



**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 (CCI) 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 This policy outlines the circumstances for the application, assessment and approval of the deferment, suspension, leave from studies or cancellation of enrolment, when instigated by the student or Crown College International (CCI).

**2. Scope**

2.1 This policy applies to all potential applicants and enrolled international students with CCI.

**3. Responsibility**

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

## **4. Procedures**

### **4.1 Student initiated deferral**

4.1.1 International students may apply for deferral of a course intake up to a maximum of one calendar year.

4.1.2 Application for deferral must be submitted before course commencement date.

4.1.3 International students may apply for deferral of commencement of a course in the following limited circumstances:

- i. On the grounds of compassionate or compelling circumstances;
- ii. Student visa delay.

4.1.4 International students must complete the Application for Deferral Form and submit to the Admissions team. The Admissions team will review and either approve or reject the application within 10 working days from the submission date.

4.1.5 The Admissions team will consider the following factors when reviewing the Application for Deferral:

- i. The purpose and period of the deferral;
- ii. The reliability of the evidence presented with the application;
- iii. The timing of the request and whether it coincides with proposed reporting for breach of visa conditions;
- iv. If the student has previously applied for deferral.

4.1.6 If the deferral is approved and it affects the end date on the Confirmation of Enrolment (CoE), CCI will issue a new CoE/s and a new written agreement to reflect the applicable changes.

4.1.7 The international student must sign and agree to the new written agreement for any changed intake date to be approved.

4.1.8 If the deferral is not approved, the student will be required to attend scheduled classes and complete assessment tasks. Students will be notified accordingly and may enter an appeal process within twenty (20) working days from receipt of the notification letter.

## **4.2 Student initiated suspension**

- 4.2.1 International students may apply for suspension of their studies for a maximum period of 6 months, or 2 study periods (terms) over either consecutive or non-consecutive terms.
- 4.2.2 International students may only apply for suspension of studies for compassionate and compelling circumstances.
- 4.2.3 International students must complete the Application for Suspension Form, including any supporting documentation and submit to the Student Services team. The Student Services team will review and either approve or reject the application within 10 working days from the submission date.
- 4.2.4 The Student Services team will consider the following factors when reviewing the Application for Suspension:
- i. The impact on the students duration of study and whether intervention or other strategies are needed to ensure that the student completes the course on time or whether an extension of duration is needed;
  - ii. The purpose and period of the suspension;
  - iii. The reliability of the evidence presented with the application;
  - iv. The timing of the request and whether it coincides with proposed reporting for breach of visa conditions;
  - v. If the student has previously applied for suspension.
- 4.2.5 If the suspension is approved and it affects the end date on the Confirmation of Enrolment (CoE), CCI will issue a new CoE/s and a new written agreement to reflect the applicable changes.
- 4.2.6 The international student must sign and agree to the new written agreement for any changed intake date to be approved.
- 4.2.7 CCI may impose conditions on any approved suspension if there are concerns about the student's welfare and support network. If the student remains in Australia for the duration of the suspension, CCI may make the suspension conditional upon regular communication and meetings with the Student Services team.
- 4.2.8 The student will be informed that the suspension of enrolment may affect his or her student visa and will be instructed to contact the Department of Home Affairs via the website or helpline (131 881).
- 4.2.9 If the suspension is not approved, the student will be required to attend scheduled classes and complete assessment tasks. Students will be notified accordingly and may enter an appeal process within twenty (20) working days from receipt of the notification letter.

### **4.3 Student request for Leave of Absence**

- 4.3.1 Students may apply for a short term leave of absence from studies e.g. leave to return to home country, prior to taking any leave, by completing the Leave of Absence form, including any supporting documentation and submit to the Student Services team.
- 4.3.2 The Student Services team will review the application and consider the grounds for leave under the compassionate and compelling circumstances definition.
- 4.3.3 Students may only request up to a maximum of 2 weeks leave of absence in any study period (term).
- 4.3.4 CCI reserves the right to refuse any requests for leave in the first three weeks of the first term as the curriculum content is critical to the students' progress in the course.
- 4.3.5 When assessing a request for leave of absence, the Student Services team must consider the number of classes the student will miss and how it will affect the student's results at the end of the study period (term).
- 4.3.6 Students may be required to repeat and repay for any training and assessment sessions that are missed during the leave of absence.
- 4.3.7 Students may be granted a leave of absence from studies if there are no units or assessments they can study in the relevant study period as this is considered to be a compelling circumstance.

### **4.4 Student initiated cancellation**

- 4.4.1 International students who wish to request a cancellation of their enrolment may do so at any time.
- 4.4.2 International students must complete an Application for Cancellation Form and submit directly to the Student Services team for review.
- 4.4.3 The Student Services team will review the application and consider the grounds for cancellation under the compassionate and compelling circumstances definition.
- 4.4.4 If the cancellation is approved, the Student Services team will notify the student in writing confirming the cancellation and effective date.
- 4.4.5 The student will be informed that the cancellation of enrolment may affect his or her student visa and will be instructed to contact the Department of Home Affairs via the website or helpline (131 881).
- 4.4.6 An international student who wishes to transfer to another education provider must have completed at least six (6) months of study in the principal course at CCI.

Students will be referred to the Transfer of Provider Policy if they are requesting a release from studies.

#### **4.5 Student non-commencement of studies**

4.5.1 An international student is considered to have not commenced their studies if they do not attend scheduled classes within 10 working days of term commencement.

4.5.2 Students will be sent emails and notifications to advise them they are at risk of defaulting on their course.

4.5.3 CCI will report the student as cancelled in PRISMS for the reason of 'non-commencement of studies'.

#### **4.6 Student abandonment of studies (non-resumption of studies)**

4.6.1 An international student is considered to have abandoned their studies if:

- i. The student does not return to scheduled classes within 10 working days of the course resumption date after a scheduled term break, and
- ii. The student does not inform CCI of any delay in returning to scheduled classes.

4.6.2 Students deemed to have abandoned their studies will have their enrolment cancelled as per the 'CCI initiated cancellation' procedures above.

4.6.3 CCI will report the student as cancelled in PRISMS for the reason of 'ceased study'.

#### **4.7 CCI initiated deferral**

4.7.1 CCI may initiate a deferral of an international student's enrolment due to course cancellation or if the number of students in the intake exceeds practical capacity.

4.7.2 CCI will immediately advise the student of the need for deferral of intake date.

4.7.3 CCI will offer the student the next available intake date to commence the course.

4.7.4 If the student agrees to the deferral of course commencement, CCI will amend the CoE/s documents.

#### **4.8 CCI initiated suspension**

4.8.1 CCI may suspend a student's enrolment on the grounds of:

- i. Serious misconduct by the student including a breach of the Student Code of Conduct;
- ii. Failure to comply with the Course Progress and Attendance Policies and any formal warning issued by CCI against these processes; and
- iii. The non-payment of course fees in accordance with the Letter of Offer and Agreement and Payment Schedule.

4.8.2 If the reason for suspension is misconduct, the Student Services team will meet with the student regarding their behavior and inform the student of their suspension from the course. It is the student's obligation to attend this meeting.

4.8.3 The student will be advised of any potential impact the suspension will have on their prospects for success, the implications for their visa and opportunities for appeal.

4.8.4 The Student Services team will provide the student with written notification of the conditions of the suspension and their right to access Crown College International's Complaints and Appeals process within twenty (20) working days.

4.8.5 The suspension of studies may not take effect until the Complaints and Appeals process has been completed, unless extenuating circumstances relating to the welfare of the student apply.

4.8.6 At the completion of the complaints and appeals process, if the student does not access the complaints and appeals process or should the suspension be upheld by the complaints and appeals hearing, CCI will report the student's enrolment change to the Department of Education and Department of Home Affairs via PRISMS.

#### **4.9 CCI initiated cancellation**

4.9.1 CCI may cancel a student's enrolment on the grounds of:

- i. Serious misconduct by the student including a breach of the Student Code of Conduct;
- ii. Failure to comply with the Course Progress Policies and any formal warning issued by CCI against this process;
- iii. The non-payment of course fees in accordance with the Letter of Offer and Agreement and Payment Schedule; and
- iv. Non-commencement of studies.

4.9.2 If the reason for cancellation is misconduct, the Student Services team will meet with the student regarding their behavior and inform the student of the possible cancellation from the course. It is the student's obligation to attend this meeting.

4.9.3 The Student Services team will provide the student with written notification of the Intent to Cancel and their right to access Crown College International's Complaints and Appeals process within twenty (20) working days.

- 4.9.4 The cancellation of studies may not take effect until the Complaints and Appeals process has been completed, unless extenuating circumstances relating to the welfare of the student apply.
- 4.9.5 At the completion of the complaints and appeals process, if the student does not access the complaints and appeals process or should the cancellation be upheld by the complaints and appeals hearing, CCI will report the student's enrolment change to the Department of Education and Department of Home Affairs via PRISMS.
- 4.9.6 Where the cancellation of a student's enrolment is due to unsatisfactory course progress, CCI will ensure that all support and intervention strategy applicable processes have been implemented in line with the Monitoring Course Progress policy.

#### **4.10 Record Keeping**

- 4.10.1 All student requests for Deferral, Suspension or Cancellation must be submitted in writing. CCI will provide an approved Application Form for student use.
- 4.10.2 The International Student Support Officer and the Group Manager - Operations will assess all requests and evaluate any supporting evidence, taking into account the current academic progress of the student.
- 4.10.3 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.
- 4.10.4 At the completion of the complaints and appeals process, should the deferment, 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 CCI will inform the student and report any change to enrolment via PRISMS.
- 4.10.5 The International Student Support Officer will place all documents on the student's file and record the result in VETtrak.

### **5 Related Documents**

RTOPRO017 Monitoring Course Progress Policy & Procedure  
RTOPRO039 Attendance Policy & Procedure  
RTOPRO061 Complaints and Appeals Policy & Procedure  
Application for Deferral Form  
Application for Suspension Form  
Application for Cancellation Form  
Application for Leave of Absence Form

## 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 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 CCI. All deferrals 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 upon approval from the academic team.

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

- wilful damage or removal of property;
- assault or harassment (physical or verbal);
- cheating, attempting to cheat, or assisting anyone else to cheat by any means;
- negligent or disorderly conduct towards a staff member or student;
- being under the influence of alcohol or drugs;
- unauthorised use of Crown property;
- unauthorised access of back of house areas of Crown property;
- repeatedly failing to wear Crown ID as per Crown Security regulations;
- infringing copyright;
- consistent lateness or non-attendance;
- entering the property outside scheduled training days.



In addition, a student enrolment may be suspended or cancelled for:

- behaviour that threatens the safety of others, interferes with the duties of staff or another student's study, or damages or threatens Crown College's property or good order;
- not attending training;
- non-payment of course fees;
- a second incident of cheating or plagiarism.

**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:

- 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 (where possible a death certificate should be provided);
- 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;
- 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);
- 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 CCI 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:

<b>Date</b>	<b>Modification</b>	<b>Version</b>	<b>By</b>
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
12.11.2019	Update DIBP to DHA, updated related policy numbers, major update to all 4.procedures	5.0	Vanessa Hoppe

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