



AUSTRALIAN INSTITUTE OF ENTREPRENEURSHIP

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Deferring, Suspending or Cancelling Student Enrolment Policy

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Australian Institute of Entrepreneurship

Entrepreneurial way of thinking, training and building confidence

ABN No: 79 124 768 092 | RTO No: 21996 | CRICOS Provider No: 02999J

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Deferring, Suspending or Cancelling Student Enrolment Policy

Purpose

The purpose of this policy is to make it clear to students and staff the circumstances under which a student's enrolment may be deferred, suspending or cancelled. This policy must be provided to students in the pre-enrolment information and again during orientation.

Scope

Applies to all prospective overseas students and existing overseas students studying in Australia on a student visa.

Definitions

Defer studies: to temporarily delay the commencement of studies, usually initiated by the student.

Suspending studies:

- (1) a student may request to temporarily delay continuing their studies due to compassionate or compelling circumstances only when permission has been granted by AIE prior to the student's departure.
- (2) AIE may suspend the student's studies temporarily due to misbehaviour.

Cancelling studies:

- (1) a student may cancel their studies to transfer to another provider before completing 6 months of their principal course of study with requesting a letter of release (see policy for Standard 7).
- (2) AIE may cancel the student's studies due to gross misbehaviour and/or non-payment of fees.

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Policy Details

Policy in relation to student's request to defer or suspend studies

1. It is **extremely important** that students advise AIE of their intention to defer or suspend their studies as soon as possible. If AIE has not heard from a student after a break, and cannot contact the student, AIE will assume that the student has voluntarily cancelled their enrolment and report the student to DIAC through PRISMS as required by the ESOS Act (after following correct procedures to inform the student). This action is likely to result in the student's visa being cancelled.
2. AIE will only allow overseas students to defer or suspend their studies where:
 - the student has made an application using the "Defer, Suspend or Cancel Studies form" to defer or suspend their studies (either by telephone in urgent cases or in writing), and
 - there is compassionate or compelling circumstances necessitating the student to defer or suspend their studies.
3. An application to defer or suspend studies should be made to AIE in writing using the "Defer, Suspend or Cancel Studies form"; but under exceptional and urgent circumstances such as sudden illness or accident to the student or close relative, applications may be considered by telephone.
4. Compassionate and compelling circumstances may include but not be limited to:
 - serious illness or injury, where a medical certificate states that the student was unable to attend classes
 - bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
 - major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies, or
 - a traumatic experience which could include involvement in, or witnessing of a serious accident; or witnessing or being the victim of a serious crime and this has impacted on the student (these cases should be supported by police or psychologists' reports).

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5. AIE will assess an application to defer or suspend studies according to the procedures described below and provide written advice to students about the outcome of their application within 7 days.
6. If an application to suspend or defer enrolment is granted, the AIE will inform DIAC via prisms within 35 days of making this decision, allowing the student to appeal.
7. Students will be warned that deferring or suspending their studies may affect their visa in the written letter of advice regarding their application.

Policy in relation to AIE initiated suspension or cancellation of enrolment

1. AIE will suspend and/or cancel the enrolment of an overseas student on the grounds of:
 - Proven misbehaviour including but not limited to bullying or otherwise threatening other students or persons, drug possession, stealing and other criminal activities,
 - Inappropriate academic conduct including but not limited to cheating and plagiarism. This includes failure by the student to engage in an agreed intervention strategy for the purposes of ensuring the student meets satisfactory course progress requirements.
 - Non-payment of fees.
2. All parties involved will be protected by privacy laws but necessary government official and agencies will be informed as allowed through the ESOS legislated framework.
3. All incidents will be actioned as a priority until resolved.
4. The student will be issued with two written warnings prior to a formal letter of intention to cancel their enrolment being forwarded in relation to any proposed action.
5. While the matter is being investigated and/or the student is exercising their right to appeal, the student's enrolment will be maintained.
6. If the student's behaviour is deemed to be disruptive or dangerous to other students, alternative studies options will be offered to the student while any complaints or appeals process is in process.

Policy to cancel enrolment based on non-commencement

1. If a student didn't commence on the course start date and AIE was unable to contact the student for minimum 5 working days of the commencement date, AIE will cancel the student's enrolment.

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Procedures

Procedures in relation to student's request to defer or suspend studies

1. The student must apply to defer or suspend enrolment by submitting the relevant form to the student contact officer.
2. If an urgent matter arises, the student can apply to defer or suspend their studies by telephone or email. In these cases, relevant documentary evidence must be forwarded at a later, more convenient time.
3. The application is assessed by the student administration or Training Manager within 7 days of receipt.
4. A recommendation, together with draft letter in relation to the assessment of the application, is forwarded to the Training Manager for approval.
5. Once signed, the letter advising decision is forwarded to student.
6. If approved, student administration or the Training Manager notifies DIAC by reporting a student course variation on PRISMS within 14 working days.
7. The student information management system is updated accordingly.
8. A copy of all relevant documentation placed on the student's file.

Procedures in relation to AIE's action to suspend or cancel a student's enrolment based on misconduct

1. Any incident of inappropriate behaviour, academic misconduct or non-payment of fees must be reported to the CEO or the Training Manager.
2. The CEO or Training Manager will make immediate preliminary enquiries into the matter to determine whether allegations can be upheld.
3. If preliminary investigations prove to uphold allegations, the offending student(s) will be asked to meet with the CEO.
4. The student may bring a support person if they require.
5. Following the meeting with the CEO, the offending student(s) will be issued with their first warning letter.
6. If criminal activities are suspected, the police will be called and the student's enrolment suspended immediately.

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7. A letter will be issued to the student advising that AIE is considering cancelling the student's enrolment on the basis of the alleged criminal activity, subject to the outcome of police investigations and the outcome of any student appeal.
8. If a repeat incident of non-criminal misbehaviour occurs, these procedures are repeated and the student will be issued with a notice of intention to suspend and or cancel enrolment based on the outcome of the student's appeal.
9. If, following an investigation the matter is upheld and the student's appeal has been finalised against the student, the enrolment will be subsequently suspended or cancelled, depending on the nature of the misdemeanour.
10. The student will be informed of this outcome in writing and warned that the action of reporting the student may result in their visa being cancelled.
11. The authorised PRISMS officer or Training Manager notifies DEEWR and DIAC of the student's suspension and/or cancellation via PRISMS within 35 days of making the decision.
12. Copies of all documentation are to be placed in a large envelope, marked confidential and placed on the student file.

Procedures in relation to AIE's action to suspend or cancel a student's enrolment based on inappropriate academic conduct

1. Trainers will notify the Training Manager or student administration of students' inappropriate academic conduct including, but not limited to, cheating and plagiarism. This includes failure by the student to engage in an agreed intervention strategy for the purposes of ensuring the student meets satisfactory course progress requirements.
2. The students are sent a reminder notice notifying them of their inappropriate academic conduct and to respond within 7 days.
3. If the students don't respond within 7 days, the students are sent a warning letter which states that their enrolment may be cancelled if they don't respond within 5 days.
4. If the students don't respond within 5 days, AIE issues a notice of intention to cancel the student's enrolment due to inappropriate academic conduct.
5. AIE will wait to hear from the student or for 20 working days to allow for students to appeal this decision.
6. If the student does not appeal or contact the institute, the student administration will report the student to DIBP via PRISMS. This must be done within 35 days of the original decision.
7. A copy of the section 20 notice generated from PRISMS will be retained on the student's file.

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Procedures to cancel enrolment based on non-payment of fees

1. Student administration conducts a financial check after four weeks to identify students who have NOT paid the required tuition fees.
2. These students are sent a reminder notice with a request to make payment within 7 days.
3. If payment is not received within 7 days, the student is sent a warning letter which states that their enrolment may be cancelled if fees are not received within 5 days.
4. If payment is not received within the 5 days, AIE issues a notice of intention to cancel the student's enrolment due to non-payment of fees.
5. AIE will wait to hear from the student or for 20 working days to allow for students to appeal this decision.
6. If the student does not appeal or contact the college, the Director of Administration will report the student to DIAC via PRISMS. This must be done within 35 days of the original decision.
7. A copy of the section 20 notice generated from PRISMS will be retained on the student's file.

Procedures to cancel enrolment based on non-commencement

1. The student administration conducts a commencement check after 5 days to identify students who are missing .
2. If the student couldn't be contacted via phone/email within 3 days, the student is sent a final notice of intention to cancel the student's enrolment.
3. AIE will again wait to hear from the student for 20 working days after which AIE will cancel the student's enrolment and consequently report the student to DIAC via PRISMS. This must occur within 31 days of the decision.

Roles and Responsibilities

- Student Contact Officer
- Admin Officer
- Training Manager
- CEO
- Authorised PRISMS officer