

# Deferral, Suspension and Cancellation of Enrolment Policy & Procedure

## Policy

AIP is committed to providing a safe, supportive, collaborative, and positive learning environment to all the students.

## Purpose

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

## Requirements, Process And Procedure

### Deferral, Suspension, or Cancellation: Initiated by the Institute

Students may also have their enrolment deferred, suspended or cancelled by AIP in the event of:

- Misbehaviour (as outlined in the Student Code of Conduct, and Plagiarism and Academic Misconduct Policy);
  - Breach of the Student Agreement (e.g., non-payment of fees);
  - Discovery of evidence of fraudulent documentation to gain admission to AIP ;
  - If the student behaves in a way which could potentially bring the Institute into disrepute;
  - The Institute implementing its intervention strategy for students at risk of not meeting satisfactory course progress (including where the student is clearly having difficulty in completing the course within the expected duration, as specified on the student's CoE.
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- ❖ AIP shall send a written notification of intention to defer, suspend, or cancel the student's enrolment.
  - ❖ Students have 20 working days to the right to appeal a decision by AIP to defer, suspend or cancel their studies and the Institute will not notify the Department of Home Affairs via PRISMS of a change to the enrolment status until the internal complaints and appeals process is completed.
  - ❖ If the deferral, suspension or cancellation of a student's enrolment is initiated by AIP , the student will be notified in writing and given twenty (20) working days to access AIP 's internal complaints and appeals process.

After all due processes have been completed, and AIP decides to defer, suspend or cancel a student's enrolment, a designated AIP 's Administration Manager must notify the Department of Home Affairs via PRISMS within 14 days of the change to the student's enrolment status. In the event, however, of AIP cancelling a student's enrolment due to a breach of a condition of a student visa, AIP 's Administration Officer must give the Department of Home Affairs particulars of this breach via PRISMS as soon as practicable after the breach.

## Deferring or Suspending a Course of Study: Instigated by Student

- Students wishing to defer or temporarily suspend their enrolment may only do so when there are compelling or compassionate circumstances. Compelling or compassionate circumstances may include, but are not limited to:
  - serious illness or injury, where a medical certificate states that the overseas 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 overseas student's studies;
  - 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 overseas student (these cases should be supported by police or psychologists' reports)
  - Where the registered provider was unable to offer a pre-requisite unit, or the overseas student has failed a prerequisite unit and therefore faces a shortage of relevant units for which they are eligible to enroll.
- Student will need to substantiate their claims with appropriate supporting documentation. Deferral or suspension of studies cannot be used for personal travelling, undertaking hobbies, working or taking holidays/breaks, and will not be approved on such grounds.
- Students who would like to defer the commencement of their studies or suspend their current course of study must first speak to the Student Support Officer in the case of deferment and the Administration Manager in the case of suspension.
- Prior to applying to suspend their studies, students must ensure that they have paid any outstanding course fees.
- After these measures have been taken, and the student still wishes to defer or suspend their studies, a 'Deferment Suspension Request Form' must be completed and submitted to the Administration team with verifiable supporting documents. The form can be obtained from AIP's reception or from the Institute website. The form must be submitted at least fourteen (14) working days prior to the requested deferral or suspension date.
- The processing officer process the deferment/suspension as one of the following scenarios.
  - ❖ The processing officer notifies the Department of Education and Training and Department of Home Affairs through PRISMS that they are deferring or suspending an overseas student's enrolment for a period without affecting the end date of the CoE. There will be no change to the CoE on PRISMS – the overseas student will still be listed as studying. However, the notice of deferment or suspension will be recorded in PRISMS.
  - ❖ The processing officer notifies the Department of Education and Training and Department of Home Affairs through PRISMS that they are deferring or suspending an overseas

student's enrolment for a period which will affect the end date of the CoE. PRISMS will cancel the original CoE and immediately offer the registered provider the opportunity to create a new CoE with a more appropriate end date. If the registered provider does not know when the overseas student will return, it can choose not to create a new CoE at that point, but to wait until the overseas student has notified the registered provider of the intended date of return before creating a new CoE. The processing officer must include the deferment start and end date on the 'deferment suspension form' and complete the 'Return from deferment Form' upon student's return. The entire process of deferment with new dates of future CoEs shall be updated in the Return from deferment Form.

- In the event that an application for deferment and suspension being approved or denied, the outcome will be notified to the applicant in writing and, if denied, reasons for the refusal will be given.
- In the event of an application for deferment or suspension of studies being approved, a designated Institute Administration Officer will notify the Department of Home Affairs via PRISMS within 14 days of the change to the student's enrolment status.
- Upon return, the student must contact the administration team to update his records
- The administration team prepares a study timetable for the units the student might have missed during his/her deferment period and informs the student about the study timetable.
- At this stage it is decided if the student needs to seek an extension to the course duration to complete the pending units in the course. The Administration Manager updates the return from deferment Form with the CoE end date based on the new study timetable.
- Administration Officer Updates the course resumption date on PRISMS and creates an extension CoE based on the information provided by the student on return .
- If the course end dates get affected, Student is provided with updated payment plan with the new payment due dates. Student is not expected to make the payment towards tuition fee in the suspension period.

#### **Withdrawing from a course of study:**

- Students intending to have their enrolment cancelled through course withdrawal must first speak to their Administration Manager. Reasons given by the student for course withdrawal should be discussed and appropriate advice obtained.
- After these measures have been taken, and the student still wishes to withdraw from their studies, a ' Course Withdrawal Request Form ' must be completed by the student and submitted to the Administration Manager. Prior to applying to withdraw from their program, students must ensure that they have paid any outstanding course fees and fines. The Course Withdrawal request Form can be obtained from Institute reception or can be downloaded from the website.
- The processing officer notifies the Department of Education and Training through PRISMS that it wishes to permanently cancel (terminate) the overseas student's enrolment. Once this process is complete, the overseas student's CoE status will be listed as 'cancelled'.

- **Restricted Period:** If a student is intending to withdraw prior to the completion of six months of his/her principal course of study, they should be directed to and given access to AIP 's Transfer between Providers Policy. Students should be informed that Institutes providing courses to international students are restricted from enrolling transferring students from other providers prior to the student completing six months of his or her principal course of study.
- While the Institute may grant a student a letter of release in this restricted period, it is not required to do so and it may exercise appropriate discretion. Possible reasons that a letter for release may not be given include, but are not restricted to:
  - A student requesting a transfer has an inaccurate understanding of what the transfer represents to his/her study options;
  - The student still owes the Institute course fees;
  - It is suspected that the student is seeking transfer only to avoid being reported to Department of Education for failure to meet course progress requirements;
  - The Institute considers this transfer to be detrimental to the student's interests;
  - The reasons stated for the request to transfer have not been adequate;
  - The transfer does not appear to be for the purpose of an educational or career-oriented benefit;
  - The course requested transfer to is the same or similar to the currently enrolled course(s);
  - The primary reason for a transfer request is for a different class schedule which is more suited to the student's current or anticipated employment interests, or other non-educational interest.
- When a student applies to withdraw from a course during this restricted period, the student must complete and submit a Course Withdrawal Request Form which is accompanied by:
  - a valid letter of offer from another provider
  - a detailed letter explaining clearly the reasons for seeking withdraw addressed to the Administration Manager.
- In the event that a student's application for withdrawal from an enrolled course(s) is approved, a designated Institute Administration Officer must notify the Department of Home Affairs via PRISMS within 14 days of the change to the student's enrolment status.
- Leave of absence, deferral, suspension or cancellation of enrolment may have implications for a student's visa; especially if the course end data has been changed. The Institute recommends that students seek appropriate advice regarding these implications. The Institute does not provide immigration advice to students.
- **Important Note - Visa implications**
- Leave of absence, deferral, suspension or cancellation of enrolment may have implications for a student's visa; especially if the course end data has been changed. AIP recommends that students seek appropriate advice regarding these implications. AIP does not provide immigration advice to students.

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## **Appeal**

The student will be notified in writing of the outcome once the decision is made on deferral, suspension, cancellation and/or exclusion for either reasons initiated by the student or the Institute including reasons for the decision.

Student should also refer to Institute's "Complaints and Appeals Policy", available with student administration and online for information on lodging an appeal against a decision.

## **Responsibility**

The Administration Manager has the responsibility to provide the student details and fee status to CEO for effective implementation and maintenance of this procedure.

The Administration Manager is responsible for effective implementation and management of this policy as well as provision of information on ways to resolve complaints of breaches of this policy.

Any complaints or breaches in relation to this policy should be reported to the Chief Executive Officer.