COM_PP_Deferring, Suspending, Cancelling_V1.2_SV

1. SCOPE

2. Policy

All overseas students will be provided with a copy of this policy prior to enrolment in order to inform of the basis on which applications for deferral, suspension or cancellation of studies will be assessed. This policy also outlines the circumstances in which a College initiated suspension or cancellation of a

Attendance monitoring will not be conducted during approved deferred or suspended periods of an

3. Definitions

Deferral: Application for a deferral is when a student makes the decision to postpone or put off their course BEFORE it commences

Suspension: Suspension applies when a student needs to put their studies on hold DURING their course. A student may apply for a suspension of their studies due to compassionate or compelling

Cancellation: Cancellation applies to a student seeking to terminate their enrolment and permanently withdraw from their course of study. Queensford College can also make the decision conditions.

Non- Genuine Student: Being a student who does not attend regular classes and does not progress in their course or failure to respond to any contact made by the College regarding current circumstances. Student may also be in breach of Code of Behaviour, refer to Queensford College *Academic and General Code of Conduct Policy*, if they are deemed as a non-genuine student.

Informal Communication: Refers to verbal communication either in person or over the phone.

4. \ 'o '@ ') 'o Cancellation- Procedure

An overseas student may request a deferral or suspension of their enrolment under compassionate or compelling circumstances. Compassionate and compelling circumstances may include (but are not limited to):

 serious illness or injury, where a medical certificate states that the overseas student was unable to attend classes

- Advise the student of the decision in writing, along with informing the student that any amendment to their enrolment (including cancellation), may affect their student visa and recommend they seek advice from the Department of Home Affairs.
- If the period of suspension or deferral does not impact the completion date specified on the -issued, however, the period of

deferral/suspension will still be recorded in PRISMS

If the period of suspension or deferral impacts the commencement or completion date of the CoE, the Department of Education and Training will be notified via PRISMS, the original CoE will be cancelled and re-issued with applicable dates amended as per revised commencement and/or completion dates.

notify the Department of Education and Training via PRISMS and complete the internal processes in relation to course cancellation, including if applicable, issuance of statement of attainment.

- In accordance with Standard 5.6 of the National Code 2018, should a suspension or cancellation be actioned for an overseas student under 18 years of age (regardless of whether it is student initiated or College initiated), Queensford College will continue to maintain responsibility for the welfare arrangements of the student until:
 - o the student has alternative welfare arrangements approved by another registered provider
 - o care of the student by a parent or nominated relative is approved by Immigration
 - o the student leaves Australia

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o the registered provider has notified Immigration under Standard 5.3.6 that it is no longer

the required action after not being able to contact the student.

Please see Queensford College Overseas Students Under 18 Years of Age Policy, available on the College website.

3. If a student informally communicates to Queensford College about their intention to cancel their enrolment, Student Support Team will advise the student that for legal reasons, student must notify the college in writing of their intention to cancel by filling an enrolment variation form.

Following the conversation with the student, the student services team shall also email the student about the same with the enrolment variation form to be filled and submitted to Queensford College.

At this point the RTO Manager will be notified of the impending cancellation so that the student's trainer/s report immediately should the student cease attending the required scheduled classes.

As such, students who advise Queensford College about their intention to cancel their enrolment, but have not provided formal written advice of their intention to cancel/cease their study earlier and have ceased attending class, will then be sent a Warning letter Non Genuine Student

If the student does not respond to the <u>Warning letter</u> <u>Non Genuine Student</u> or make any attempts to contact the College, Queensford College will implement and send the student a <u>Notice of Intention to Report- non-genuine Student</u> (NOITR) letter for the cancellation of their enrolment on the grounds of them not being a genuine student, which could impact their visa status.

Student will have 20 working days to lodge an appeal from the date of the NOITR letter issued.

If the student fails to lodge an appeal, the student will be reported via PRISMS after the 20 working days have lapsed.

All communication with the student shall be recorded on Dynamics (Student Management System) for audit purposes.

For students under 18 years of age, a reporting timeframe of 14 days must be applied to all scenarios above from the time the student ceases attending classes.

Students dissatisfied in relation to decisions made in regard to the outcome of an application for suspensions, deferral or cancel 1438(kP&c)-10010101010018(E8.6)lication for