

Student Deferral, Suspension and Cancellation Procedure

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1. Purpose and Scope

This Procedure is in place to ensure students are informed of the grounds on which their enrolment may be deferred, suspended or cancelled. This Procedure satisfies the requirements of Standard 9 of the National Code.

- a) International students on student visas can defer commencement of their course or temporarily suspend their enrolment once they have commenced studies in certain limited compassionate and compelling circumstances. Deferral, suspension or cancellation of enrolment may affect the student visa.
- b) This Procedure applies to all international students at Australasia Language College (ALC). The Procedure also applies to all staff involved in the promotion, recruitment, admission, academic delivery, management or administration of overseas students on student visas.

2. Procedure

- For all student deferral, suspension and cancellation requests, student must complete an Enrolment Variation Request Form available from ALC Student Services or from ALC' website.
- Students should complete and sign this form in full and attach relevant documentation to support the application.
- The Director of Studies will sign and date the application when submitted to Student Services to acknowledge that the application has been received from the student.
- The Director of Studies may request additional supporting documentation before the application is processed further.
- The application will then be forwarded to the relevant Marketing officer for processing.



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- The student will be notified about the outcome of his/her request in writing within 10 working days of receipt of the Enrolment Variation Form.
- All approved Enrolment Variation requests that require an adjustment to a student's CoE will result in an administration fee of AU\$50 per CoE.

2.1 Student-Initiated Deferral of Enrolment

- a) Students can defer commencement of their course to a later intake date in certain limited compassionate and compelling circumstances (at the discretion of ALC) or in case of student visa delay. Conditions on deferred courses may be imposed by ALC.
- b) Students wishing to defer the commencement of their course must complete the Enrolment Variation Request Form available from Student Services. Upon receiving the form, Student Services will follow normal admissions processes and:
 - Determine if the request is about deferral of course commencement, as indicated on the form by the student
 - Determine if the reasons for change and the evidence submitted are based on compelling and compassionate grounds
 - If the student is under 18 years of age, sight evidence of parent or legal guardian supporting the request
 - Notify the Department of Education and Training via the Provider Registration and International Student Management System (PRISMS) of the change in the enrolment, if applicable.
- c) Students may defer their studies only once. The deferral period cannot exceed eight weeks from the first day of the deferment period.
- d) Students can request a deferral to the commencement of their course no later than 10 days after scheduled commencement of the enrolment.
- e) If the deferral is approved, the student will receive a new Confirmation of Enrolment (CoE) and will be required to sign a new written agreement to reflect the new commencement date.

2.2 Student Initiated Suspension of Enrolment

A suspension request is when a student has already commenced their studies, and then wishes to stop their studies for a period of time. A suspension, if granted, will result in the student's course completion date being moved forward to a date later than the original completion date.

A suspension request will only be granted in Compassionate and Compelling Circumstances.

- a) Students wishing to suspend their course must complete the Enrolment Variation Request Form available from Student Services. Upon receiving the form, Student Services will follow normal admissions processes and:



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- Determine if the request is about suspension, as indicated on the form by the student
 - Determine if the reasons for suspension and the evidence submitted are based on compelling and compassionate grounds
 - If the student is under 18 years of age, sight evidence of parent or legal guardian supporting the request
 - Notify the Department of Education and Training via the Provider Registration and International Student Management System (PRISMS) of the change in the enrolment, if applicable.
- b) If a student request for a suspension is approved, no refund of tuition fees will be given for weeks during the suspension period, if the student has paid for those weeks of study in advance.
- c) Students may apply for suspension or cancellation of their studies only if they have a good reason for doing so based on compassionate or compelling circumstances.
- d) A student may suspend their course for up to 8 weeks from the commencement date of the suspension period, if approved.
- e) Normally, a student may apply for a course suspension only once during their period of enrolment. Requests for further suspensions may be granted at the discretion of ALC, and in certain limited compassionate and compelling circumstances only.
- f) Students wishing to suspend their enrolment must apply in writing to the Student Services a minimum of 10 working days prior to the requested suspension date.
- g) If the suspension is approved, students will receive a letter from the Student Services granting the suspension.

2.3 Student initiated cancellation of studies

A cancellation request is when a student has already commenced their studies, and then wish to discontinue their studies.

- a) Students wishing to cancel their course must complete the Enrolment Variation Request Form available from Student Services. Upon receiving the form, Student Services will follow normal admissions processes and:
- Determine if the request is about cancellation, as indicated on the form by the student
 - Determine if the reasons for cancellation and the evidence submitted are based on compelling and compassionate grounds
 - If the student is under 18 years of age, sight evidence of parent or legal guardian supporting the request



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- Notify the Department of Education and Training via the Provider Registration and International Student Management System (PRISMS) of the change in the enrolment, if applicable.
- b) If the cancellation is approved, students will receive a Release Letter from Student Services.
- c) All approved student cancellations will incur a cancellation fee of \$200.

2.4 Provider Initiated Suspension or Cancellation of Enrolment

- a) ALC may suspend or cancel a student's enrolment in case of serious misconduct, unsatisfactory course progress and/or attendance and non-payment of course fees in accordance with ALC' Student Academic Progress and Monitoring Policy, Attendance Policy, Student Fees & Refund Procedure or the Student's Code of Conduct.
- b) Where suspension or cancellation is initiated by ALC, the student will be given 20 working days to access the Student Complaint and Appeal Procedure.

2.5 Student Responsibilities

- a) Students must comply with their student visa and fee payment obligations. Requests for Deferral, Suspension or Cancellation of studies will not be approved for student who are in breach of their course progress and/ or attendance obligations or who have unpaid fees owing to ALC.
 - Students must complete the relevant form in relation to requests for deferral, suspension or cancellation for any reason and attach the supporting documentation, as identified on the applicable form available at the Student Services:
 - Deferral of course commencement/change of course – “Defer your course start date’
 - Temporary suspension of studies – ‘Suspend your Studies’
 - Cancellation of course –
 - ‘Cancel your course’
- b) Incomplete forms, or insufficient or unclear evidence supporting the request, will result in delays in processing.
- c) Outcomes of requests are kept with student files for reference and for correspondence with the relevant authorities.
- d) Deferral, suspension or cancellation of enrolment may affect the student's visa. If a student's enrolment is temporarily suspended for more than 28 days, the student must return home, unless there are exceptional circumstances which prevent them from travelling such as a medical condition.
- e) If a student has been suspended for a period of more than six months, the student's visa may be cancelled, and this may impact upon future visa applications.

3. Publication

Global Education Ministry Incorporated T/A Australasia Language College

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This Procedure will be published on the ALC website www.alcollege.edu.au for public access.

4. Legal and Policy Framework

- Education Services for Overseas Students Act (ESOS Act)
- National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 (The National Code)

5. Table of definitions

Deferral	Postponement of the commencement of enrolment
Suspension	Temporary postponement of enrolment
Cancellation	Cessation of enrolment of a course
Leave of Absence	A request by a student to temporarily postpone study after the commencement of the study period (Student initiated)
Compassionate or compelling circumstances	<p>Compassionate or compelling circumstances 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:</p> <ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> ➤ 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) • Where the registered provider was unable to offer a pre-requisite unit; or • Inability to begin studying on the course commencement date due to delay in receiving a student visa.