Deferring, Suspending or Cancelling Enrolment Policy – International

Policy Code:  INT-004    Version:  4.0    Effective Date:  23 September 2013

Purpose:
This policy sets out the way requests for deferral, suspension or cancellation of enrolment by international students must be managed. This policy is consistent with the National Code of Practice 2007 and the Education Services for Overseas Students (ESOS) Act 2000.

Definition of “College” – The Australian College of Natural Medicine Pty Ltd (ACNM) trades as Endeavour College of Natural Health, FIAFitnation, College of Natural Beauty and Wellnation. For the purpose of this policy, any reference to ‘College’ or ‘the College’ should be considered a reference to each or any of these respective trading names.

Definition of “International students” – The College defines an International Student as someone who is not an Australian citizen or permanent resident or a New Zealand citizen or a permanent visa holder. This definition includes students studying onshore on a range of temporary visas. Information that applies only to students studying on specific visa classes (e.g. Student Visa) is specified when relevant.

Scope:
- All campuses
- All international students
Policy Statement:

Students can, in writing, for deferral, suspension or cancellation of their course enrolment using the Defer, Suspend or Cancel Enrolment Form - International in the circumstances set out in this policy.

This policy is divided into 2 clearly differentiated sections. Part A of this policy applies to all international students and outlines the majority of the policy. Part B of this policy applies only to international students on a student visa and sets out the College’s obligation to record all variations to the enrolment of student visa holders through PRISMS.

Part A

Note: This section applies to ALL international student, regardless of visa arrangements or course of study.

Deferral

A deferral is the postponement of commencement date of the course and can only be initiated by a student. A student may only apply defer their enrolment in compassionate and compelling circumstances. The student must notify the College of the intent to defer commencement of a course using the Defer, Suspend or Cancel Enrolment Form - International citing compassionate and compelling circumstances as detailed in the Special Circumstances Policy. Commencement of a course may not be deferred in excess of 6 months and acceptance of the deferral request is at the discretion of the College. Deferral can only occur at the beginning of a course.

Suspension

A suspension is an interruption to the student’s course and can be initiated by either the College or the student. A student may only apply to suspend their enrolment in compassionate and compelling circumstances. The student must notify the College of the intent to suspend a course using the Defer, Suspend or Cancel Enrolment Form - International and citing compassionate and compelling circumstances as detailed in the Special Circumstances Policy. Approval of the student’s suspension request is at the discretion of the College.

The College may initiate the suspension of a student’s enrolment if the student
significantly breaches the **Student Charter and Code of Conduct** or as a consequence of other significant student misbehaviour as set out in the **Student Misconduct Policy**; this may include failure to pay fees.

If the suspension is initiated by the College, the College will inform the student in writing of its intention to suspend a student’s enrolment and notify the student that he or she has 20 working days (approximately 28 days) to access the College’s Complaints and Appeals processes. If the appeals process is activated the suspension of the student’s enrolment cannot take effect until the internal process is completed, unless extenuating circumstances relating to the welfare of students apply.

Any claim of extenuating circumstances must be supported by appropriate evidence.

**Cancellation**

A student may initiate a cancellation of their enrolment at any time for any reason. Students who initiate a cancellation should consider the financial penalties they may incur when submitting an application (refer to the **Refund Policy – International**). If cancellation occurs after the nominated Census Date, students must also consider any **academic penalties** that may be incurred as set out in this policy.

The College may initiate the cancellation of a student’s enrolment if the student significantly breaches the **Student Charter and Code of Conduct** or as a consequence of other significant student misbehaviour; this may include failure to pay fees. The College may also cancel a student’s enrolment if it deems that the student is or will be unable to meet the entry requirements and/or conditions of enrolment for a course. This includes failure to obtain and maintain approval to work with children through a positive Working With Children check and/or a valid first aid certificate, where these are required as part of clinic practicum components of courses.

If the cancellation is initiated by the College, the College will inform the student in writing of its intention to cancel the student’s enrolment and notify the student in writing that he or she has 20 working days (approximately 28 days) to access the College’s Complaints and Appeals processes. If the appeals process is activated the cancellation of the student’s enrolment cannot take effect until the internal process is completed, unless extenuating circumstances relating to the welfare of the student apply. Any claim of extenuating circumstances must be supported by appropriate evidence.
Penalties for Cancellation

Academic Penalties
In each Semester / Trimester:

- Up to the end of Week 2 - academic record for that subject/unit is removed from student record
- From Week 3 until Census Date - Withdrawal Recorded, no academic penalty
- After Census Date - Withdrawal with academic failure – Fail grade recorded.

Census Date information is available on the College website and on the relevant annual Student Calendars.

Financial Penalties
Depending on timing of and reason for deferral, suspension or cancellation of enrolment, some financial penalties may apply and some or all of the fees paid may be refundable. Please refer to the Refund Policy – International for full details of applicable refunds.

Responsibility
The responsibility for executing this policy lies with:

- International Student Advisers
- Student Services team
- Manager, International Student Education.

Record Keeping
The College will fully document, and keep on record in the student’s file, all correspondence, documentary evidence and associated materials of the assessment of the student’s application for deferral, suspension or cancellation of enrolment.

PART B

Note: This section only applies to student visa holders

If the student is studying on a student visa, the College must notify the Secretary of the Department of Industry, Innovation, Science, Research and Tertiary Education (DIISRTE) via PRISMS if a student’s enrolment is deferred, suspended or cancelled for any reason. These students must be made aware that any change to their enrolment may affect their student visa.
Definitions:  

DIISRTE – Department of Industry, Innovation, Science, Research and Tertiary Education.

PRISMS – Provider Registration and International Students Management System. A secure computer system that contains details of all education institutions, their courses and every student studying in Australia on a student visa.

ESOS – Education Services for Overseas Students Act 2000 and related regulations and amendments. A legislative framework, administered by the Australian Government, addressing the responsibility of education institutions towards overseas students.

**Deferral:** The postponement of commencement date of the course and is initiated by the student.

**Suspension:** A temporary interruption to the study program of the student, and can be initiated by either the college or student.

**Cancellation:** A permanent interruption to a student’s study program and can be either initiated by either the college or student.

**Compassionate or compelling circumstances:** Those circumstances beyond the student’s control, and/or the circumstances made it impracticable for the student to complete the requirements of the course. These include, but are not limited to:

- Medical reasons: Where the student’s medical condition has changed to such an extent that they are unable to continue with their studies.
- Family/Personal reasons: Such as death or severe medical problems within a family, or unforeseen family financial difficulties, such that it is unreasonable to expect the student to continue with their studies.
Further details are outlined in the Special Circumstances Policy.

**Course-related reasons:** Where the College has changed the subject or course originally offered and the person is disadvantaged by either.

**Misbehaviour:** This is defined by the Student Charter and Code of Conduct and includes breaches of any College role or instruction or fails to comply with the lawful direction of a College officer. This includes breaches of any College policy, including those relating to intellectual property, discrimination, computer or library facilities, health and safety, ethics and professional standards.

**Extenuating Circumstances relating to the welfare of the student:** These circumstances may include, but are not limited to the following situations when the student:

- Refuses to maintain approved care arrangements (only for students under 18 years of age);
- Is missing;
- Has medical concerns, severe depression or psychological issues which lead the provider to fear for the student’s wellbeing;
- Has engaged or threatens to engage in behaviour that is reasonably believed to endanger the student or others; or
- Is at risk of committing a criminal offence.

**Further Information:**

**Related Policies:**
- Complaints and Appeals Policy – International
- Fee Policy - International
- Refund Policy – International
- Student Charter and Code of Conduct
- Special Circumstances Policy
- Student Misconduct Policy
- Working with Children Checks Policy
Deferring, Suspending or Cancelling Enrolment Policy - International

Effective Date: 27 September 13

Authorised by: College Council

Version: 4.0

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Related Procedures: Deferring, Suspending or Cancelling Enrolment Procedure - International

Benchmarking: Not Applicable

Supporting Research and Analysis: Not Applicable

Related Documents: Cancellation Notice Provider Default Template
Cancellation Notice
Defer, Suspend or Cancel Enrolment Form - International
Entry Requirement Warning Template
Intent to Cancel Enrolment Template

Related Legislation: Legislative Framework that applies to Education providers who offer courses to Overseas students in Australia:

The Education Services for Overseas Students Act 2000 (ESOS Act).

The Education Services for Overseas Students Regulations 2001 made under the ESOS Act (ESOS Regulations).


The Education Services for Overseas Students (TPS Levies) Act 2012 (ESOS TPS Act).

Guidelines: Not Applicable
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<th>Leanne Sharkey, Quality &amp; Compliance Coordinator</th>
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<td>Manager, International Student Education</td>
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<tr>
<td>Contact:</td>
<td>Manager, International Student Education</td>
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<tr>
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<td><a href="mailto:kevin.watkins@endeavour.edu.au">kevin.watkins@endeavour.edu.au</a></td>
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**Version Summary**

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