

1.1.1 Deferring, Suspending or Cancelling Enrolment Policy

Students need written permission from Kingsford Academy Australia to defer their course. In cases where permission is granted, Department of Home Affairs (DHA) will be advised via PRISMS. Student enrolments will be deferred or temporarily suspended by the institute when there are compassionate or compelling circumstances (e.g. illness where a medical certificate states that the student is unable to attend classes), or misbehaviour by the student.

Kingsford Academy Australia is required to advise DHA via PRISMS when a student fails to commence a course, withdraws before the course ends, or changes their course, which will affect his or her student visa.

Students who are unable to arrive on time may be given up to one week to commence. After one week, the student cannot be guaranteed a place in the course. If the student arrives after the agreed date, they may be required to return home or placed in an English language program until the next available commencement date for the course.

Evidence of assessment of applications for deferment or suspension of enrolment will be retained on student files.

Kingsford Academy Australia will inform the student of its intention to suspend or cancel the student's enrolment where the suspension or cancellation is not initiated by the student and notify the student that he or she has 20 working days to access Kingsford International Institute's internal Complaints and Appeals procedure.

1. Definitions

- 1.1 **KAA** is Kingsford International Institute
- 1.2 **Deferral** is a postponement of commencement of a course.
- 1.3 **Suspension** is the temporary postponement of enrolment during a course.
- 1.4 **Cancellation** refers to a cessation of enrolment in a course.
- 1.5 **Compassionate or Compelling Circumstances** are generally those 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. A major illness or injury that required emergency travel due to the student's inability to attend classes, as certified by a medical certificate;
 - b. The death of a close relative, such as a parent or grandparent;
 - c. A major political upheaval or natural disaster in the home country that had an impact on the student's academic performance;
 - d. A traumatic experience which includes:
 - i. Involvement in or witnessing of a serious accident, or
 - ii. Witnessing or being the victim of a serious crime
 - e. If the student has been affected, police or psychologist reports should be provided to substantiate the case.
 - f. Not being able to start classes on the date specified on the CoE because of a delay in obtaining a student visa.

2. Policy Statement

- a. The National Code of Practice for Providers of Education and Training to Overseas Students 2018 (the National Code) and this Policy and Procedures will be followed in making all decisions regarding deferrals, suspensions, and cancellations.
- b. Deferral, suspension and cancellation of enrolment may be initiated by a student or by KAA.
- c. Students may apply to cancel their studies at any time. However, applications for cancellation may be denied should the first six (6) months of the "Principal course" has not been. This is in accordance with KAA "Deferment, suspension and cancellation policy."
- d. Applications for Deferment, Suspension or Cancellation will not be considered where the student

has not met the existing conditions of their enrolment (Refer to Student Enrolment Policy).

3. Deferment of Commencement of Study

Kingsford Academy Australia will only grant a deferment of commencement of studies under compassionate and compelling circumstances. These include but are not limited to:

- a. Illness, where a medical certificate states that a student was unable to attend classes;
- b. Bereavement of close family members such as parents or grandparents, supported by a letter from a family member or a death certificate;
- c. Major political upheaval or natural disaster in the home country requiring emergency travel that has impacted on studies;
- d. A traumatic experience which has impacted on the student (these cases should be where possible supported by police or a psychologist's reports);
- e. Delay in student visa being granted or inability to acquire airline tickets, especially during peak season

Requests for deferment must be made in writing using the *"Change of Enrolment - Application Form"* and documentary evidence must be attached. The final decision to allow deferment will be made by the Operations Manager or delegate. Students will be informed of the decision in writing of the outcome within ten (10) working days and how the changes may affect their visa.

A new CoE will be created in the event the deferment is granted.

The Secretary of DHA via PRISMS will be notified under section 19 of the ESOS Act

4. Suspension of Study

Once a student has commenced the course, the Institute will only grant a suspension of study under compassionate and compelling circumstances. These include but are not limited to:

- a. Illness, where a medical certificate states that a 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. Major political upheaval or natural disaster in the home country requiring emergency travel that has impacted on studies;
- d. A traumatic experience which has impacted on the student (these cases should be where possible supported by police or psychologist's report).

Process for Suspension Applications

1. The period of suspension will not be included in attendance calculations.
2. The final decision for assessing and granting a suspension of studies will be the responsibility of the Operations Manager or delegate.
3. Suspensions of study must be requested in writing using the "Change of Enrolment – Application Form". Students will be informed of the decision, in writing, of the outcome within ten (10) days and how the changes may affect their visa.
4. Assessment of any leave will take into consideration the student's course progress, attendance and any risk indicators. The student will be counselled accordingly.
5. All decisions are recorded on the student's file and in the database
6. Suspensions will be recorded on PRISMS and a new CoE will be created
7. CoE may not be recreated if the period of suspension will not affect the end date of study. (ie A course may be run for seven weeks, so 2 weeks would have a significant impact)
8. The Secretary of DHA via PRISMS will be notified under section 19 of the ESOS Act
9. When the student returns from leave, PRISMS is to be updated noting recommencement of studies.
10. An Intervention Strategy meeting may need to be implemented for re-introducing students to study, with an Intervention Plan being developed for the student to get back on track with their studies.

5. Cancellation of enrolment initiated by student

Cancellation of enrolment can occur in a range of circumstances. In the event the student wishes to cancel enrolment and to avoid being reported to the DHA, the student will be required to complete a "Course Withdrawal Form".

If the student's application is approved, the enrolment will be cancelled through PRISMS and all records will be maintained in the student file.

Any fees owed to the Institute will need to be paid. Any refunds will be made in accordance with the Refund Policy and Procedure.

Student must satisfy at least one of the following criteria for the cancellation to be approved:

- a) student completed course early;
- b) student no longer holds a student visa;
- c) it is in the "best interest" of the student to cancel the course;
- d) illness, where a medical certificate states that a student is unable to continue studying for a duration of more than 6 months;
- e) bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided) forcing students to permanently leave Australia;



- f) major political upheaval or natural disaster in the home country requiring emergency travel that has impacted on studies forcing students to permanently leave Australia;
- g) students should be aware that financial consequences may apply in accordance with the student's written agreement (signed Letter of Offer and Acceptance) and KAA's Refund Policy.

Academic department will assess the application to determine the outcome. Academic department's decision is final in this matter and no further internal appeal process exists beyond this point.

The following criteria will be used to determine the outcome:

- a. Educational needs of the student;
- b. past educational achievement(s)
- c. "intent" of the student to further his/her career and the future direction;
- d. Emotional Well-Being; student's emotional state and identify any possible mental health issues. This is to ensure that the learning environment fosters emotional support and safety.