

HEPP58 Deferring, Suspending or Cancelling Student Enrolment Policy and Procedure

PURPOSE

This policy statement sets out the principles and procedures associated with deferring, suspending or cancelling an international student's enrolment.

SCOPE

This policy and procedure applies to international students as defined by the Education Services for Overseas Students (ESOS) Act and the National Code 2018 who are enrolled at Southern Cross Education Institute (Higher Education).

DEFINITIONS

SCEI-HE	Southern Cross Education Institute (Higher Education)
Compassionate or Compelling circumstances	Circumstances that are generally beyond the control of the student and which affect the student's wellbeing or progress in their program of study
CoE	Confirmation of Enrolment
DHA	Department of Home Affairs
DoE	Department of Education
PRISMS	Provider Registration and International Student Management System
Suspension	Temporarily place studies on hold
Defer	Defer the start date of a course
Cancel	Withdraw from a course permanently

POLICY

1. Students can apply defer the start date of their course their course prior to applicable census dates and avoid academic or financial penalty commencement.
2. **International students**
International students can apply to suspend or cancel their course on the grounds of compassionate or compelling circumstances such as:
 - 1.1 serious illness where a medical certificate states that the student was unable to attend classes while the student remains in Australia;
 - 1.2 bereavement of close family members such as parents or grandparents (a death certificate must be provided);
 - 1.3 serious illness, accident or family incident which requires the student to return home;
 - 1.4 major political upheaval or natural disaster in their home country requiring emergency travel which has impacted on the student's studies; or
 - 1.5 the provider's inability to provide a core subject in the student's course, which must be completed in a given teaching period and for which no alternative is available, in that teaching period.
3. **Domestic Students**
 - 2.1 Domestic students can suspend or cancel their course before census date and avoid academic or financial penalty.
 - 2.2 SCEI-HE can suspend or cancel an **international** student's enrolment under the following circumstances:
 - 2.3 the student has not achieved satisfactory progress in accordance with the **HEPP29 Student Progress and Exclusion Policy and Procedure**
 - 2.4 the student has been found to be in breach of the following policies, rules or legislation:
 - 2.4.1 HEMIS14 Student Charter

- 2.4.2 HEPP07 Student Conduct Policy
- 2.4.3 HEPP01 Academic Integrity Policy and Procedure
- 2.4.4 Federal or State laws

PROCEDURE

1. Deferring, Cancelling or Suspending Studies

- 1.1 Students who wish to suspend, cancel or defer their course should first meet with their course coordinator and/or the Student Welfare Officer to discuss their situation. If they wish to proceed, they need to complete and submit an *Application to Defer, Suspend or Cancel Enrolment form*.
- 1.2 Academic Director or delegate will process the application in consultation with the Welfare Officer where required
- 1.3 Students will be notified via their student email address, of the outcome of their application within seven (7) working days following the date of application.
- 1.4 Student administration or the Student Welfare Officer will:
 - 1.4.1 advise the student in writing of the outcome of the application including any consequences such as having to clear remaining fees or any potential impact on their student visa (international students) as outlined in points 4 and 5 below;
 - 1.4.2 Place all relevant documentation on the student's file.

International students

- 1.4.3 Student administration will to notify the Department of Education (DoE) and the Department of Home Affairs (DHA) by updating the Provider Registration International Student Management System (PRISMS); and
- 1.4.4 place all relevant documentation on the student's file.

2. Academic progression, international students

- 2.1. An international student who has not met satisfactory academic progress requirements under **HEPP29 Student Progress and Exclusion Policy and Procedure** may be placed on academic probation. A letter will be sent to the student advising the decision and conditions that have been imposed and the support services that are available.
- 2.2. Students who do not meet their conditions of continuation will be advised that they will be excluded from the course. Students may appeal the decision under **HEPP03 Student Complaint and Grievance Policy and Procedure**.
- 2.3. If the appeal process has been exhausted and the outcome remains the same, the Academic Director will arrange with the Student Administration Manager to:
 - 2.3.1. notify the Department of Home Affairs and cancel the student's Confirmation of Enrolment (CoE) via PRISMS;
 - 2.3.2. issue the student with a letter informing them to contact the Department within 28 working days; and
 - 2.3.3. place all relevant documentation on the student's file.
- 2.4. If the student fails to report to the Department as required, their student visa may be cancelled.

3. Misconduct

- 3.1. If a student is found guilty of misconduct under **HEMIS14 Student Charter and/or HEPP07 Student Conduct Policy**, SCEI-HE will advise the student in writing of the intent to suspend or cancel their enrolment. The student will be notified that they have 20 working days in which to appeal the decision.

- 3.2. Student appeals are considered in accordance with **HEPP03 Student Complaint and Grievance Policy and Procedure**.
- 3.3. Where an appeal is unsuccessful the student will be notified in writing and their CoE cancelled via PRISMS.
4. Change of enrolment status notification (international students)
 - 4.1. SCEI-HE is required to advise the Department of Home Affairs through PRISMS of a change to a student’s enrolment status on the basis of a decision to defer, suspend or cancel the student’s enrolment.
 - 4.2. If a suspension does not affect the end date of a student’s CoE, the notice of deferment or suspension will be recorded in PRISMS. The notice of deferment will be sent by PRISMS to the Department of Home Affairs.
 - 4.3. If a suspension will affect the end date of the CoE, PRISMS will cancel the original CoE and SCEI-HE will create a new CoE with a revised end date.
 - 4.4. In cases where the return date after a suspension is unknown, SCEI-HE will not create a new CoE after PRISMS has cancelled the original until notified by the student of the date they intend to resume studies.
 - 4.5. If a decision is made to terminate a student’s enrolment, SCEI-HE will cancel the enrolment in PRISMS.
 - 4.6. If a student’s enrolment is cancelled or suspended without the re-issue of a new CoE, the student must:
 - 4.6.1. leave Australia within 28 days;
 - 4.6.2. show the Department of Home Affairs a new CoE; or
 - 4.6.3. provide evidence that the student has accessed an external appeals process.
5. Refunds
 - 5.1. An international student may apply for a refund of fees when a student’s enrolment is suspended, or cancelled in line with the HEPP25 Refund Policy and Procedure

RELATED DOCUMENTS
<p>HEMIS14 Student Charter HEPP01 Academic Integrity Policy and Procedure HEPP03 Student Complaint and Grievance Policy and Procedure HEPP07 Student Conduct Policy HEPP25 Refund Policy and Procedure HEPP29 Student Progress and Exclusion Policy and Procedure HELET07 Application to defer, suspend or cancel enrolment form</p>

LEGISLATIVE CONTEXT
<p>Tertiary Education Quality and Standards Agency Act 2011 (Cwth) Higher Education Standards Framework (Threshold Standards) 2015 Education Services for Overseas Students (ESOS) Act 2000 The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018, known as ‘the National Code 2018, Standard 9</p>

RESPONSIBILITIES

The Dean and the Student Welfare Officer have responsibility for this policy and procedure.

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