



Enrolment Deferral, Suspension and Cancellation Policy and Procedure

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1. PURPOSE

- 1.1. This document specifies Laneway International College's (the College) enrolment deferral, suspension and cancellation policy and procedure.

2. SCOPE

- 2.1. This document applies to all staff and learners in the College.

3. DEFINITIONS

- 3.1. *Deferral* is to postpone the start of study.
- 3.2. *Suspension* is to suspend the enrolment of a learner for a period of time, after which time the learner may recommence study.
- 3.3. *Cancellation* is to cancel the learner's enrolment and any associated confirmation of enrolment (CoE).
- 3.4. *Compassionate or compelling circumstances*: are generally those circumstances beyond the control of the learner and which have an impact upon the learner'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 learner was unable to attend classes for a stated period of time;
 - b) bereavement of close family members such as parents or grandparents;
 - c) major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the learner's studies;or
 - d) a traumatic experience which could include:
 - involvement in, or witnessing of a serious accident;
 - witnessing or being the victim of a serious crime.and this has impacted on the learner for a (these cases should be supported by police or psychologists' reports);
 - e) where the College was unable to offer a pre-requisite unit; or
 - f) inability to begin studying on the course commencement date due to delay in receiving a student visa.
- 3.5. *PRISMS* is the Provider Registration and International Students Management System that is used by the College and the DIPB for the management of learner enrolment and student visas.
- 3.6. *DIPB* is the Department of Immigration and Border Protection.
- 3.7. *CoE* is a confirmation of enrolment.

4. DEFERMENT OF STUDIES (learner initiated)

- 4.1. A learner may only apply to postpone the start of their studies for exceptional circumstances, such as not receiving their student visa in time to commence their studies or other compassionate or compelling reasons.
- 4.2. A learner must complete the *Request to Defer / Suspend Studies Form* available on the College website, and must attach any applicable supporting documentation.
- 4.3. If the learner *is* in Australia, they must meet with the Academic Director to further discuss the reason(s) for the application to defer.
- 4.4. If the learner *is not* in Australia, they must telephone the Academic Director to further discuss the reason(s) for the application to defer.

- 4.5. The Academic Director will decide if the deferment of studies application is to be approved.
- 4.6. The Academic Director will only approve the deferral on the grounds of:
 - a) compassionate or compelling circumstances (e.g. illness where a medical certificate states that the learner is unable to attend classes), or
 - b) misbehaviour by the learner.
- 4.7. The College allows a maximum length of deferment of studies of 6 months. Therefore, the Academic Director must consider availability of learner placement and the learner's ability to continue studies on resumption when making the determination.
- 4.8. Please note: PRISMS processes for CoEs with 'Approved' and 'Visa granted' status will differ:
 - a) If a learner *has* been granted a visa on this CoE (the status of the CoE is 'Visa granted'), the College may enter a deferment of commencement of enrolment through PRISMS. If the period of deferment is short and will not affect the end date of the CoE, the deferment will be recorded on PRISMS as a period of deferment. However, if the period of deferment is so long that it will affect the end date of the CoE, the effect of the deferment will be to *cancel* the learner's CoE. PRISMS will then offer the College the chance to create a new CoE for the learner with revised start and end dates. The deferment will be recorded in PRISMS.
 - b) If a learner *has not* been granted a visa on this CoE (CoE status is 'Approved'), the College must advise the Department of Education through PRISMS that the learner has not commenced studies ('non-commencement of studies'). PRISMS will cancel the CoE and immediately give the College the option to create a new CoE for the learner (with the revised starting date). The non-commencement of studies notification will be recorded in PRISMS.
- 4.9. The Academic Director will inform the learner that approving an application to defer commencement of their studies may affect their student visa. The learner will be advised to contact DIPB for further information.
- 4.10. If the deferment application is approved, the Administration and Enrolment Coordinator will make the required changes to the learner's enrolment in PRISMS.
- 4.11. The Academic Director will maintain a record of all communication with the learner regarding their deferral application, along with all relevant documentation, in the learner's file.

5. SUSPENSION OF STUDIES (learner initiated)

- 5.1. A learner may only apply to suspend their studies for exceptional circumstances, such as compassionate or compelling reasons.
- 5.2. A learner must complete the *Request to Defer / Suspend Studies Form* available on the College website, and must attach any applicable supporting documentation.
- 5.3. The learner must then meet with the Academic Director to further discuss the reason(s) for the application to suspend their enrolment.
- 5.4. The Academic Director will decide if the suspension of studies application is to be approved.
- 5.5. The Academic Director will only approve the suspension on the grounds of:
 - a) compassionate or compelling circumstances (e.g. illness where a medical certificate states that the learner is unable to attend classes), or
 - b) misbehaviour by the learner.
- 5.6. The College allows a maximum length of suspension of studies of 3 months. Therefore, the Academic Director must consider availability of learner placement and the learner's ability to continue studies on resumption when making the determination.

- 5.7. Please note: The effect on the learner's CoE varies according to whether the CoE end date will be affected by the suspension of studies.
- a) If a learner's CoE end date is affected by the suspension of studies, the College will create a new CoE through PRISMS when prompted after entering the learner's return to study date.
 - b) If the period of suspension is short and will not affect the end date of the CoE (the learner is able to catch up on the required work in the required time), the College will enter the period of suspension through PRISMS but will not be required to issue a new CoE.
- 5.8. The Academic Director will inform the learner that approving an application to suspend their studies may affect their student visa. The learner will be advised to contact DIPB for further information.
- 5.9. If approved, the Administration and Enrolment Coordinator will make the required changes to the learner's enrolment in PRISMS.
- 5.10. The Academic Director will maintain a record of all communication with the learner regarding their suspension application, along with all relevant documentation, in the learner's file.

6. CANCELLATION OF STUDIES (learner initiated)

- 6.1. At any time after accepting the College's enrolment terms and conditions, a learner may cancel their studies, i.e. cancel their enrolment.
- 6.2. A learner must complete the *Withdrawal Form* available on the College website.
- 6.3. An application to cancel an enrolment will be treated as an application to withdrawal from all units of competency within the associated course.
- 6.4. The cancellation of enrolment is effective from the date of receipt of the completed form.
- 6.5. The learner must meet with the Academic Director to further discuss the reason(s) for the application to cancel their enrolment, and that the cancellation of enrolment will affect their student visa. This step is designed to better understand how the College can improve any aspect of its operations, and to understand if the learner is experiencing personal difficulties that the College may be able to provide assistance for. It is not designed to be a barrier to the cancellation of enrolment application.
- 6.6. The College will notify the Department of Immigration and Border Protection (DIBP) when a learner cancels their enrolment. Unless the learner applies for another kind of visa or enrolls at a different institution, DIBP may cancel the learner's student visa within 28 days of the withdrawal.
- 6.7. Once a learner's application to cancel their enrolment becomes effective, the learner must contact DIBP as soon as possible to discuss their options.
- 6.8. A learner that cancels their enrolment *prior* to the end of the cooling off period will be refunded all tuition fees paid.
- 6.9. A learner that cancels their enrolment *after* the cooling off period has ended will be refunded in accordance with the College Management of Tuition Fees Policy.
- 6.10. The Academic Director will maintain a record of all communication with the learner regarding their enrolment cancellation application, along with all relevant documentation, in the learner's file.

7. DEFERMENT, SUSPENSION OR CANCELLATION OF STUDIES (College initiated)

- 7.1. The College may decide to defer, suspend or cancel the learner's enrolment due to, for example:
 - a) misbehaviour of the learner, including failure to maintain satisfactory attendance; or
 - b) non-payment of tuition fees by due date; or

- c) non-commencement of studies when the learner has not notified the College of their intention to defer commencement, or have not provided evidence of compassionate or compelling reasons for deferring the commencement date.
- 7.2. In this instance, the Academic Director will notify the learner, in writing, of its intention and allow the learner 20 working days to access the College's internal complaints and appeals process, unless extenuating circumstances relating to the welfare of the learner apply, such as the learner:
- a) refuses to maintain approved care arrangements (only for learner under 18 years of age);
 - b) is missing;
 - c) has medical concerns, severe depression or psychological issues which lead the provider to fear for the learner's wellbeing;
 - d) has engaged or threatens to engage in behaviour that is reasonably believed to endanger the learner or others; or
 - e) is at risk of committing a criminal offence.
- 7.3. The Academic Director will inform the learner that a deferment, suspension or cancellation of their studies may affect their student visa. The learner will be advised to contact DIPB for further information.
- 7.4. If, after 20 working days, the learner *does not* access the College's internal complaints and appeals process, the Administration and Enrolment Coordinator will notify the Department of Education of the change to the learner's enrolment status through PRISMS.
- 7.5. The Academic Director will notify the learner in writing of the outcome and will keep records of the correspondence in the learner's file.
- 7.6. If, within 20 working days, the learner *does* access the College's internal complaints and appeals process, the Academic Director will apply the College's normal complaints and appeals process within 10 working days of the formal lodgement of the complaint or appeal.
- 7.7. The College will maintain a learner's enrolment until the complaints and appeals process has been completed.
- 7.8. If the outcome of the complaint or appeal is successful for the learner, the learner's enrolment is maintained and the Academic Director will determine an appropriate management plan to allow the learner to continue their studies.
- 7.9. If the outcome of the complaint or appeal is unsuccessful for the learner, the learner's enrolment is deferred, suspended or cancelled. The Administration and Enrolment Coordinator will make the required changes to the learner's enrolment in PRISMS and inform the learner in writing.
- 7.10. The Academic Director will maintain a record of all communication with the learner regarding their suspension application, along with all relevant documentation, in the learner's file.

8. RESPONSIBILITIES

- 8.1. The Chief Executive Officer is responsible for the implementation of this policy and procedure and to ensure that staff and learners are aware of its content.

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Revision History			
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