

## DEFERRAL, SUSPENSION AND CANCELLATION POLICY (INTERNATIONAL STUDENTS)

### INTRODUCTION

To *defer or suspend enrolment* means to temporarily put studies on hold (adjourn, delay, postpone). Providers do this by notifying the Department of Education, through Provider Registration and International Student Management System (PRISMS) of the deferment or suspension of enrolment.

A student may request a temporary deferment or suspension to his or her enrolment on the grounds of compassionate or compelling circumstances. A provider may also initiate suspension or cancellation of a student's enrolment due to misbehaviour of the student.

### KEY REQUIREMENTS FOR ALL SECTORS

- Providers must have documented procedures for assessing, approving and recording a deferment, suspension or cancellation of study. (This relates to Standard 2.1.8., which requires that students must be informed prior to enrolment of the grounds on which their enrolment may be deferred, suspended or cancelled.)
- Providers must inform the student that deferment, suspension or cancellation of enrolment may affect his or her Student Visa.
- Should a provider 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 extenuating circumstances relating to the welfare of the student apply.
- If the student appeals the decision to defer, suspend or cancel his or her studies, the provider must not notify the Department of Education of a change to the enrolment status until the internal complaints and appeals process is completed.
- Providers inform the Department of Education, via Provider Registration and International Student Management System (PRISMS) when a student's enrolment is deferred, suspended or cancelled.
- This standard allows providers to grant deferral of commencement of studies or suspension of studies for students who request such a change to their enrolment status on the grounds of compassionate or compelling circumstances.
- The standard also allows providers to temporarily suspend the enrolment of students due to misbehaviour of the students. Misbehaviour of students can also be grounds for cancellation of studies as long as the student was informed of this prior to enrolment. (See Standard 2.1.8)

### LEGISLATION

- Education Services for Overseas Student Act 2000
  - Section 19
- National Code 2018
  - Standard 9

### DEFERMENT, SUSPENSION AND CANCELLATION POLICY

#### Deferring or temporarily suspending your enrolment

Students wishing to defer or temporarily suspend their enrolment may only do so when there are compelling or compassionate circumstances. Compelling or compassionate circumstances may include, but are not limited to:

- Serious illness

- Serious illness or death of a family member necessitating a return to the student's home country
- Serious injury
- Major upheaval in home country requiring student to return home
- Natural disaster
- Unavailability of courses
- Visa delay

Students must notify the College in writing, preferably by submitting the prescribed Protea College form or via email ([admissions@protea.edu.au](mailto:admissions@protea.edu.au)) to Administration requesting to defer or temporarily suspend their studies, together with documentary evidence verifying their situation (for example, a medical certificate). Protea College will assess the application and make a decision within seven business days. Suspension of studies is allowed for a maximum period of 8 weeks. If an international student's application for deferral or suspension is approved, Protea College will notify the Department of Home Affairs ("DHA") through the Department of Education's ("DoE") reporting system PRISMS.

### **Deferral prior to commencement**

Students may request a deferral prior to course commencement. Student must notify the College in writing, preferably by completing the prescribed form or via email ([admissions@protea.edu.au](mailto:admissions@protea.edu.au)) and submitting it to the Administration officer.

When the deferral is processed and approved the student will receive a revised COE (Confirmation of Enrolment).

### **Cancelling your enrolment**

Students wishing to cancel their enrolment must notify the College in writing, preferably but completing the prescribed form, or via email ([admissions@protea.edu.au](mailto:admissions@protea.edu.au)) with all supporting documentation attached. The student will receive notification in writing of the result of the request. If the student has not completed the first six months of their principal course, they must provide a letter of offer from an alternative provider therefore complying with the conditions of Standard 7 of the National Code. See policy on Transfer between Providers.

### **Suspension or cancellation of enrolment by Protea College**

Protea College has the right to cancel or suspend a student's enrolment in the following circumstances:

- If a student submits fraudulent documents to gain admission to Protea College
- If a student does not maintain satisfactory course progress in accordance with the Course Progress Policy for international students
- If a student fails to attend formal academic intervention meetings set up to assist with course progress
- If a student does not maintain satisfactory attendance in accordance with the Attendance Policy for international students
- If a student does not pay the required tuition or non-tuition fees as per the Written Agreement / Letter of Offer
- If the student behaves in a way which could potentially bring the College into disrepute
- If a student behaves in a way that is a threat to their own health and safety and/or a threat to the health and safety of another student or staff member.
- If the student has received two formal warnings from the College for disobeying College rules. A formal warning will be issued if a student:
  - Disobeys any College rules as set out in the Student Handbook
  - Fails to attend formal academic intervention meetings
  - Does not abide by the email and Internet rules as stipulated by the College

- Engages in any form of harassment (racial, sexual or verbal) or bullying towards another student or staff member
- Misuses or willfully damages Homestay or College facilities, equipment or property.

PLEASE NOTE: Deferring, suspending or cancelling your enrolment may affect your Student Visa. You must seek advice from the Department of Home Affairs on the potential impact on your visa.

Students are required to pay all fees due during their temporary suspension or deferral period, as per the payment plan outlined in the Letter of Confirmation of their enrolment.

## Appeals

1. Protea College will notify the student in writing of its intention to cancel or suspend their enrolment, including the reasons for the cancellation or suspension.
2. Students have the right to appeal any decision to cancel or suspend their enrolment. This appeal must be made in writing to the CEO of the College within 20 working days from the date of the intention to cancel or suspend notice. Students should refer to the College's complaints and appeals procedures, if they wish to lodge an appeal.
3. If the student accesses the Protea College internal complaints and appeals process, the suspension and cancellation of the student's enrolment cannot take effect until the internal process is completed, unless the student's wellbeing or the wellbeing of others is likely to be at risk.
4. Upon completion of any appeals process (where relevant) or upon the expiry of the 20-day appeal period (in the event the student does not appeal), if an international student's enrolment is suspended or cancelled, Protea College will notify the Department of Home Affairs (DHA) through PRISMS, the Department of Education's reporting system.

## IMPORTANT

**Timeframe for reporting changes in enrolment via PRISMS:** As required under Section 19 of the ESOS Act, Protea College must notify DHA through PRISMS within 14 days from the date of deferment, suspension or cancellation.

## Record Keeping

All records related to deferment, suspension and cancellation, including records of decisions must be retained for a period of two years after a student ceases to be an accepted student at Protea College.