

International Deferral, Suspension and Cancellation of Enrolment Policy

Policy Information

Policy Name:	International Deferral, Suspension and Cancellation of Enrolment
Policy Number:	661
Current Version:	5.1 – 02/11/2011
Purpose:	The purpose of this document is to ensure that SBIT properly assess a student's eligibility for deferral, suspension or cancellation of enrolment abiding by the requirements of the National Code 2007.
Scope:	This policy applies to all SBIT international students who are enrolled and intend to apply for deferral, suspension or cancellation of their enrolment during the course of their program studies.
Exceptions:	Nil
Policy Owner:	Institute Director & CEO
Policy Author:	Manager, International Administration, Gabrielle Milliner
Related policies and legislation:	<ul style="list-style-type: none"> ▪ Education Services for Overseas Students (ESOS) Act 2000 http://www.comlaw.gov.au/ComLaw/Legislation/ActCompilation1.nsf/\$file/EduSerforOverStud2000_WD02.pdf ▪ Migration Act 1958 http://www.austlii.edu.au/au/legis/cth/consol_act/ma1958118/ ▪ Migration Regulations 1994 http://www.austlii.edu.au/au/legis/cth/consol_reg/mr1994227/ ▪ National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007 – Standard 13 – Deferring, suspending or cancelling the student's enrolment http://aei.dest.gov.au/AEI/ESOS/NationalCodeExplanatoryGuide/PartD/Standard_13.htm ▪ SBIT Policy No. 617 – International Student Appeals ▪ SBIT Policy No. 663 – International Expected Duration of Study ▪ SBIT Policy No. 664 – International Transfer Between Registered Providers ▪ SBIT Policy No. 665 – International Students Under the Age of 18 Care Arrangements ▪ SBIT Policy No. 666 – ELICOS Monitoring Attendance
Internal procedures guided by this policy:	<ul style="list-style-type: none"> ▪ SBIT Procedure No. 6067 – International Deferral, Suspension and Cancellation of Enrolment ▪ SBIT Procedure No. 6017 – International Student Appeals ▪ SBIT Procedure No. 6066 – ELICOS Monitoring Attendance ▪ QF709 – International Student Terms and Conditions of Enrolment

Policy

1.0 General Information

The following three categories are covered under this policy:

- (i) Student requests for Deferral, Suspension
- (ii) Student request for Cancellation of Enrolment
- (iii) Suspension or cancellation of enrolment by SBIT

2.0 Major Categories

2.1 Student Requests for Deferment/Suspension of Studies

At SBIT, the deferral or temporary suspension of studies, including granting a leave of absence for International students during the course of their formal program may only be granted under certain limited circumstances. For students (either onshore or offshore) wishing to apply for a deferral or suspension of enrolment, the following must be adhered to:

- 2.1.1 Student's wishing to defer their enrolment prior to the start of study, must submit their application along with supporting documentation to International Student Administration, **2 weeks** prior to program commencement or semester start date. If the student's application for deferment is approved, the tuition fees will be transferred to the new program start date. The maximum timeframe for a deferral is 12 months and deferred tuition fees are non-refundable. Deferrals also incur an administration charge (please refer to [QF709](#) – International Student Terms and Conditions of Enrolment).
- 2.1.2 If a student is unable to commence or continue studying due to compassionate or compelling circumstances, a written application can be submitted to International Student Administration at any time along with supporting documentation (e.g. medical certificate).
- 2.1.3 All deferrals decisions are at the discretion of the Faculty's Head of School.
- 2.1.4 SBIT can only defer or temporarily suspend the enrolment of the student on the grounds of compassionate or compelling circumstances which 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 (a death certificate will be required);
 - major political upheaval or natural disaster in the home country requiring emergency travel when this has impacted on the student's studies; or
 - a traumatic experience which could include:
 - involvement in, or witnessing of a serious accident;
 - witnessing or being the victim of a serious crime (these cases should be supported by police or psychologists' reports) or
 - where a student has failed part of their course and SBIT is unable to offer a pre-requisite unit until a later date and as a result, this prevents the student's academic progression; or
 - inability to begin studying on the course commencement date due to delay in receiving a student visa.
- 2.1.5 Any international student whose enrolment is suspended for a period of 28 days or longer is required by DIAC to return to their home country unless special circumstances exist and are supported by documentary evidence as per the National Code Standard 13 Explanatory Guide.
- 2.1.6 Students cannot defer or suspend their studies for a holiday or if they feel they need a break from study.
- 2.1.7 Consideration must also be given to availability of placements for programs offered for the time the student wishes to resume studies.
- 2.1.8 If the deferral or suspension of studies has been granted on medical grounds, SBIT may request evidence from a registered medical practitioner advising that the student is fit to resume their studies.

- 2.1.9 Students must be aware that any deferrals or suspension of studies may affect their visa and SBIT reserves the right to report students to DEEWR via PRISMS where necessary. For further information, the student should visit the DIAC website: <http://www.immi.gov.au/>.

For further details on fees or refunds applicable, please refer to [QF709](#) – International Student Terms and Conditions of Enrolment.

2.2 Student Requests for Cancellation of Studies

The following circumstances may apply when student wish to cancel their enrolment. All students wishing to cancel their enrolment must submit a written request with supporting documentation attached.

2.2.1 Students terminating their enrolment and returning to their home country

Students terminating their enrolment with SBIT and returning to their home country will be required to:

- advise SBIT in writing of this decision;
- provide an airline ticket with a clear departure date (itinerary not accepted)

All documentation is to be presented to International Student Administration and a copy of all documentation will be kept on the students file. The student **must** provide this documentation before departure.

2.2.2 Students terminating their enrolment with SBIT and transferring to another registered provider

Please refer to SBIT Policy No. [664](#) – International Transfer between Registered Providers.

2.2.3 Transferring to a different visa type

If a student has a change in visa type, evidence of this must be presented to International Student Administration.

Students must be aware that any cancellation of enrolment may affect their visa and SBIT reserves the right to report students to DEEWR via PRISMS where necessary. For further information, the student should visit the DIAC website: <http://www.immi.gov.au/>

3.0 Suspension or Cancellation of Enrolment by SBIT

SBIT may suspend or cancel a student's enrolment on one of the following grounds:

- (i) Misbehaviour by the student. Standards of behaviour required by students at SBIT are outlined in the SBIT Policy No. [601](#) – Southbank Institute of Technology VET Student Rules to which students are provided access to prior to enrolment. They are directed to these rules via the [QF709](#) – International Student Terms and Conditions of Enrolment.
- (ii) Non-payment of fees by the due date.
- (iii) Non-commencement of studies;
 - where the student does not commence studies in a program when they are due to commence and they have not notified SBIT in writing; or
 - where the student requested a deferment, but there were no compassionate or compelling reasons for granting a deferment.
- (iv) If a student is deliberately under-enrolling (taking less than a normal load without good reason) despite advice from the Institute.
- (v) If a student does not maintain satisfactory course progress in accordance with the International Student Academic Progression Monitoring Policy for international students.
- (vi) SBIT Student Rules and Academic Progression Policy clearly state that international students must maintain 80% attendance. Students who demonstrate erratic course progress; as a result of their failure to maintain regular class attendance will have their enrolment cancelled and will be reported to DEEWR as non-bonafide students.
- (vii) If an ELICOS student's attendance falls below 80%.
- (viii) Student is deceased.

3.1.1 In circumstances covered by grounds (i) to (vii) SBIT will notify the student in writing of its intent to suspend or cancel enrolment and inform the student that he or she has 20 business days in which to access the internal appeals process; i.e. to initiate an appeal. The student will also be provided with information on how to access SBIT's Appeals Policy and Application Form.

3.1.2 Should the student choose to access SBIT's appeals process, SBIT will maintain the student's enrolment until the **internal** appeals process is completed (and has supported SBIT's intention to suspend or cancel the student's enrolment) **unless extenuating circumstances relating to the welfare of the student apply.**

Note: Maintaining a student's enrolment is different to allowing a student to attend class. Students will be clearly advised on their ability to attend classes throughout the appeals process. The National Code does not require SBIT to continue providing learning opportunities throughout the 20 working days allowed to appeal the decision and during the internal complaints and appeals process. Based on the nature of the misconduct, SBIT will decide, on a case by case basis, whether to allow the student to continue to attend class, make alternative study arrangements for the student, or to deny the student access to study opportunities. In making such a decision SBIT will consider whether denying the student learning opportunities throughout the 20 day appeal period and during the internal complaints and appeals process may disadvantage the student in their subsequent studies should the complaints and appeals process find in their favour.

3.1.3 In the event a student ceases attending a course or does not return from leave and is uncontactable by SBIT, the student has inactively advised SBIT that they will not be continuing their studies. SBIT will notify DEEWR via PRISMS of termination of an accepted student's studies within 14 days of the event occurring and cancel the student's eCoE.

3.1.4 **Extenuating circumstances relating to the welfare of the student** may include, but are not limited to the following. 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.

3.1.5 Any claim of extenuating circumstances by SBIT will be supported by appropriate documented evidence.

4.0 Deferring, Suspending and Cancelling Enrolment of an Under 18 International Student

Where the enrolment of an under 18 student is terminated, suspended or cancelled, SBIT is obliged to continue monitoring the care arrangements for that student until:

- the student is accepted by another registered provider and that registered provider takes over responsibility for approving the student's accommodation, support and general welfare arrangements;
- the student leaves Australia;
- other suitable arrangements are made that satisfy the Migration Regulations; or
- SBIT reports that it can no longer approve the arrangements for the student.

5.0 Leave of Absence for ELICOS Students

ELICOS students may take holidays under the following conditions:

- Students **must** apply at least 4 weeks in advance for their holiday by completing a [QF209-Application for Holiday](#)– SBIT ELICOS form.
- Student visa holders - are entitled to 4 weeks holiday per year on a pro rata basis. The minimum holiday period is one (1) week. Students are eligible for one (1) week holiday after completing 12 weeks of ELICOS. If a student has not completed 12 weeks of ELICOS their holiday will not be approved.

- Under 18 students - must contact the International Student Support Officer [ISSO - Student Services Centre, Level 1 C Block]. The ISSO will advise on the further details the student must provide as part of their holiday application.

6.0 Recording and Reporting

- 6.1 The process of deferring, suspending or cancelling enrolment will be recorded and documented in the student's file. All documentary evidence will be kept within the student's file.
- 6.2 Where the student's enrolment is approved for deferral, suspension or cancellation, SBIT will notify DEEWR through the PRISMS system of the change of enrolment status.
- 6.3 The period of deferral of enrolment will not be included in attendance monitoring calculations.

Glossary of Terms/Definitions

Terms	Definitions
Cancellation	This is the permanent termination of the student's enrolment. Once this process is complete, the student's COE status will be listed as 'cancelled'
CRICOS	Commonwealth Register for Institutions and Courses for Overseas Students
DEEWR	Department of Education, Employment and Workplace Relations
Deferral/Suspension	To defer or suspend enrolment means to temporarily put studies on hold (adjourn, delay, postpone). Providers do this by notifying DEEWR via PRISMS of the deferment or suspension of enrolment. Temporary deferment or suspension may be requested by a student on the grounds of compassionate or compelling circumstances (refer to definition at 2.1.4). SBIT may initiate suspension due to misbehaviour of the student.
DIAC	Department of Immigration and Citizenship
PRISMS	Provider Registration and International Students Management System The management system used by CRICOS and DIAC to record international student program enrolment details
SBIT	Southbank Institute of Technology

Revision History

Revision Date:	Status: (Draft/Final)	Summary of Changes	Prepared/Approved By:	Revision #:
09/10/2008	Final	Initial document	International Policy and Process Officer	01
03/11/2008	Final	Replaced CRICOS with DEEWR	International Policy and Process Officer	02
19/12/2008	Final	Changed policy owner and minor revisions	International Policy and Process Officer	03
9/4/2010	Final	Changed policy owner/policy author and major revision	Business Planning and Policy Officer	04
18/10/2010	Final	Additional information added to Section 2.0 & 3.0. Hyperlinks added to glossary. Policy owner changed	Business Planning and Policy Officer	05
02/11/2011	Final	Minor changes to wording. Updated Policy Owner & Author	Manager, International Administration	5.1

Distribution

- Director, Market and Business Development
- Faculty Directors
- Heads of Schools
- Faculty Registrars
- All Faculty Education Staff
- All Faculty Administration Staff
- All International Sales Staff
- All International Administration Staff
- All International Students