

## Purpose

1. To enable students to:
  - defer their enrolment prior to the course start date
  - suspend their studies during the course through formal agreement in certain limited circumstances
  - request for cancellation of their enrolment
  
2. To enable ANC to:
  - defer an enrolment where the course is not being offered at the proposed date, site, or any other reason the ANC deems necessary to cancel the course
  - suspend a student's studies on the grounds of misbehaviour or in any breach of Student Code of Conduct
  - cancel a student's enrolment where breach of Student Code of Conduct is severe

In provider (ANC) initiated deferment, suspension or cancellation, Students are able to access the Complaints and Appeals procedure if they feel that the decision is unfair or they have other grounds to appeal the decision.

## Key Requirements

- ANC will inform the student that deferment, suspension or cancellation of enrolment may affect his or her student visa.
- Where ANC decides to initiate the suspension or cancellation of a student's enrolment, it must notify the student of its intention and allow the student 20 working days to access the provider's internal complaints and appeals process, unless circumstances relating to the student's welfare apply.
- If the student appeals against the provider's decision to suspend or cancel his/her studies using ANC's complaints and appeals form, ANC will not report student's course variation to Department of Education and Department of Immigration and Border Protection (DIBP) via Provider Registration and International Students Management System (PRISMS) until the complaints and appeals process is completed.
- ANC will report student's course variation via Provider Registration and International Students Management System (PRISMS) when a student's enrolment is deferred, suspended or cancelled.
- For the purposes of this policy –

Compassionate or compelling circumstances include but are not limited to:

- Serious illness or injury, where a medical certificate states that the student was / is unable to attend classes or unfit for regular occupation;
- Bereavement of close family members such as parents or grandparents (Where possible a death certificate 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

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Document No:		Version No:	<b>V3</b>	Last Modified Date:	March 2015
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- 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 this has impacted on the student (these cases should be supported by police or psychologists' reports)
- Where the ANC is unable to offer a pre-requisite unit

**Note:**

- a. The above are only some of examples of what may be considered compassionate or compelling circumstances. The Director of Studies will use his professional judgment and to assess each case on its individual merits. When assessing the existence of compassionate or compelling circumstances, ANC will consider documentary evidence provided to support the claim, and should keep copies of these documents in the student's file.
- b. All students' requests for deferment / suspension / cancellation must be made using "**Application to Defer, Suspend or Cancel enrolment Form**". Only forms completely filled and forwarded along with the supporting documents to administration department will be processed.

**Procedures**

**1. Student Initiated Deferral, Suspension or Cancellation of Enrolment**

**1.1 Student Deferral**

- A student wishing to defer his/her enrolment must do so prior to the commencement of the course only. Students must complete an 'Application to defer, suspend or cancel enrolment Form' and submit to the Student Administrations Department.
- Students may apply for deferment in compassionate or compelling circumstances or where there is delay in granting of student visa from DIBP.
- All documents related to the student's suspension are kept on the students file and the decision to defer the enrolment as a result of the student's request reported via Provider Registration and International Students Management System (PRISMS).

**1.2 Student Suspension**

- Students who would like to suspend their studies must first speak to a staff member in the Student Administration to gain an application form and to ensure they understand the implications of suspension of enrolment.
- An '**Application to Defer, Suspend or Cancel enrolment Form**' must be completed which will need to be approved by the Director of Studies. This application must include in detail the 'compassionate or compelling circumstances'.
- Where a suspension of enrolment is granted, the ANC will suspend an enrolment for an agreed period of time - to a maximum of 12 months. If the suspension is required for longer than 12 months the student will be required to re-apply once the initial suspension period has expired.
- Students are to be informed in writing of the outcome of their application for suspension and informed that it may affect their student visa status.
- All documents related to the student's suspension are kept on the students file and the decision to suspend the enrolment as a result of the student's request reported

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via Provider Registration and International Students Management System (PRISMS).

- Student has 20 working days to access the ANC's Complaints and Appeal process if they are not satisfied with the ANC's assessment of their application.

### 1.3 Student Cancellation

- Students wishing to cancel their enrolment must complete an '**Application to Defer, Suspend or Cancel enrolment Form**' and submit to the Student Administrations Department.
- Students wishing to cancel their enrolment prior to completing 6 months of study in their principle course must provide a valid letter of offer from an alternative provider. This is required under Standard 7 of the National Code and ANC's Transfer of students between Providers Policy.
- All documents related to the student's cancellation are kept on the students file and the decision to cancel the enrolment as a result of the student's request is reported via Provider Registration and International Students Management System (PRISMS).

## 2. Provider Initiated Deferral, Suspension or Cancellation of Enrolment

### 2.1 Provider Deferral/Provider Default

- ANC may defer an enrolment where the course is not being offered at the proposed date, site, or any other reason the ANC deems necessary to cancel the course. Refer to ANC's Refund policy for information regarding refunds in case of provider initiated deferral.

### 1.2 Provider Suspension

- ANC has the ability to suspend a student's enrolment on the grounds of misbehaviour or in any breach of Student Code of Conduct. This misbehaviour may include but is not limited to acts of discrimination, sexual harassment, and vilification or bullying as well as acts of cheating or plagiarism.
- Where there is a violation of Student Code of Conduct by a student, the Director of Studies shall be informed and will make a decision on the penalty and the severity of the penalty. The Director of Studies may take into account the type of misconduct that has occurred and the level of misconduct that occurred when deciding penalties.
- Where a student has been identified in breach of Student Code of Conduct, ANC shall ensure the following:
  - Students must be treated fairly, with dignity and with due regard to their privacy
  - Students are to be regarded as innocent of the alleged misconduct until they have either admitted to it or been found by proper inquiry by the Director of Studies to have so behaved.

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- Past misconduct is not taken as evidence that a student has behaved in the same manner again.
- Each case is dealt with on its own merits and according to its own circumstances with the provision that the first instance of misconduct will be penalised more leniently than subsequent instances of misconduct.
- Students are able to access the Complaints and Appeals procedure if they feel that the decision is unfair or they have other grounds to appeal the decision.
- Student has 20 working days to appeal ANC's decision of suspending the enrolment due to misbehaviour
- The penalties which may be imposed by Director of Studies are:
  - A warning, deemed NYC in the unit, or suspension of enrolment in the acts of cheating or plagiarism
  - A charge for any costs that the general misconduct may have caused
  - Temporary exclusion from ANC in the form of suspending enrolment for a period of time.
- DIBP's policy is that if a student's enrolment is suspended for a period of 28 days or longer, the student must return home (unless special circumstances exist).
- Where the severity of misconduct is severe, the Director of Studies may decide to cancel the enrolment

**Note:** Students are advised to contact DIBP immediately to work out their obligations and further visa related alternatives.

### 1.3 Provider Cancellation

In some cases where the student's misconduct is severe, ANC has the right to cancel the enrolment.

Where the Director of Studies has decided the misconduct is severe enough for cancellation, the following must occur:

- The student must be informed in person (where possible), and in writing of the decision of the ANC to cancel the student's enrolment along with the grounds of decision
- They must be informed about their right to appeal the decision by accessing the relevant procedures and completing this appeal within 20 working days of the notification
- Students must also be informed about ANC's intention to notify Department of Education and DIBP of the change of enrolment status

### 3. Recording and reporting deferments, suspension or cancellation of enrolments

- All applications of deferment and outcomes are to be kept on the students file.
- All reports of misconduct, decisions and actions taken in relation to misconduct, and other related documentation must be kept on file.
- Any decisions to initiate deferral, suspension or cancellation of an enrolment must be reported to Department of Education and DIBP via PRISMS.

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- Students are to be kept informed of any decisions or outcomes that relate to a deferment, suspension, or cancellation of enrolments.
- All students are to be given the opportunity to access the complaints and appeals procedure before reporting any provider initiated suspensions or cancellations of enrolments via PRISMS occurs. The students have 20 working days to lodge an appeal.
- Where a student decides to access this procedure within 20 working days of notification, the ANC must wait until the process has finished before going ahead with the reporting of the student's enrolment changes via PRISMS.

## Reference:

This policy/procedure supports 'Standard 13' of the 'National Code of Practice for Registration Authorities & Providers of Education & Training to Overseas Students 2007.

## Documents/Forms:

1. Application to Defer, Suspend or Cancel enrolment Form
2. Complaints/Appeal Form

## Revision History

Version	Date	Revision Description
1	December 2012	Original
2	December 2013	Modified
3	March 2013	Modified

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