



RTO Code: 31915

CRICOS Code: 03320D

SC34-I Deferment, Suspension and Cancellation Policy International Students

Domestic and International Students



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Purpose

The purpose of this policy is to outline the circumstances in which a student can defer, suspend or withdraw from their enrolment with Future Academy and where Future Academy can initiate the suspension or cancellation of the student's enrolment.

This ensures compliance with Standard 13 of the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007.

Definitions

CoE means Confirmation of Enrolment

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:

- serious illness or injury, where a medical certificate states that the student was unable to attend classes
- bereavement of close family members such as parents or grandparents (Where possible a death certificate should be provided)
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies
- a traumatic experience that has impacted on the student which could include involvement in, or witnessing of a serious accident or witnessing or being the victim of a serious crime. Such cases supported by police or psychologists' reports
- where Future Academy is unable to offer a pre-requisite unit
- inability to begin studying on the course commencement date due to delay in receiving a student visa

DET means Department of Education and Training

DIBP means Department of Immigration and Border Protection

Deferment means to postpone commencement of studies.

Suspension is a temporary postponement of studies that already commenced.

PRISMS means Provider Registration and International Student Management System (PRISMS)

Note: Cancellation of enrolment may be either in response to a student-initiated application for withdrawal or an action initiated by Future Academy in response to a student default.



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Policy

Deferment and suspension of studies

1. Deferment and suspension of studies will only be granted in compassionate or compelling circumstances as included in the definitions above. The circumstances listed are example of what may be considered compassionate or compelling circumstances and each case will be assessed on its individual merits.
2. When determining whether compassionate or compelling circumstances exist, Future Academy considers documentary evidence provided to support the claim, and stores copies of these documents in the student's file.
3. A retrospective deferment or suspension may be justified if the student was unable to contact Future Academy because of a circumstance such as being involved in a car accident.
4. Where a student initiated deferment or suspension of enrolment is granted, Future Academy will suspend an enrolment for an agreed period of time - to a maximum of 12 months. If the deferment is required for longer than 12 months, the student's application will be re-assessed. If the deferment or suspension period has expired and the student does not return, the student's enrolment will be cancelled.
5. If a student defers his/her course, he/she is not eligible for a refund.

Cancellation of studies

1. Students may initiate cancellation of their studies at any time during their course. Students who wish to withdraw within six months of their course to transfer to another provider will be processed as per Future Academy Course Transfer Policy and Procedure.
2. A Student may initiate cancellation of his/her studies, where he/she advises Future Academy that he/she is no longer the holder of a student visa.
3. Future Academy may also initiate suspension or cancellation of a student's enrolment on the grounds of misbehaviour of the student or non-payment of fees. Information in the International Student Handbook describes the behaviour expected by students, as well as information on plagiarism, collusion and cheating.
4. Cancellation of the student's enrolment due to unsatisfactory course progress or attendance will be handled as per Future Academy Course Progress and Attendance Monitoring Policy and Procedures.

Visa status

1. Deferment, suspension or cancellation of a student's enrolment may affect the student's visa. When a student's enrolment is deferred, suspended or cancelled, Future Academy will notify DET via PRISMS of the change in enrolment status.
2. Where a student accesses the Complaints and Appeals process, Future Academy will not notify DET via PRISMS until the internal appeals process is complete. Where the student chooses to access an external appeals process, DET will still be notified via PRISMS.
3. Students are referred to the DIBP web site (<http://www.border.gov.au/>) or Helpline (131 881) for information and their local DIBP office for advice on how the potential change to enrolment status may impact upon his or her visa.



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4. Once the DET has been notified of a suspension or cancellation of a student's enrolment, the student has 28 days in which to leave Australia or show the DIBP a new CoE or provide DIBP with evidence that he or she has accessed an external appeals process.
5. Regardless of whether the suspension of enrolment is the result of a student request for suspension or a suspension imposed by Future Academy, the period of suspension of enrolment (as entered in PRISMS) will not be included in attendance monitoring calculations.
6. Where Future Academy initiates the suspension or cancellation of a student's enrolment, the student will be notified of this intention and will be informed that they have 20 working days to access Future Academy's *Complaints and Appeals Policy and Procedure*, unless extenuating circumstances relating to the welfare of the student apply. Such circumstances may include where 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 well being; 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.
7. Students may choose to access an external appeals process as per Future Academy's *Complaints and Appeals Policy and Procedure*. In the case of an external appeal, Future Academy is not required to wait for the outcome of the external appeal before notifying DIBP of the change to the student's enrolment status.
8. In relation to suspension, Future Academy will continue to provide learning opportunities to students during the appeals process. However, where it is considered that a student should not attend classes during the appeals process, students will be provided with work that can be completed outside of the classroom environment.
9. Future Academy provides information about its Deferment, Suspension and Cancellation Policy and Procedure on the above in the International Student Handbook and at orientation.
10. Student may access all relevant forms for deferment or suspension through the Future Academy web site or by direct request.
11. Standards of behaviour required are outlined in the International Student Handbook.
12. Appropriate records of the assessment of the student's application for deferment, suspension or cancellation will be kept on the student's file. Where a student is suspended, or their enrolment cancelled due to misbehaviour, documentary evidence of this decision will also be kept.