

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

Policy Area: International Students Only

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 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 2018.

1.2 Crown College International will only allow students to defer or temporarily suspend their studies, including granting a 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 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 Letter of Offer and Agreement and Payment Schedule.

4.3 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 Complaints and Appeals process.

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

4.5 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.

4.6 Student Misconduct

4.6.1 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.

4.6.2 Students are required to respect others, monitor their own personal behaviour individually and in a group and to tolerate different view-points and perspectives.

4.6.3 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.

4.7 Deferral, Suspension or Cancellation – Student Initiated

4.7.1 In accordance with the National Code 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.

4.7.2 Students may apply to defer, suspend or cancel their enrolment by completing the Deferral, Suspension, Cancellation (DSC) Form. The completed form must be returned to the International Student Support Officer with the provision of any additional evidence.

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

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

4.7.5 Where necessary, Crown College International will issue an updated Confirmation of Enrolment (CoE) and Agreement to reflect the agreed changes.

4.7.6 Where necessary, Crown College International will inform the Department of Immigration and Border Protection of any changes to a student's enrolment via PRISMS.

4.8 Deferral, Suspension or Cancellation – Initiated by Crown College International

- 4.8.1 Should a student be found to be in breach of the Student Code 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 Status during Complaints and Appeals Process

4.10.1 If the student accesses the 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.

4.11 Record Keeping

4.11.1 All student requests for Deferral, Suspension or Cancellation must be submitted in writing. Crown College International will provide an approved DSC Form for student use.

4.11.2 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.

4.11.3 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.

4.11.4 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 and report via PRISMS as required under the ESOS Act.

4.11.5 The International Student Administrator will place all documents on the student's file and record the result in VETtrak.

4 Related Documents

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

5 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.

6 Definitions

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

Suspension – means a temporary interruption to the student’s course and can be initiated by either the College or the student. A student may only apply to suspend their course in compassionate and compelling circumstances. A suspension will take effect from any request greater than 14 days.

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. A leave of absence will take effect from any request of 14 days or less.

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” in PRISMS.

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.

7 Amendment Schedule

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

Date	Modification	Version	By
22.5.2017	Updated formatting and numbering system	2.0	Vanessa Hoppe
14.11.2017	Included time frames for suspension & leave of absence in definitions	3.0	Vanessa Hoppe
27.2.2018	Updated National Code 2018, amended numbering system	4.0	Vanessa Hoppe

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