CoE will be listed as "Cancelled".

Student Misconduct - is defined as students who display unacceptable behaviour in accordance with the Student Handbook and Code of Conduct.

Compassionate or Compelling circumstances: - are defined as circumstances 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:

- a) Serious illness or injury, where a medical certificate states that the student was unable to attend classes;
- b) Bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided);
- c) A major political upheaval or natural disaster in the student's home country requiring emergency travel and this has impacted on the student's studies;
- d) A traumatic experience which could include:
 - Involvement in, or witnessing of a serious accident; or
 - Witnessing or being the victim of a serious crime, and as a result these experiences have impacted on the student (cases should be supported by police or psychologist's reports);
- e) Inability to begin studying on the course commencement date due to delay in receiving a student visa.

Extenuating Circumstances -these relate to the welfare of the student and may include, but are not limited to the following:

- The student is missing and has not responded to telephone calls, emails and correspondence sent to address/phone etc. provided to Crown College International;
- The student has medical concerns, severe depression, or psychological issues which lead Crown College International to fear for the student's wellbeing;
- The student has engaged or threatens to engage in behaviour that is reasonably believed to endanger the student or others;
- The student is at risk of committing a criminal offence.

Any claim of extenuating circumstances will need to be supported by appropriate evidence.

8. Amendment Schedule

Table detailing any amendment made to the policy between review dates:

Date	Modification	Version	By

Document ID	RTOPRO056	Version No 1.0	Controlled copy, uncontrolled when printed
Release Date	Jan 2017	G:\HR\TRAINING\4. CROWN COLLEGE - INTERNATIONAL\POLICIES & PROCEDURES\Final\RTOPRO056 Deferral, Suspension & Cancellation Policy - International Students .docx	

APPENDIX

National Code

Standard 13 – Deferring, suspending or cancelling the student’s enrolment.

Outcome of Standard 13

Registered providers may only enable students to defer or temporarily suspend their studies, including granting a leave of absence, during the course through formal agreement in certain limited circumstances.

13.1 The registered provider must have in place documented procedures for assessing, approving and recording a deferment of the commencement of study or suspension of study for the student, including keeping documentary evidence on the student’s file of the assessment of the application.

13.2 The registered provider can only defer or temporarily suspend the enrolment of the student on the grounds of:

- a) Compassionate or compelling circumstances (e.g. illness where a medical certificate states that the student is unable to attend classes), or
- b) Misbehaviour by the student.

13.3 The registered provider must:

- a) Inform the student that deferring, suspending or cancelling his or her enrolment may affect his or her student visa, and
- b) Notify the Secretary of DEST via PRISMS as required under section 19 of the ESOS Act where the student’s enrolment is deferred, temporarily suspended or cancelled.

13.4 The registered provider must inform the student of its intention to suspend or cancel the student’s enrolment where the suspension or cancellation is not initiated by the student and notify the student that he or she has twenty (20) working days to access the registered provider’s internal complaints and appeals process as per Standard 8.1. If the student accesses the registered provider’s internal complaints and appeals process, the suspension or cancellation of the student’s enrolment under this standard cannot take effect until the internal process is completed, unless extenuating circumstances relating to the welfare of the student apply.