

# SC10-I: Deferral, Suspension and Cancellation Policy & Procedure

## International Students



### Contents

<b>Purpose</b> .....	1
<b>Definitions</b> .....	1
<b>Policy</b> .....	1
<b>Procedure</b> .....	4
1. Student initiated deferral of enrolment .....	4
2. Student-initiated suspension of enrolment .....	4
3. Student-initiated cancellation of enrolment (withdrawal) .....	5
4. Provider-initiated suspension or cancellation of enrolment .....	6

### Purpose

The purpose of this policy is to outline the circumstances in which a student can defer, suspend or cancel their enrolment with ZOI Education and where ZOI Education can initiate the suspension or cancellation of the student's enrolment.

This ensures compliance with Standard 9 of the The National Code of Practice for Providers of Education and Training to Overseas Students 2018 ([National Code 2018](#))

### Definitions

**CoE** means Confirmation of Enrolment

**Extenuating 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:

- 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
- a traumatic experience that has impacted on the student which could include involvement in, or witnessing of a serious accident or witnessing or being the victim of a serious crime. Such cases supported by police or psychologists' reports
- where ZOI Education is unable to offer a pre-requisite unit
- inability to begin studying on the course commencement date due to delay in receiving a student visa
- Covid-19

**DET** means Department of Education and Training

**DHA** means Department of Home Affairs

**Deferral** means to postpone commencement of studies.

**Suspension** is a temporary postponement of studies.

**PRISMS** means Provider Registration and International Student Management System (PRISMS)

### Policy

# SC10-I: Deferral, Suspension and Cancellation Policy & Procedure

## International Students

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### 1. Deferral and suspension of studies

- Deferral and suspension of studies will only be granted in extenuating circumstances as included in the definitions above. The circumstances listed are example of what may be considered extenuating circumstances and each case will be assessed on its individual merits.
- When determining whether extenuating circumstances exist, ZOI Education considers documentary evidence provided to support the claim, and stores copies of these documents in the student's file.
- Each student application will be assessed on a case by case basis.
- Deferment of enrolment can be requested by the prospective student prior the commencement of their course. Suspension of studies is requested by the student after the commencement of their enrolled course(s).
- A retrospective deferment or suspension may be justified if the student was unable to contact ZOI Education because of a circumstance such as being involved in a car accident.
- Where a student has initiated deferral of enrolment and his/her request is granted, ZOI Education will defer an enrolment for an agreed period of time - to a maximum of **12 months**. If the deferral is required for longer than 12 months, the student's application will be re-assessed. If the deferral period has expired and the student does not return, the student's enrolment will be cancelled.
- Where a student has initiated suspension of studies and his/her request is granted, ZOI Education will suspend an enrolment for an agreed period of time – to a maximum of **6 months**. If the suspension is required for longer than **6 months**, further discussion to cancel an enrolment and to reenroll into the new intake will be re-assessed. If the suspension period has expired and the student does not return, the student's enrolment will be cancelled.

### 2. Cancellation of studies

- Students may initiate cancellation of their studies at any time during their course. Students who wish to withdraw within six months of their course to transfer to another provider will be processed as per ZOI Education Course Transfer Policy and Procedure.
- ZOI Education may also initiate suspension or cancellation of a student's enrolment on the grounds of misbehaviour of the student or non-payment of fees. Information in the International Student Handbook describes the behaviour expected by students, as well as information on plagiarism, collusion and cheating.
- Cancellation of the student's enrolment due to unsatisfactory course progress or attendance will be handled as per ZOI Education Course Progress and Attendance Monitoring Policy and Procedures.

### 3. Visa status

- Deferment, suspension or cancellation of studies may affect the student's visa. When a student's enrolment is deferred, suspended or cancelled, ZOI Education will notify DET via PRISMS of the change in enrolment status.
- Where a student accesses the Complaints and Appeals process, ZOI Education will not notify DET via PRISMS until the internal appeals process is complete. Where the student chooses to access an external appeals process, DET will still be notified via PRISMS.
- Students are referred to the DHA web site ([Department of Home Affairs](#)) or Helpline (131 881) for information and their local DHA office for advice on how the potential change to enrolment status may impact upon his or her visa.

# SC10-I: Deferral, Suspension and Cancellation Policy & Procedure

## International Students

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- Once the DET has been notified of a suspension or cancellation of a student's enrolment, the student has 28 days in which to leave Australia or show the DHA a new CoE or provide DHA with evidence that he or she has accessed an external appeals process.
- Regardless of whether the suspension of enrolment is the result of a student request for suspension or a suspension imposed by ZOI Education, the period of suspension of enrolment (as entered in PRISMS) will not be included in attendance monitoring calculations.
- Where ZOI Education initiates the suspension or cancellation of a student's enrolment, the student will be notified of this intention and will be informed that they have 20 working days to access ZOI Education's *Complaints and Appeals Policy and Procedure*, unless extenuating circumstances relating to the welfare of the student apply. Such circumstances may include where the student refuses to maintain approved care arrangements (only for students under 18 years of age), is missing; has medical concerns, severe depression or psychological issues which lead the provider to fear for the student's well being; has engaged or threatens to engage in behaviour that is reasonably believed to endanger the student or others; or is at risk of committing a criminal offence.
- Students may choose to access an external appeal process as per ZOI Education's *Complaints and Appeals Policy and Procedure*. In the case of an external appeal, ZOI Education is not required to wait for the outcome of the external appeal before notifying DHA of the change to the student's enrolment status.
- In relation to suspension, ZOI Education will continue to provide learning opportunities to students during the appeals process. However, where it is considered that a student should not attend classes during the appeals process, students will be provided with work that can be completed outside of the classroom environment.
- ZOI Education provides information about its Deferral, Suspension and Cancellation Policy and Procedure on the above in the International Student Handbook and at orientation.
- Student may access all relevant forms for deferral or suspension through ZOI Education website, Student Learner's App and/or by direct request to our Student Support Coordinator.
- Standards of behaviour required are outlined in the International Student Handbook.
- Appropriate records of the assessment of the student's application for deferment, suspension or cancellation will be kept on the student's file. Where a student is suspended or their enrolment cancelled due to misbehaviour, documentary evidence of this decision will also be kept.

# SC10-I: Deferral, Suspension and Cancellation Policy & Procedure

## International Students



### Procedure

#### 1. Student initiated deferral of enrolment

Procedure	Responsibility
<p><b>A. Process application from student</b></p> <ul style="list-style-type: none"> <li>Provide <i>Application for Deferral Form</i> on request to students.</li> <li>Assist students to complete form as required.</li> </ul>	Student Support Coordinator
<p><b>B. Assess request for deferral and respond to student</b></p> <ul style="list-style-type: none"> <li>Consider reasons for request for deferral and approve cases that fall within extenuating circumstances as defined in this policy.</li> <li>Notify DET through PRISMS that the student will be deferring their enrolment.</li> <li>Where the deferral is approved, the student and the end date of the CoE is affected, a new CoE is created through PRISMS and sent to the student along with a new written agreement to reflect the new commencement date.</li> <li>Forward notification of decision within 10 working days of receipt of an application.</li> <li>Student will be required to sign and return new written agreement.</li> <li>Where the request for deferral is approved and does not affect the end date of the CoE (i.e. it is a short period of deferment), although a new CoE will not be required, a notice of deferral will be recorded in PRISMS.</li> <li>Where the request for deferral is refused, the student will be informed of the decision including the reason for refusal, as well as their right to appeal the decision within 20 working days. The refusal of the request for deferral will be entered into PRISMS and the CoE cancelled. DHA will contact the student regarding the status of their visa.</li> <li>A refund of fees paid will be made as per ZOI Education <i>Fees, Refunds and Charges Policy</i>.</li> </ul>	<p>Training Manager/ Course Coordinator</p> <p>Student Support Coordinator</p>

#### 2. Student-initiated suspension of enrolment

Procedure	Responsibility
<p><b>C. Process student request for suspension of studies</b></p> <ul style="list-style-type: none"> <li>Provide student the <i>Application for Leave of Absence Form</i> for request for suspension of studies.</li> <li>Provide assistance to students in completing an <i>Application for Leave of Absence Form</i> as required.</li> <li>Students wishing to suspend their enrolment must apply in writing to ZOI Education a minimum ten <b>(10) working days prior</b> to the requested suspension date. Note, however, that suspension may be granted retrospectively where the student was unable to contact the organisation to inform them of the suspension in their studies e.g., they were involved in a car accident.</li> </ul>	<p>Student Support Coordinator</p> <p>Training Manager/ Course Coordinator</p>

# SC10-I: Deferral, Suspension and Cancellation Policy & Procedure

## International Students



Procedure	Responsibility
<p><b>D. Assess request for suspension of studies</b></p> <ul style="list-style-type: none"> <li>Consider reasons for request for suspension.</li> <li>Approve cases that fall within extenuating circumstances as defined in this policy, including but not limited to cases affected by Covid-19.</li> <li>Notify DET via PRISMS of suspension of enrolment. Where the suspension is approved and does not affect the end date of the CoE (i.e. it is a short period of suspension), although a new CoE will not be required, a notice of suspension will be recorded in PRISMS and sent onto to DHA.</li> <li>Where the request for suspension is approved and affects the CoE, create a new CoE through PRISMS and send to the student, along with a new written agreement for signing to reflect the new CoE.</li> <li>Advise student that extension of 1 intake (3 months) will be provided to his/her studies.</li> <li>If it is unclear when the student will return, wait until the student has advised of the intended date of return before creating a new CoE.</li> <li>If the student does not return after a break, it is considered that the student has 'inactively' advised ZOI Education that they will not be continuing their studies. DET is notified via PRISMS and student's enrolment status is recorded on PRISMS as cancelled.</li> <li>Inform student where the request for suspension is refused, including the reason for refusal and of their rights to access the Complaints and Appeals process.</li> <li>Advise student of extension request based on "<i>student is not meeting academic progression(s)</i>" will incur a 1 intake (3 months) of the total current ZOI Education's tuition fee.</li> <li>All decisions on suspension are to be advised to students within 10 working days of receipt of an application.</li> </ul>	<p>Training Manager / Course Coordinator</p> <p>Student Support Coordinator</p>

### 3. Student-initiated cancellation of enrolment (withdrawal)

Procedure	Responsibility
<p><b>E. Assess student request for suspension of studies</b></p> <ul style="list-style-type: none"> <li>Provide student with the <i>Application for Withdrawal Form</i>. Application for Withdrawal forms can be accessed from ZOI Education head office.</li> <li>Provide assistance to students as required to complete an <i>Application for Withdrawal Form</i>.</li> <li>Organise meeting with student to discuss reasons for the withdrawal.</li> <li>Where the student is less than 18 years of age check form to ensure that the parent or legal guardian has supported the request.</li> </ul>	<p>Training Manager / Course Coordinator</p>
<p><b>F. Process application for withdrawal</b></p> <ul style="list-style-type: none"> <li>Complete course variation report in PRISMS. This will result in the status of the CoE changing to cancelled.</li> </ul>	<p>Student Support Coordinator</p>

# SC10-I: Deferral, Suspension and Cancellation Policy & Procedure

## International Students



Procedure	Responsibility
<ul style="list-style-type: none"> <li>• Include reason for cancellation of enrolment, date enrolment was cancelled and any other relevant information.</li> <li>• Process Cancellation request and applicable refunds within 10 working days in accordance with ZOI Education's <i>Fees and Refunds Policy and Procedure</i>.</li> <li>• Ensure that student's financial records are adjusted to take account of the cancellation of enrolment as relevant.</li> <li>• Inform all relevant personnel that the student's enrolment has been cancelled.</li> <li>• Advise student in writing that their enrolment has been cancelled and that DHA has been informed and they will be advised of their change in visa arrangements.</li> <li>• Record cancellation of enrolment on WiseNet.</li> <li>• Include all documentation in the student's file.</li> </ul>	

#### 4. Provider-initiated suspension or cancellation of enrolment

Procedure	Responsibility
<p><b>G. Suspend student</b></p> <ul style="list-style-type: none"> <li>• Inform student in writing that they are temporarily suspended because of misbehaviour and that they will need to continue to attend classes except where behaviour is considered to be such that the student needs to complete work outside of the class.</li> <li>• Notify DET within 14 days of the suspension via a course variation in PRISMS of the suspension as per the instructions in the PRISMS user guide.</li> <li>• Investigate student misbehaviour that led to suspension decision.</li> </ul>	<p>Training Manager</p> <p>Student Support Coordinator</p>
<p><b>H. Decide on action and implement decision</b></p> <ul style="list-style-type: none"> <li>• Arrive at an appropriate decision e.g. issue a warning, charge for any damage caused, request a formal apology or suspend or cancel studies.</li> <li>• Where the decision is to cancel the student's enrolment, provide the student with a <i>Notice of Intention to Cancel Enrolment Letter</i> informing them of their right to access the <i>Complaints and Appeals Policy and Procedure</i>.</li> <li>• Where the student accesses the Complaints and Appeals process and the decision following the internal appeals process is to cancel the student's enrolment, DET should be informed via PRISMS.</li> </ul>	<p>Training Manager</p> <p>Student Support Coordinator</p>

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