

# Deferring, suspending or cancelling the student's enrolment Policy & Procedure

## Policy

This policy is to ensure that Blue Lotus College (BLC) has and implemented documented process for assessing, approving and recording deferment or suspension of study as requested by overseas student, including maintaining a record of any decision. The Department of Home Affairs is advised of appropriate changes to an international students' circumstances whilst being enrolled at BLC.

## Procedure – Student Initiated Deferral or Suspension

Students may be able to temporarily defer the commencement of their studies or temporarily suspend their enrolment after commencement where they have a good reason to do so. BLC may defer or suspend the enrolment of the student on the grounds of compassionate or compelling circumstances.

These circumstances could include, but are not limited to:

- Serious illness or injury supported by the medical certificate which states the student's inability 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 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 student (these cases should be supported by police or psychologists' reports);
- Inability to begin studying on the course commencement date due to delay in receiving a student visa.

***Please Note:*** *These are only some of the examples of what may be considered compassionate or compelling circumstances.*

The Student Services Manager will use their professional judgment and to assess each case on its individual merits and may refer to the COO/CEO for final discretion. When determining whether compassionate or compelling circumstances exist, BLC will consider documentary evidence provided to support the claim and will keep copies of these documents in the student's file.

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A student applying to defer his/her enrolment must do so by completing an 'Application to Defer, Suspend or Cancel Enrolment' form and submitting it to Student Services. This application to defer must include in detail the 'compassionate or compelling circumstances' to support the temporary deferral of the start date of their studies.

A student wishing to temporarily suspend their studies after commencement must complete an 'Application to Defer, Suspend or Cancel enrolment' and submit to Student Services. This application for suspension of study must include (in detail) the 'compassionate or compelling circumstances' to support the temporary suspension of studies.

The Student Services Manager will:

1. Review all applications for deferral or suspension and determine if the application for deferral or suspensions is to be granted, rejected or additional documents required within 5 working days.
2. Ensure the student is informed in writing of the outcome of their application for deferral or suspension using the 'Letter of Notification'. This 'Letter of Notification' will also inform international students that the deferment or suspension may affect their student visa and they are advised to contact Department of Home Affairs in relation to the status of their student visa.
  - 2.1 Students who are currently onshore and studying with us will be required to sign and make the payment for their deferral within 14 days of receiving the deferral offer letter.
  - 2.2 If they fail to sign and make the payment within 14 days, the deferral will be considered void and they will be required to either reapply for the deferral or course transfer, or continue with their current studies.
3. In the case of a student application being rejected the written notification to the student will also mention about their ability to access the complaints and appeals policy and procedure if they wish to appeal the decision.
4. Maintain all documentation related to deferral or suspension application on the students file.
5. Notify home affairs via PRISMS of the decision regarding granting deferment or suspending an international student enrolment (It is mandatory to notify home affairs if the deferment/suspension duration is more than 14 days). This includes reporting the change to the overseas student enrolment under section 19 of ESOS act 2000.
6. Inform the student in writing to seek advice from home affairs on the potential impact on his/her student visa.

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It is the student's responsibility to collect the revised COE from the BLC for any deferral/suspension granted. The student can also use the COE to inform home affairs of the revised end date of the course where their Visa requires extension.

Requests for deferment/suspension may be denied for students who are in arrears with the payments or in breach of the Student Code of Conduct.

## Procedure - Student Initiated Cancellation

A student may cancel their enrolment where they have decided to discontinue studying with BLC. Student must not have any outstanding tuition fee prior applying for cancellation of enrolment, if the course has commenced, student will have to make the payment for the tuition fee for that particular study period. Release letter will not be issued if there are outstanding tuition fee to be paid.

Students wishing to cancel their enrolment must complete an 'Application to Defer, Suspend or Cancel Enrolment' and submit to Student Services.

The Student Services Manager will:

1. Maintain all application documentation for the cancellation of enrolment on the students file
2. Notify home affairs via PRISMS of the decision to cancel the enrolment as a result of the student's request.
3. Ensure the student is informed in writing of the outcome of their application for cancellation. This written notification will also inform an international student that the deferment or suspension may affect their student visa and they are advised to contact home affairs in relation to the status of their student visa.

Students will be required to refer to their Letter of Offer and Student Agreement and the Refunds Policy and Procedure for details of the refund arrangements in place where an enrolment is cancelled.

## Procedure - Provider Initiated Deferral

Blue Lotus College may defer an enrolment where the course is not being offered at the proposed date, site, or any other reason the BLC deems necessary to cancel the course. In such cases a refund shall be processed as required or alternative courses offered. Please refer to Refunds Policy and Procedures.

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## Procedure - Provider Initiated Suspension or Cancellation

BLC may suspend or cancel a student enrolment including but not limited to, on the basis of:

- Misbehaviour by student
- The student's failure to pay an amount he or she was required to pay to BLC to undertake or continue the course as stated in the written student agreement
- Breach of course progress or attendance requirements by the overseas student, which must occur in accordance of National Code 2018 Standard 8.

Where BLC decides to suspend or cancel the overseas student's enrolment, the Student Services Manager, before imposing suspension or cancellation, will inform the student in writing:

- The intention to suspend or cancel the student enrolment and the reason for doing so.
- That the student will have 20 working days to appeal through BLC Complaints and Appeals policy and procedure in accordance with National Code Standard 10. The student enrolment will not be cancelled or suspended until after this appeal period has passed.
- Where the student enrolment is to be suspended, the length of the suspension must be included.
- Where the enrolment is to be cancelled the effective date of the cancellation (at least 20 working days from the date of the letter).
- International students must also be informed that BLC is obliged to inform Department of Home Affairs via PRISMS after the 20-day period of the suspension or cancellation and this may affect their student visa.
- International students will be advised to contact Home Affairs in relation to the status of their student visa.

The Student Services Manager will:

1. Maintain all application documentation for the suspension or cancellation of enrolment on the students file.
2. Notify Department of Home Affairs via PRISMS of the decision to suspend or cancel the enrolment as a result of the international student's request only after the appeals period has passed.
3. Where an international student decides to access the complaints and appeals policy and procedure within 20 working days, the student must not be reported until the process has finished.

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## Complaints and Appeals

If the applicant chooses to enact the complaints and appeals process:

1. This must be lodged within 20 working days from the date of issue.
2. If the student opts for appeals process, the suspension or cancellation of the student's enrolment will not take effect until the process is completed, unless there are extenuating circumstances relating the student's welfare.
3. Students who are already enrolled will thus continue to be enrolled and their course progress will continue to be monitored.
4. If the appeal is not upheld or the student withdraws from the appeal process, then the Institute must report the student to home affairs via PRISMS.