

## Deferring, Suspending or Cancelling Student Enrolment Policy and Procedure HEPP58

PURPOSE	
This policy statement sets out the principles and procedures associated with deferring, suspending or cancelling an international student's enrolment.	
SCOPE	
This policy and procedure applies to international students as defined by the Education Services for Overseas Students Act and the National Code 2018 who are enrolled at Southern Cross Education Institute (Higher Education).	
DEFINITIONS	
Cancel	Withdraw from a course permanently
CoE	Confirmation of Enrolment
Compassionate or compelling circumstances	Circumstances that are generally beyond the control of the student and which affect the student's wellbeing or progress in their program of study.
Defer	Defer the start date of a course
DHA	Department of Home Affairs
DoE	Department of Education
PRISMS	Provider Registration and International Student Management System
SCEI-HE	Southern Cross Education Institute (Higher Education)
Suspension	Temporarily place studies on hold
POLICY	
<ol style="list-style-type: none"> <li>1. Students can apply to <b>defer</b> the start date of their course prior to applicable census dates and avoid academic or financial penalty commencement.</li> <li>2. <b>International students</b> can apply to <b>suspend</b> or <b>cancel</b> their course on the grounds of compassionate or compelling circumstances such as: <ol style="list-style-type: none"> <li>2.1 serious illness where a medical certificate states that the student was unable to attend classes while the student remains in Australia;</li> <li>2.2 bereavement of close family members such as parents or grandparents (a death certificate must be provided);</li> <li>2.3 serious illness, accident or family incident which requires the student to return home;</li> <li>2.4 major political upheaval or natural disaster in their home country requiring emergency travel which has impacted on the student's studies; or</li> <li>2.5 the provider's inability to provide a core unit in the student's course, which must be completed in a given teaching period and for which no alternative is available, in that teaching period.</li> </ol> </li> <li>3. <b>Domestic students</b> can <b>suspend</b> or <b>cancel</b> their course before census date and avoid academic or financial penalty.</li> <li>4. SCEI-HE can <b>suspend</b> or <b>cancel</b> a student's enrolment under the following circumstances: <ol style="list-style-type: none"> <li>4.1 the student has not achieved satisfactory progress in accordance with the <i>Student Monitoring, Progress and Exclusion Policy and Procedure HEPP29</i>.</li> <li>4.2 the student has been found to be in breach of the following policies, rules or legislation: <ol style="list-style-type: none"> <li>4.2.1 Student Charter HEMIS14;</li> <li>4.2.2 Student Conduct Policy HEPP07;</li> <li>4.2.3 Academic Integrity Policy and Procedure HEPP01;</li> <li>4.2.4 Federal or State laws.</li> </ol> </li> </ol> </li> </ol>	

## PROCEDURE

### 1. Deferring, Cancelling or Suspending Studies

- 1.1 Students who wish to suspend, cancel or defer their course should first meet with their Course Coordinator and/or the Student Welfare Officer to discuss their situation. If they wish to proceed, they need to complete and submit an Application to Defer, Suspend or Cancel Enrolment.
- 1.2 Academic Director or delegate will process the application in consultation with the Welfare Officer where required.
- 1.3 Students will be notified via their student email address, of the outcome of their application within **7 working days** following the date of application.
- 1.4 Student administration or the Student Welfare Officer will:
  - 1.4.1 advise the student in writing of the outcome of the application including any consequences such as having to clear remaining fees or any potential impact on their student visa (international students);
  - 1.4.2 Student administration will to notify the DoE and the DHA by updating the PRISMS; and
  - 1.4.3 place all relevant documentation on the student's file.

### 2. Academic Progression – International Students

- 2.1 An international student who has not met satisfactory academic progress requirements under *Student Monitoring, Progress and Exclusion Policy and Procedure HEPP29* may be placed on academic probation. A letter will be sent to the student advising the decision and conditions that have been imposed and the support services that are available.
- 2.2 Students who do not meet their conditions of continuation will be advised that they will be excluded from the course. Students may appeal the decision under *Student Complaint and Grievance Policy and Procedure HEPP03*.
- 2.3 If the appeal process has been exhausted and the outcome remains the same, the Academic Director will arrange with the Student Administration Manager to:
  - 2.3.1 notify the DHA and cancel the student's CoE via PRISMS;
  - 2.3.2 issue the student with a letter informing them to contact the Department within 28 working days; and
  - 2.3.3 place all relevant documentation on the student's file.
- 2.4 If the student fails to report to the Department as required, their student visa may be cancelled.

### 3. Misconduct

- 3.1 If a student is found guilty of misconduct under *Student Charter HEMIS14* and/or *Student Code of Conduct HEPP07*, SCEI-HE will advise the student in writing of the intent to suspend or cancel their enrolment. The student will be notified that they have 20 working days in which to appeal the decision.
- 3.2 Student appeals are considered in accordance with *Student Complaint and Grievance Policy and Procedure HEPP03*.
- 3.3 Where an appeal is unsuccessful, the student will be notified in writing and their CoE cancelled via PRISMS.

### 4. Change of Enrolment Status Notification (International Students)

- 4.1 SCEI-HE is required to advise the DHA through PRISMS of a change to a student's enrolment status on the basis of a decision to defer, suspend or cancel the student's enrolment.
- 4.2 If a suspension does not affect the end date of a student's CoE, the notice of deferment or suspension will be recorded in PRISMS. The notice of deferment will be sent by PRISMS to the DHA.
- 4.3 If a suspension will affect the end date of the CoE, PRISMS will cancel the original CoE and SCEI-HE will create a new CoE with a revised end date.
- 4.4 In cases where the return date after a suspension is unknown, SCEI-HE will not create a new CoE after PRISMS has cancelled the original until notified by the student of the date they intend to resume studies.
- 4.5 If a decision is made to terminate a student's enrolment, SCEI-HE will cancel the enrolment in PRISMS.
- 4.6 If a student's enrolment is cancelled or suspended without the re-issue of a new CoE, the student must:
  - 4.6.1 leave Australia within 28 days;
  - 4.6.2 show the Department of Home Affairs a new CoE; or
  - 4.6.3 provide evidence that the student has accessed an external appeals process.

## 5. Refunds

An international student may apply for a refund of fees when a student's enrolment is suspended, or cancelled in line with the *Refund Policy and Procedure HEPP25*.

### RELATED DOCUMENTS

Application to Defer, Suspend or Cancel Enrolment HELET07  
Student Charter HEMIS14  
Academic Integrity Policy and Procedure HEPP01  
Student Complaint and Grievance Policy and Procedure HEPP03  
Student Code of Conduct HEPP07  
Refund Policy and Procedure HEPP25  
Student Monitoring, Progress and Exclusion Policy and Procedure HEPP29

### LEGISLATIVE CONTEXT

Education Services for Overseas Students Act 2000  
Higher Education Standards Framework (Threshold Standards) 2021  
National Code of Practice for Providers of Education and Training to Overseas Students 2018, Standard 9  
Tertiary Education Quality and Standards Agency Act 2011

### RESPONSIBILITIES

**Academic Director and Student Welfare Officer:** Responsibility for this policy and procedure.

### DOCUMENT AND RECORD CONTROL

<b>Created</b>	Feb 2018 (V1.0)
<b>Amended</b>	Mar 2019 (V1.1); May 2020 (V1.2); Feb 2022 (V1.3); Jan 2024 (V1.4)
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