

DEFERRAL, SUSPENSION AND CANCELLATION POLICY AND ASSOCIATED PROCEDURES

PURPOSE OF THE POLICY

This policy and associated procedures outline KAA's approach to managing the enrolment of international students, specifically deferrals, suspensions and cancellations, and ensuring all required information about enrolments is entered into PRISMS.

This policy and associated procedures meet the requirements of Standard 9 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

DEFINITIONS

Deferral is a postponement of commencement of a course.

Suspension is the temporary postponement of enrolment during a course.

Cancellation refers to a cessation of enrolment in a course.

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.
- g. For religious occasions

STUDENT-INITIATED DEFERRAL OR SUSPENSION OR CANCELLATION

International students can defer or suspend their studies. Kingsford Academy Australia allows the deferral or suspension of studies where evidence of compassionate or compelling circumstances can be provided by students.

If a student's leave of absence is for a maximum of two weeks, they may continue their studies for the current term without interruption, subject to approval. However, if the leave exceeds two weeks, the student must apply to defer or temporarily suspend their studies. Deferral requests will only be approved upon submission of satisfactory supporting evidence, such as medical

documentation or other relevant proof. Approved deferrals may require the student to repeat a subject, extend their course duration, and, for international students, a variation to their Confirmation of Enrolment (CoE) may trigger.

Student will need to fill in a "leave of absence form" to apply for 2 weeks of leave. The deferral or suspension form needs to be completed for a leave of more than two weeks.

Evidence of compassionate or compelling circumstances will be considered as part of the decision about suspension or cancellation.

Deferrals and leave of absences may be approved for up to 12 months and will be assessed on case to case basis. However, following this the student's enrolment will be cancelled.

International students may withdraw from their course at any time. Where an international student has not already completed six months of their "principal course of study", their application will be assessed as per KAA's Course Transfer Policy and Associated Procedures. International students may be entitled to a refund as per KAA's Fees and Refunds Policy and Associated Procedures.

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. This will be determined by the Academic team.
- d) illness, where a medical certificate clearly 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. academic records
- d. "intent" of the student to further his/her career and the future direction;
- e. 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.

PROVIDER-INITIATED SUSPENSION OR CANCELLATION

A student's enrolment may be cancelled or suspended by KAA's in a range of circumstances:

- misbehaviour (i.e., not abiding by the Student Code of Conduct as outlined in this Handbook)
- not paying course fees
- not meeting course progress and attendance requirements.

Not paying course fees and not meeting course progress and attendance requirements will be managed as documented in the Fees and Refunds and Course Progress and Attendance Policy and Associated Procedures.

Any student who breaches the Code of Conduct as applicable to expected behaviour will be immediately suspended. Their case will be considered during the period of suspension and the student may then be reinstated or have their enrolment cancelled.

Where any of the above circumstances apply, the student will be contacted in writing with regard to the intended suspension or cancellation and the reasons for this.

Students will be able to access the Complaints and Appeals Policy and Procedure to appeal the decision within 20 working days of receipt of the decision.

Students will not be reported until the internal appeal process is complete, unless their health and wellbeing or that of others could be at risk.

Students are advised to contact the DHA to seek advice on their student visa.

PROCEDURES

1. PROCESS DEFERRALS

- 1.1 Provide Deferral (Suspension) Application Form to students who request deferral.
- 1.2 Assess Deferral Application Form and supporting evidence to confirm that compassionate or compelling circumstances exist.
- 1.3 Complete assessment and advise student of outcome within 5 working days of receipt.
- 1.4 Where the application for deferral is approved, advise the student in writing of such.
- 1.5 Where the application is not approved, advise the student in writing of such indicating the reasons, any refunds due and advising them of their right to appeal the decision within 20 working days.
- 1.6 For approved deferrals, report a student course variation (SCV) on PRISMS within 31 days of the request being approved and according to the instructions provided in the PRISMS user guide.
- 1.7 Issue the updated CoE to the student, if applicable.

2. PROCESS STUDENT-INITIATED SUSPENSION OF ENROLMENT

- 2.1 Provide Suspension Application Form to students who request suspension.
- 2.2 Assess Request for Suspension Form and supporting evidence to confirm that compassionate or compelling circumstances exist.
- 2.3 Complete assessment and advise student of outcome within 5 working days of receipt.
- 2.4 Where the application for suspension is approved, advise the student in writing of such.
- 2.5 Where the application is not approved, advise the student in writing of such indicating the reasons, any refunds due and advising them of their right to appeal the decision within 20 working days.
- 2.6 For approved suspensions, report a student course variation (SCV) on PRISMS within 31 days of the request being approved and according to the instructions provided in the PRISMS user guide.
- 2.7 Issue the updated CoE to the student.

3. PROCESS STUDENT-INITIATED CANCELLATION OF ENROLMENT

- 3.1 Provide Withdrawal Application Form to students who request to withdraw. Ensure that this is only provided to students who have completed more than six months of their **principal course** of study. Otherwise, the student will need to complete a Release Application Form. If a student is enrolled in a package course e.g. Diploma of Information and Technology (DIT) progressing to Advanced Diploma of Information(ADIT) and Technology, then ADIT will be considered as the **principle course**.
- 3.2 Review Withdrawal Application Form to ensure all details have been provided.
- 3.3 Notify the student in writing within 5 working days of receipt of application of confirmation of their withdrawal and any refund as application as per KAA's Fees and Refunds Policy and Associated Procedures.
- 3.4 Record the student's withdrawal on the SMS.
- 3.5 Report Student Notified Cessation of Studies on PRISMS within 31 days of the withdrawal being processed and according to the instructions provided in the PRISMS user guide.

4. MANAGE PROVIDER-INITIATED CANCELLATION OF ENROLMENT

- 4.1 Where a student misbehaves (i.e., they contravene the Student Code of Conduct), immediately investigate the incident.
- 4.2 Where the incident is considered serious to warrant further investigation, inform the student in writing of the suspension including the reasons why and the dates from which the suspension applies, as well as their right to appeal the decision within 20 working days of receiving the notice.
- 4.3 Further investigate the student's misbehaviour.
- 4.4 Inform any other relevant agencies of the issue concerning the student such as in the case of fraud or violence.
- 4.5 Where the investigation deems the student can be reinstated, advise the student in writing that their suspension is lifted.
- 4.6 Where the investigation deems the student's behaviour as so serious that they cannot be reinstated, advise the student in writing of the cancellation of their enrolment, including the reasons for the decision.
- 4.7 Record the student's withdrawal on the SMS.
- 4.8 Report provider decision to cease enrolment for disciplinary reasons on PRISMS within 31 days of the withdrawal being processed and according to the instructions provided in the PRISMS user guide.

RESPONSIBILITIES

The Operations Manager is responsible for:

- investigating student misbehaviour
- making decisions regarding student misbehaviour and cancellation
- reporting decisions on PRISMS regarding provider-initiated suspension and cancellation.

The Student Support Manager is responsible for:

- assessing deferral requests and reporting deferrals on PRISMS
- assessing suspension requests and reporting suspensions on PRISMS
- processing withdrawals.