Deferment, Suspension or Cancellation of a Student’s Enrolment

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Scope
Standard 13 of the National Code allows students where compassionate or compelling circumstances exist to defer commencement of studies, take a leave from studies or temporarily suspend their studies during their program. This must be completed through a formal agreement with their registered provider.

Students must be advised that deferring, taking leave from studies or temporarily suspending their studies during their program may affect their student visa.

The registered provider may also seek to cancel or suspend the student’s enrolment for discipline reasons.
This procedure outlines the circumstances for the application, assessment and approval of the deferment, suspension, a leave from studies or cancellation of enrolment when instigated by either student or registered provider and subsequent reporting requirements via PRISMS.

### Deferment

<table>
<thead>
<tr>
<th>STEPS</th>
<th>WHO IS RESPONSIBLE?</th>
<th>COMMENTS</th>
</tr>
</thead>
</table>
| 1     | Request for Deferment from Studies for a full semester or longer. | Student |  - Must be in writing using the Change of Course Start Date Form.  
   |                    |          |  - Additional documentation to support application may be lodged with form. |
| 2     | Receipt of Application for Change of Course Start Date form. | Student Administration Officer |  - Student Administration Officer will email the student with an acknowledgment of the Change of Course Start Date application received. |
| 3     | Deferment of commencement of program | Registrar |  - Students requesting a deferment due to not receiving their student visa in time to commence their course for the current semester or other compassionate or compelling reasons will contact the Registrar (or its nominee) and request a new CoE for the following semester. |
| 4     | Deferment approved | Registrar |  - When approved the Registrar will issue new offer & acceptance agreement and re-issue the eCoE with new commencement date. New commencement date will be recorded in PEPi. |
| 5     | Change to eCoE via PRISMS. | Student Administration Officer |  - Student Administration Officer retains a copy of the form, new offer and acceptance agreement and eCoE in the student's file. |

### Leave of Absence Guidelines

**Purpose**
These guidelines are to assist APIC staff with the assessment of the Leave of Absence applications.

**Scope**
These guidelines articulate the APIC’s practices as they apply to International Students on a Student Visa or Bridging Visa Students in compliance with the **ESOS Act 2000** and the **National Code 2007** and Domestic Students Onshore and Off-Campus. This document is linked to the Leave of Absence policy.

International students who decide to apply for a Leave of Absence must consult with the Student Services Officer to discuss whether they are entitled to it under the National Code and to consider the possible impact on their student visa. The College must report all periods of Leave to DIAC via PRISMS.
Associated Documents

- Leave of Absence Policy

General

Leave of Absence will only be granted if a student has Compassionate or Compelling circumstances, which are generally those beyond the control of the student and which have an impact upon the student’s course progress or wellbeing. These could include, but are not limited to:

- serious illness or injury, where a medical certificate states that the student is unable to attend classes
- bereavement of close family members such as parents or grandparents
- 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.

All the cases should be supported by appropriate documentary evidence.

Circumstances that can also entitle a student to a Leave of Absence from their studies include:

- situations where the registered provider is unable to offer a pre-requisite unit; or
- situations where students are unable to begin studying on the course commencement date due to delay in receiving a student visa.

International students are required by APIC to provide documentary evidence of the reason for their application. Copies of this documentary evidence may be retained on the student’s file. All applicants should keep a copy of their application.

All applications will be acknowledged. Students will be notified of the outcome of their application, normally within ten (10) working days from the date of the decision. Where the application is not approved, the student will be so advised; where it is approved, the approval notification will state clearly the course from which Leave of Absence has been granted and the period for which it has been approved.

Leave of Absence will not be approved retrospectively other than in exceptional circumstances (i.e. where a student was completely incapacitated for the period when they were away from the College or situations where the student faced an emergency and was not practically in a position to lodge his or her application for Leave of Absence). Students who have applied for Leave of Absence should continue to attend classes while awaiting the decision on their application.

The authority to approve Leave of Absence rests with the Dean in consultation with the Registrar (or delegated nominee). Applications for Leave of Absence are normally granted for up to one semester (covering Compulsory Teaching Period). Students may apply to extend the Leave of Absence if compassionate or compelling circumstances continue to impede their ability to pursue their course.

Requests for multiple periods of absence over several semesters (Compulsory Teaching Periods) or years will be not be considered. Applicants must initially lodge an application for the first Leave of Absence. Any subsequent application will be considered separately and individually. Normally a Leave of Absence will not be granted if it will result in the student exceeding the maximum length of time allowed for completion of their course or 2 semesters in total.

Action
If a student wishes to apply for a Leave of Absence, he or she should submit a request in writing to the Registrar (through the Student Services Officer). The Student Services Officer will:

- Check the completeness of the form;
- Check the evidence/supporting documents lodged by the student;
- Inform the student about the Leave of Absence processing time;
- Inform the student about how the outcome of the Leave of Absence will be sent to them. The outcome will be preferably sent to the student's APIC email account and if an APIC email account is not available the College will send the outcome to student's personal email account; if a student does not have an email account the outcome will be sent by letter via the Australia Post to the student’s last known address in Australia using regular post.
- Submit the student Leave of Absence application to the Registrar (or delegated nominee) for assessment.
- Sent the outcome letter to the student within 10 workings from the Leave of Absence lodgement date.

The Student Services Officer is responsible for recording the Lodgement of the Leave of Absence and the Leave of Absence outcome on the Student Management System (SMS).

This guideline shall be reviewed and revised periodically in conformity with the respective legislation, associated regulations, the College policies and requirements.

<table>
<thead>
<tr>
<th>STEPS</th>
<th>WHO IS RESPONSIBLE?</th>
<th>COMMENTS</th>
</tr>
</thead>
</table>
| 1     | Request for Leave from Studies for a full semester or longer. | Student | Must be in writing using the LoA Form.  
Additional documentation to support application must be lodged with form. |
| 2     | Receipt of Application for LoA form. | Student Administration Officer | Student Administration Officer will email the student with an acknowledgment of the LoA application received. |
| 3     | Assessment for LoA. | Registrar | Approval can only be given in accordance with defined compassionate or compelling circumstances.  
Where a student wishes to take a break from their studies but does not have compassionate or compelling circumstances the student will need to withdraw and re-apply when they are ready to return to study. |
| 4     | Approval / Decline of LoA | Registrar |  |
| 5     | Notification is provided to Student of decision. | Registrar | Records to be maintained of the provision of notification and information provided to student.  
Information provided to student to include: their visa may be affected as a result of the LoA and DIAC contact details. |
| 6     | Change to CoE reported via PRISMS. | Student Administration Officer | Student Administration Officer retains a copy of the form and Outcome Letter in the student’s file. |
### Suspension of Enrolment (College initiated)

<table>
<thead>
<tr>
<th>STEPS</th>
<th>WHO IS RESPONSIBLE?</th>
<th>COMMENTS</th>
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</thead>
<tbody>
<tr>
<td>1. Action / Decision applicable to College Regulations.</td>
<td>Refer to APIC General Regulations.</td>
<td>- Suspension cannot take effect until the internal appeals process is completed unless extenuating circumstances relating to the welfare of the student or other students apply. - Correspondence to students in regard to appeals and appeal outcomes must be sent preferably to student’s APIC student email account followed by Australia Post to current postal address. Postage can be regular, express or registered post.</td>
</tr>
<tr>
<td>2. Written notification to student of the decision to suspend them.</td>
<td>Registrar</td>
<td></td>
</tr>
<tr>
<td>Advice must include:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• suspension may impact on student’s visa;</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• 20 working days to access APIC’s Appeals Process;</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. Notify Dean of the suspension within 7 days of the appeal period passing or any appeal finding in favour of the origin decision to suspend.</td>
<td>Registrar</td>
<td></td>
</tr>
<tr>
<td>Students who choose to appeal to the Overseas Students Ombudsman (OSO – International Students) or NSW Ombudsman must do so within 10 working days of date of letter and must notify the Registrar their lodgement reference number.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4. Report student via PRISMS that the student’s enrolment is suspended.</td>
<td>Registrar</td>
<td></td>
</tr>
<tr>
<td>DIAC will consider the student’s circumstances and decide whether to maintain or cancel the student’s.</td>
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### Cancellation of Enrolment

- Course Progress
- Non-Payment
- Failure to Enrol or Re-enrol

<table>
<thead>
<tr>
<th>STEPS</th>
<th>WHO IS RESPONSIBLE?</th>
<th>COMMENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Action as per above applicable Statute or Regulation.</td>
<td>Refer to APIC General Regulations.</td>
<td></td>
</tr>
<tr>
<td>2. Written notification to student of the decision to cancel enrolment.</td>
<td>Registrar</td>
<td></td>
</tr>
<tr>
<td>Advice must include:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• suspension may impact on student’s visa;</td>
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<td>• 20 working days to access APIC’s Appeals Process;</td>
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</table>
3. Notify Dean of the suspension within 7 days of the appeal period passing or any appeal finding in favour of the origin decision to suspend.

Registrar

- Students who choose to appeal to the Ombudsman Victoria must do so within 10 working days if date of letter and must notify CUP their lodgement reference number. Students whose enrolment is cancelled for discipline reasons do not need to be enrolled during the external appeals process and their exclusion may be reported to DIAC.

4. Cancellation of Student CoE via PRISMS.

Registrar

- DIAC will consider the student’s circumstances and decide whether to maintain or cancel the student’s VISA.

## Forms/Record Keeping

<table>
<thead>
<tr>
<th>Title</th>
<th>Location</th>
<th>Responsible Officer</th>
<th>Minimum Retention Period</th>
</tr>
</thead>
<tbody>
<tr>
<td>Application for LoA</td>
<td>Student File</td>
<td>Registrar</td>
<td>2 years after completion of course</td>
</tr>
<tr>
<td>Evidence of Assessment of applications for suspension or LOA</td>
<td>Student File</td>
<td>Registrar</td>
<td>2 years after completion of course</td>
</tr>
<tr>
<td>Evidence of Approval / Rejection of Application</td>
<td>Student File</td>
<td>Registrar</td>
<td>2 years after completion of course</td>
</tr>
<tr>
<td>Evidence of information provided to student informing them of possible changes to their student visa.</td>
<td>Student File</td>
<td>Registrar</td>
<td>2 years after completion of course</td>
</tr>
<tr>
<td>Evidence of notification of changes to enrolment status via PRISMS</td>
<td>Student File</td>
<td>Registrar</td>
<td>2 years after completion of course</td>
</tr>
</tbody>
</table>

## Associated Documents

- Student LoA Guidelines
- APIC Leave of Absence Form
- APIC Leave of Absence Suspension/Deferment Checklist
- Student Non-Payment Guidelines
- APIC - Policy and Academic Progress 1st Warning & Intention to Report
- APIC Policy on Student Grievance
- Student Course Transfer Guidelines
- APIC Change of Course Form-Start Date
- APIC Change of Course Start Date Checklist
- APIC - Non Commencement 1st Warning for New Students - template
- APIC - Non Commencement Final Notice, CoE and Enrolment cancelled – template
- APIC - Non Commencement Intention to Report for New Students – template
- APIC - Non-Commencement Checklist
- APIC - Report Non-Commencement Flowchart
- APIC - Non Financial 1st Warning
- APIC - Non Financial Intention to Report Notice
- APIC - Non Financial Final Notice
- APIC - Non Payment Checklist
- APIC - Non-Payment Reporting Flowchart
- APIC - Student Appeal Form
- Sample Letter, Sending payment reminder
- APIC - Course Progress Cancellation Checklist
- APIC - Interim Sample, Unsatisfactory Academic Progress
- APIC - Monitoring Academic Progress
- APIC - Unsatisfactory Academic Progress Reporting Flowchart