

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

### PURPOSE

This policy and procedure applies to all students enrolled at Southern Cross Education Institute (Higher Education). It outlines distinct processes for international students as defined under the Education Services for Overseas Students Act and National Code 2018, and for domestic students.

### 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
Domestic Student	A student who is not an international student as defined by the ESOS Act and National Code.
Withdraw	Student initiated permanent cessation 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

- All students may apply to defer the start date of their course prior to applicable census dates to avoid academic or financial penalties.
- International students may apply to suspend or cancel their enrolment due to compassionate or compelling circumstances as defined by the National Code 2018. Domestic students may suspend or cancel enrolment before the census date to avoid academic or financial penalty, subject to institutional policies. SCEI-HE ensures that international students are fully informed, both prior to and during enrolment, about the conditions under which their enrolment may be deferred, suspended, or cancelled. This includes clear information on how such changes could impact their student visa, in accordance with Standard 9 of the National Code, and may also include other relevant considerations such as:
  - serious illness where a medical certificate states that the student was unable to attend classes while the student remains in Australia;
  - bereavement of close family members such as parents or grandparents (a death certificate must be provided);
  - serious illness, accident or family incident which requires the student to return home;
  - major political upheaval or natural disaster in their home country requiring emergency travel which has impacted on the student's studies; or
  - 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.
- Domestic students may defer, suspend, or cancel their enrolment in accordance with institutional policies, with no penalty if actioned before census dates.
- SCEI-HE may suspend or cancel a student's enrolment (international or domestic) under the following circumstances:

- 4.1 the student has not achieved satisfactory progress in accordance with the *Student Monitoring, Progress and Exclusion Policy and Procedure HEPP29*.
- 4.2 the student has been found to be in breach of the following policies, rules or legislation:
  - 4.2.1 Student Charter HEMIS14;
  - 4.2.2 Student Conduct Policy HEPP07;
  - 4.2.3 Academic Integrity Policy and Procedure HEPP01;
  - 4.2.4 Federal or State laws.

## PROCEDURE

### 1. Deferring, Cancelling or Suspending Studies

- 1.1 This applies to both international and domestic students. International students will also receive advice on visa and PRISMS reporting implications. 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 notify the Department of Education (DoE) and, for international students, the Department of Home Affairs (DHA) via 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*. SCEI-HE will provide access to academic and personal support services for students who are returning from a period of suspension or deferral, to facilitate a smooth re-engagement with their studies.
- 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 in writing of the decision and informed of their right to access both internal and external appeals processes within 20 working days, in accordance with the *Student Complaint and Grievance Policy and Procedure HEPP03*.
- 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**

### DOCUMENT AND RECORD CONTROL

<b>Created</b>	Feb 2018 (V1.0)
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