



# INTERNATIONAL DEFERRAL OF COMMENCEMENT, SUSPENSION OF STUDIES CANCELLATION OF ENROLMENT POLICY & PROCEDURE

## RESPONSIBLE for:

**Ensuring Compliance:** Chief Executive Officer/ Quality Management Committee

**Directly Responsible:** The Student Support Officer is responsible for the implementation of this procedure and to ensure that staff and students are aware of its application and that staff implement its requirements. The Student Support Officer is also responsible for ensuring that PRISMS are notified of any deferment, suspension or cancellation.

**Adhering to Policy:** All Education Training & Employment Australia Personnel

## GOVERNING STANDARDS

The Directors of ETEA and its associated companies require compliance against the standards of ISO9001, and any Legislation and Regulations that relate to Deferral, suspension, and cancellation of enrollment or study. Information is available from the related Acts below,

Commonwealth legislation (information may not be limited only to this legislation)

- ESOS Act 2000

The standard that governs this Policy and Procedure is the National Code Standard 13.1 & 13.4

## PURPOSE

Standard 13 of the National Code allows the Provider to defer the commencement of studies, or cancel or temporarily suspend the studies of a student in limited circumstances. These circumstances are compassionate or compelling circumstances, and student misbehavior. Students must be advised that deferring, temporarily suspending, cancelling or withdrawing from their studies during their program may affect their student visa.

## Definitions

**Deferment:** The postponement of the course commencement date by a student who has accepted a place into that course.

**Suspension:** The enrolment of a student in their program of study is suspended for a period of time, after which time the student may recommence study.

**Cancellation** CoE is cancelled. Student must re apply for program if they wish to continue study.

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*Compassionate or compelling Circumstances\* Professional judgment to assess each case on its merits:*

Compassionate or compelling circumstances are usually circumstances that are beyond the control of the student. Examples of such circumstances are set out below--

- 1) Where a student does not receive their student visa in time to arrive at ETEA to commence study

*The following document should be attached, or provided as soon as possible after the application, when applying on the above-mentioned ground*

- Immigration letter

- 2) Illness, injury, or serious illness or death in the family

*The following documents should be attached, or provided as soon as possible after application, when applying on the abovementioned grounds*

- Medical certificates
- 3) Major political upheaval or natural disaster in home country requiring emergency travel and this has impacted on the student's studies.
  - 4) A traumatic experience i.e., involvement in or witnessing of a serious crime or accident and this has impacted on the student (police or psychologists report to be provided).
  - 5) Where the Registered provider was unable to offer a pre requisite course/unit.
  - 6) Other reasons may be considered but must have documentary evidence to support the claim.

It would not be generally regarded as a compassionate or compelling circumstance that a student wishes to travel overseas to visit members of his or her family. This situation may be otherwise, for example, if the student is to be married or engaged overseas, or is attending the marriage or engagement of a close family member.

*The following documents should be attached, or provided as soon as possible after the application, when applying on the abovementioned grounds*

- Statutory Declaration

If a student has, or intends, to travel overseas; then, a copy of any itinerary, or air ticket, should be attached to the application, or as soon as possible after the application. Although, in most circumstances, it will be necessary to show evidence of a return flight, there may be situations where this is not possible.

*Student Misbehavior*

- 1) Where a student has failed to attend classes for 3 consecutive days without prior approval, or without a medical certificate from a registered medical practitioner.
- 2) Students are identified as having unsatisfactory course progress as set out in the International Course Progress Policy.
- 3) Where a student has found to be cheating as identified in Student Code of Conduct, under "Course Study Conduct".
- 4) Where fees, in excess of \$500, are due and payable by a student for more than 14 days; or where any amount payable under a fee agreement remains outstanding for more than 14 days.
- 5) Swearing, fighting, aggressive behaviour and abusive language, whether to other students, staff members, or any other person at the ETEA premises.

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- 6) Conduct that is discriminatory and /or threatening on the basis of religion, culture, race , sexual differences, age, disability, or socio-economic status, whether to other students, staff members , or any other person at the ETEA premises.

*Extenuating Circumstances*

( see 5 below )

- 1) The student is missing.
- 2) Has medical concerns, severe depression or psychological issues which lead ETEA to fear for the student's well being
- 3) Has engaged or threatens to engage in behaviour that is reasonably believed to endanger the student or others.
- 4) Is at risk of committing a criminal offence.

**Process**

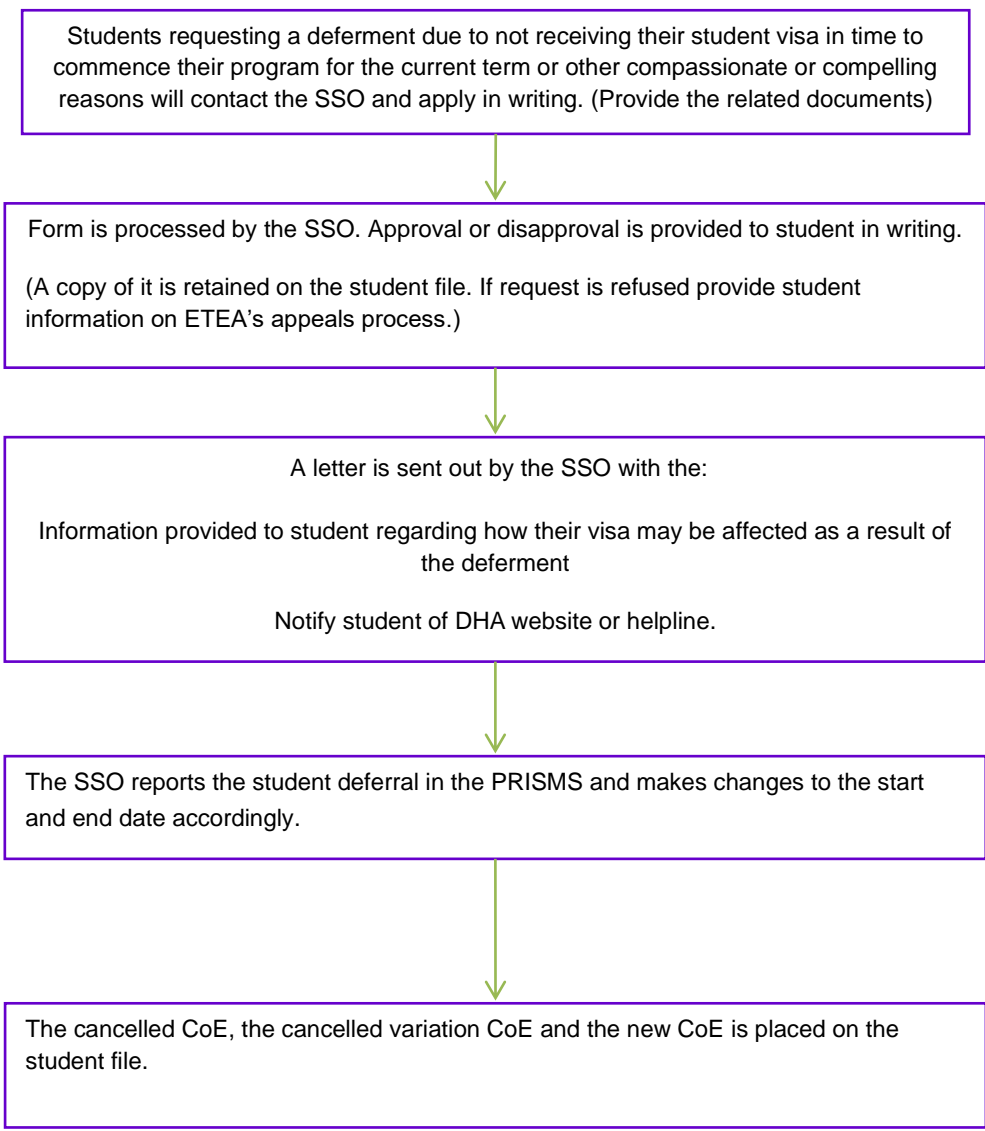
1. Students wishing to defer the commencement of studies, or cancel or temporarily suspend their studies should apply to do so in writing to ETEA. Where it is impractical to do so, the student may email, fax or telephone ETEA and advice of their intention to defer, cancel or suspend their studies. If the notification is by telephone, the student should confirm the request in writing as soon as possible after the telephone notification.
2. Students should fill out the student deferral/suspension/cancellation form available on ETEA's website <http://www.etea.edu.au> and on request with the Student Support Officer (SSO) at Level 1,113 Burgundy Street, Heidelberg, Vic. 3084 or at any of the ETEA administration offices.
3. ETEA will only grant a deferral of commencement of studies, temporary suspension of studies or a cancellation of studies if there are compassionate or compelling circumstances, or as a result of student misbehavior.
4. Students will be informed in writing that the deferral of studies, the suspension of studies or the cancellation of studies will be notified to DHA, via PRISMS, and may affect the status of their student visa.
5. If ETEA intends suspending or cancelling the student's enrolment, where it is not at the student's request, the student must, and will be, informed they have 20 working days from the (date after 2 days of issuance) to access ETEA's complaints and appeals process. If the complaint and/or appeal are not upheld, or the student withdraws from the complaint and /or the appeal process, then ETEA must report the student to DHA. The suspension or cancelling of the student's enrolment cannot take effect until the appeal process is completed unless there are extenuating circumstances relating the student's welfare.
6. Student initiated deferral of commencement or suspension of enrolment will not, unless there are unusual circumstances, be granted retrospectively (after the event) or if it was taken by the student without authorisation. Examples are where a student was not able to contact ETEA as a result of a car accident, or required to return home at short notice for urgent medical attention and was unable to seek a suspension before returning home.
7. If a student advises ETEA that he or she no longer wishes to remain enrolled in the Course, ETEA will advise the Secretary of DOE, via PRISMS, and the CoE will be cancelled.
8. If a student indirectly cancels his or her enrolment through his or her conduct, ETEA will follow the same procedure as in point 7.
9. Notwithstanding that a student has advised of his or her intention to cancel, whether directly or indirectly, the DOE - DHA policy will apply to any assessments undertaken prior to the cancellation.

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## DEFERRAL OF COMMENCEMENT PROCEDURE



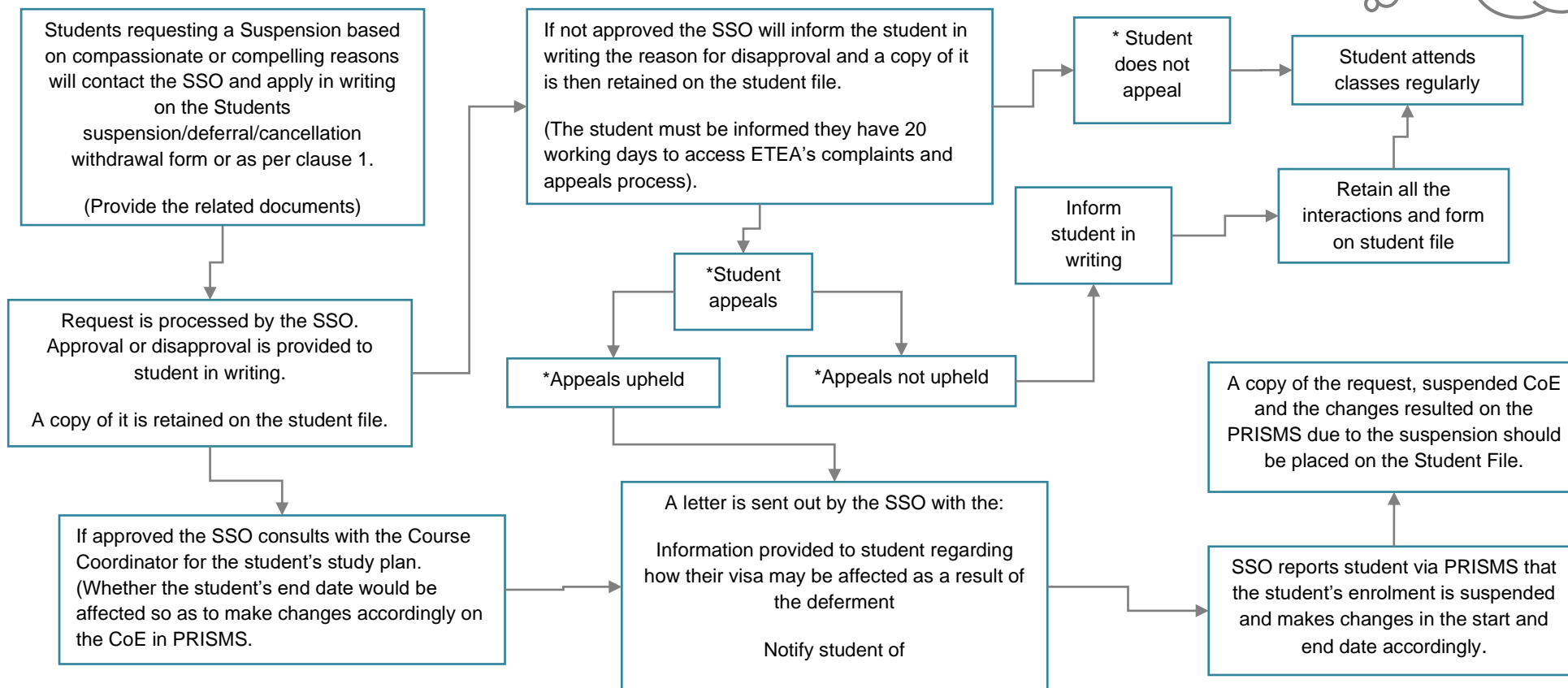
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## SUSPENSION OF STUDIES PROCEDURE (STUDENT INITATED)

\*Appeal includes an appeal to the external mediator

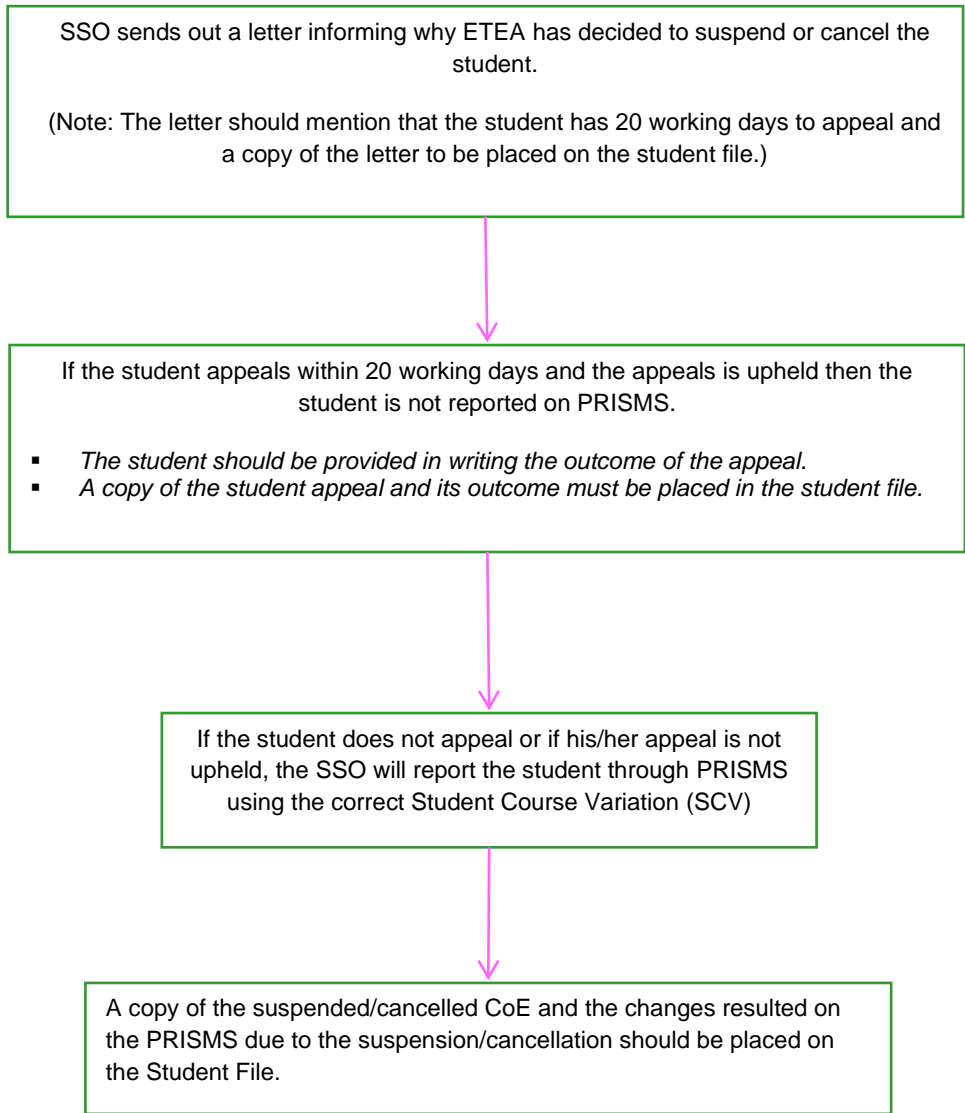


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## SUSPENSION/ CANCELLATION OF STUDIES PROCEDURE (ETEA INITIATED)

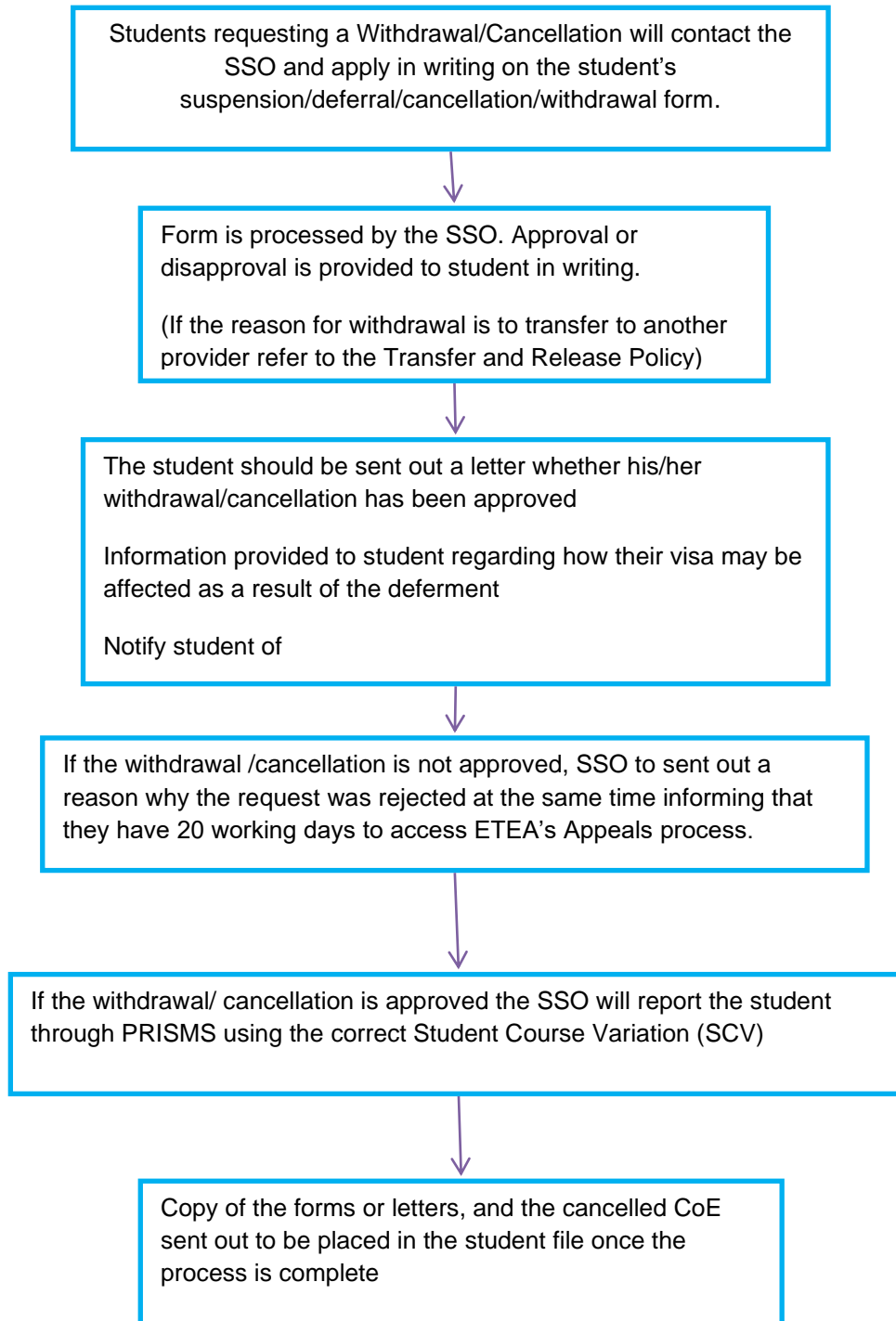


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## WITHDRAWAL/ CANCELLATION OF ENROLMENT PROCEDURE (STUDENT INITATED)



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