

DEFERRAL, SUSPENSION AND CANCELLATION OF ENROLMENT POLICY AND PROCEDURE

Relevant Standards	Linked Documents
<ul style="list-style-type: none"> • <i>National Code 2018 Part B: Standard 9</i> • <i>Education Services for Overseas Students Act 2000</i> 	<ul style="list-style-type: none"> • <i>Complaints and Appeals Policy and Procedure</i> • <i>Student Transfer Policy and Procedure</i> • <i>Student Withdrawal Form</i> • <i>Notification of Change of ESOS Status Form</i> • <i>Course Deferment/Suspension (leave of absence) Form</i> • <i>Student Course Variations Register</i> • <i>Acknowledgement and outcome email templates in SMS</i> • <i>Student Course Variation Guidelines</i>

1. Policy Statement

All requests for deferral, suspension or cancellation initiated by students must be in writing. Capstone Institute of Australia (CAPSTONE) will not accept verbal requests.

CAPSTONE will assess all applications for deferment or suspension within two (2) working days upon receiving the full supporting evidence.

Deferrals

Students can request to defer their studies due to the following:

- Delays in student visa issue (applies to offshore students)
- Failure to complete a unit or course which is either an entry requirement or prerequisite of the course
- Compassionate or compelling circumstances

Suspensions

Students can request to suspend their enrolment temporarily if there are compassionate or compelling circumstances.

CAPSTONE may suspend a student's enrolment for academic misconduct.

In the event of a suspension, there will be no reduction in the tuition fees or change of due dates, and the student must bear any additional costs in completing the enrolled course.

Cancellations

Students can request to withdraw from a course or package and provide supporting evidence. If the course or package has already started, students must give CAPSTONE at least four weeks' notice before their next fee due date. If they don't provide this notice, they'll have to pay a cancellation fee equivalent to four weeks of tuition fees. Students must also pay any outstanding fees before CAPSTONE can finalise a cancellation.

CAPSTONE may cancel a student's enrolment due to:

- criminal activity
- sexual harassment of staff, students or trainers
- verbal or physical abuse of staff, students or trainers
- threatening a student, staff or trainer
- bullying a staff, student or trainer
- failure to pay fees
- erratic course progress

If a student cancels their course or package, refunds will be handled according to the Refunds Policy.

Appeals

Students have the right to appeal a decision by CAPSTONE to suspend or cancel their enrolment. CAPSTONE will only report the change in enrolment in PRISMS upon concluding the internal complaints and appeals process unless extenuating circumstances exist.

Overseas students

CAPSTONE deals with any release requests submitted with the withdrawal application following the Student Transfer Policy and Procedure.

CAPSTONE will inform the overseas students that deferring, suspending or cancelling enrolment may affect their student visa, and that they must seek advice from the Immigration Department on the potential impacts on their student visa.

CAPSTONE will report the change to the overseas student's enrolment due to deferral, suspension or cancellation in PRISMS following section 19 of the Education Services for Overseas Students Act 2000 (ESOS Act).

CAPSTONE provides this policy in the Student Handbook, which is available to students on its website and explains it to them during the orientation.

CAPSTONE will keep all documentary evidence related to the deferral, suspension or cancellation on the student's file.

2. Definitions

Compassionate or compelling circumstances are generally those beyond the overseas student's control and impact the overseas 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 overseas student was unable to attend classes
- Bereavement of close family members such as parents or grandparents
- Major political upheaval or natural disaster in the home country requiring emergency travel, and this has impacted the overseas student's studies; or
- A traumatic experience, which could include:
 - involvement in, or witnessing of a serious accident
 - witnessing or being the victim of a serious crime
- Any other matters considered by CAPSTONE

PRISMS - The Provider Registration and International Student Management System (PRISMS) is the system used to process information given to the Secretary of Department of Education and Training by registered providers (source: National Code 2018).

'Extenuating circumstances' relating to the welfare of the student, these may include but are not limited to the following. The student:

- is missing;
- has medical concerns, severe depression or psychological issues which lead the provider to fear for the student's wellbeing.
- 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.

3. Procedure for assessing an application for deferral or suspension

Student Initiated

- To request a deferral or suspension, students must complete a Course Deferment/ Suspension (leave of absence) Form and submit documentary evidence supporting their application.
- The Student Services Team acknowledges the applications on the date of receipt.
- The Student Services Team assesses the application as per the Student Course Variation Guidelines and with consideration given to the evidence justifying the following circumstances and conditions:
 - The circumstances preventing the student from attending classes for a period.
 - The circumstances that are outside of the student's control.
 - The circumstances that are compassionate and compelling.
 - Evidence supplied by the student is in English or with an English translation.
 - Evidence supports the reason the student has requested.
 - Evidence provided by a student may include, but is not limited to:
 - A certificate from a licensed medical practitioner indicating that the student is unable to attend classes between two dates: or

- a medical or death certificate for a member of the student's immediate family; or
 - Other forms of evidence to demonstrate a compassionate or compelling circumstance
- After reviewing the application and supporting evidence, the Student Services Team advises students of the outcome of their application by sending an outcome email. This email informs overseas students that approval of deferral or suspension may affect their student visa, and that they must seek advice from the Immigration Department.
 - The Student Services Team records the outcomes in Student Course Variations Register and uploads documents to the Student Management System.

CAPSTONE Initiated

- If CAPSTONE decides to suspend a student's enrolment, the Student Services Team sends an email notifying this. This email advises students to access the complaints and appeals process if they disagree with the decision.
- The Student Services Team assesses CAPSTONE-initiated suspensions using the Staff Use Student Course Variation Form and as per the Student Course Variation Guidelines and advises students of the outcome.
- The Student Contact Officer records the outcomes in Student Course Variations Register and uploads documents in the Student Management System.

4. Procedure for assessing an application for cancellation (withdrawal)

Student Initiated

- Students requesting course or package cancellation must first speak to the Student Services Team to discuss their situation and support options.
- Overseas students wishing to continue studies but change their status to a non ESOS student due to the granting of another visa other than the student visa must do so by completing the Notification of Change of ESOS Status Form.

- When students decide to cancel their course or package, the Student Services Team gives them the Student Withdrawal Form and informs them of the required supporting evidence.
- The Student Services Team acknowledges the applications within two (2) working days of receipt.
- The Student Services Team assesses the applications as per the Student Course Variation Guidelines and in consultation with the CEO or their delegate.
- After completing the application assessment and supporting evidence, the Student Services Team advises students of the outcome of their application by sending an outcome email.
- An approval outcome email informs overseas students of the cancellation of enrolments and impacts on a student visa and their responsibility to seek advice from the Immigration Department.
- A rejection outcome email informs students to access the complaints and appeals process if they disagree with the decision.
- The Student Services Team records the outcomes in the Student Course Variations Register and uploads the supporting documents to the Student Management System.

CAPSTONE Initiated

- If CAPSTONE decides to cancel a student's enrolment, Student Services Team sends an email to the students notifying this. This email advises the students to access the complaints and appeals process if they disagree with the decision.
- The Student Services Team assesses CAPSTONE-initiated cancellations using the Staff Use Student Course Variation Form and as per the Student Course Variation Guidelines and advises students of the outcome.
- The Student Services Team records the outcomes in Student Course Variations Register and uploads the supporting documents to the Student Management System.