

## **POLICY TITLE:** Deferral, Suspension or Cancellation of a Student's Enrolment (INTERNATIONAL)

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### **Purpose**

Photography Studies College (Melbourne) (the College) recognises that some students may need to defer the commencement of their studies or temporarily suspend their studies during their course through formal agreement under certain limited circumstances.

The College may also initiate deferral, suspension or cancellation for reasons such as breach of visa conditions, failure to pay fees, misbehaviour or other conditions specified within this policy.

This policy sets out the principles associated with deferring, suspending or cancelling a student's enrolment. Where this policy involves international students, the College's policy for the deferment, suspension and cancellation of International Student enrolments is in accordance with Standard 9 of the National Code of Practice for Providers of Education and Training to Overseas Students, 2018.

### **Policy**

1. A student may request a deferment or suspension to his or her enrolment on the grounds of compassionate or compelling circumstances. Photography Studies College (Melbourne) will use their professional judgment to assess each case on its individual merit when determining whether compassionate or compelling circumstances exist.

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. For international students, 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 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 student (these cases should be supported by police or psychologists' reports);
- Inability to begin studying on the course commencement date due to delay in receiving a student visa;
- Where the College is unable to offer a pre-requisite unit, or the student has failed a pre-requisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol.

Evidence of circumstances such as listed above will be required to be presented to the College as documentary evidence and kept on the student's file as part of the assessment of the application.

2. The College may suspend or cancel a student's enrolment under the following circumstances:
  - The student has not achieved satisfactory progress in accordance with the College's *Student Progress and Exclusion Policy*;
  - The student has not paid tuition fees as per the Terms and Conditions of Enrolment to undertake or continue the course as stated in the written agreement;
  - The student has demonstrated misbehaviour/misconduct, confirmed in a Disciplinary Interview as per the *Student Conduct Policy*;
  - The student has been found to be in breach of the:
    - *PSC Academic Integrity Policy*
    - Australian Federal or State laws.

Students have the right to appeal a decision taken by the College to suspend or cancel their enrolment in accordance with the *Grievance Handling Policy and Procedure (for Academic and Non-Academic Matters)*.

3. The College may defer, suspend or cancel a student's enrolment consistent in accordance with its Grievance Handling Policy and Procedure. In the following circumstances consistent with Standard 9 of the National Code of Practice 2018, the College may defer, suspend or cancel a student's enrolment without providing an opportunity for the student to appeal where a student:
  - Has a medical condition, 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.

## Procedures

### 1. STUDENT INITIATED DEFERRAL OR WITHDRAWAL OF ENROLMENT

1. For a request for deferment or withdrawal of enrolment, students are required to put their request in writing to Student Services.
2. Student Services will arrange to make an appointment for the student to see either the Higher Education Course Director or the Dean of Photography Studies.
3. The student will be required to attend an interview and provide the relevant supporting evidence of the compassionate or compelling circumstances as to why a deferment or suspension has been sought.
4. During the interview, the student will be given the opportunity to discuss the reasons for their request. International students will be informed that any permission given to defer studies in such circumstances may affect the student completing the course by the proposed course end date and so affect their student visa and will be referred to seek advice from the relevant Commonwealth Government Department on the potential impact on their visa.
5. Following the interview, the Dean of Photography Studies will make a determination based on what they believe to be in the best interests of the student.

6. Following the interview, the student will be required to complete and sign the Deferral or Withdrawal form.
7. Completed documentation will be provided to Student Services for processing and will record the deferral or withdrawal into the student management system.
8. Student Services will notify the CoE Administrator who will notify the relevant Commonwealth Department through PRISMS as required under section 19 of the ESOS Act where the student's enrolment is deferred or withdrawn.
9. If the deferral, suspension of enrolment is for compassionate or compelling reasons Student Services will ensure that the student has a valid CoE in PRISMS with a commencement date reflecting the student's intended return to study date and proposed end date reflecting the course completion.
10. A letter of confirmation of deferral or withdrawal of enrolment will be provided to the student.

## **2. PROVIDER INITIATED SUSPENSION OR CANCELATION OF ENROLMENT**

1. If the College suspends or cancels a student's enrolment, the student will be informed in writing of the intention and the reasons for the suspension or cancellation of enrolment and will allow the student 20 working days to access the College's internal complaints and appeals process set out in its *Grievance Handling Policy and Procedure (for Academic and Non Academic matters)* unless the students' health or wellbeing, or the wellbeing of others is likely to be at risk.
2. The student will be invited to attend an interview with either the Dean of Photography Studies and will be given an opportunity to respond.
3. During the interview process, the student will be informed of the need to seek advice from the relevant Commonwealth Government Department (immigration) on the potential impact on his or her student visa.
4. If the student chooses to appeal the decision, the College will maintain the student's enrolment until the internal appeal and any external review process instigated by the student have been completed.
5. Following the completion of any grievance handling and appeals process, the College will proceed with the suspension or cancellation. Completed documentation will be provided to Student Services for processing and will record the suspension or cancellation into the student management system.
6. Student Services will notify the relevant Commonwealth Government Department through PRISMS as required under section 19 of the ESOS Act where the student's enrolment is suspended or cancelled.
7. A letter of confirmation of suspension or cancellation of enrolment will be provided to the student.

## **3. Effect on Confirmation of Enrolment (CoE)**

The College will provide advice to students that deferring, suspending or cancelling their enrolment on any grounds may affect their student visa.

if a Deferral or suspension of a student's enrolment does not change the end of course date, there will be no change to the CoE on PRISMS, however a notice of deferment or suspension will be recorded.

If a deferral or suspension of a student's enrolment results in a change to the enrolment period of the current CoE, PRISMS will cancel the original CoE. The College will be able to create a new CoE with the appropriate end date, unless it is not known when the student may return at which point, the College is not required to create a new CoE but may wait until further notification from the student on the intended date of return before creating a new CoE.

If the College notifies the relevant Government Department through PRISMS that it wishes to permanently cancel (terminate) a student's enrolment – the student's CoE status will be listed as 'cancelled'.

#### **4. Refund of Fees**

Where applicable, students will be advised that no refund is payable if a written request for withdrawal is received by the College on or after the date of course commencement.

The College agrees to refund all fees paid (less the non-refundable administration fee) where notice of withdrawal is received in writing prior to course commencement.

### **Responsibility**

Dean of Photography Studies  
Student Services  
CoE Administrator  
Higher Education Course Director

### **Definitions**

#### **Deferral or Suspension**

To defer or suspend enrolment means to temporarily put studies on hold (adjourn, delay, postpone).

**Deferral** of enrolment is student initiated. The student has indicated they wish to postpone study due to compassionate or compelling reasons.

Withdrawal of enrolment is student initiated where the student has indicated they will not continue their studies.

**Suspension** of enrolment is College initiated.

**Cancellation** means to permanently discontinue studies within the course.

### **Related Documentation**

#### **Policies**

Monitoring, Notifying & Reporting International Students  
Student Progress and Exclusion  
Student Conduct  
Privacy and Personal Information Policy  
Refund Policy for Eligible Students enrolled in FEE-HELP Enabled Courses  
Grievance Handling Policy and Procedure (for Academic and Non-Academic Matters)  
Academic Integrity

## Procedures, Forms & Documents

Terms and Conditions of Enrolment (written agreement)

International Deferral Application Form

Withdrawal Form International Students

Exit Interview Form

PRISMS record

'At Risk' letter

Student Progress and Exclusion and Monitoring, Notifying and Reporting of International Students Procedure

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Julie Moss - Managing Director

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A handwritten signature in black ink, appearing to read 'Julie Moss', with a long horizontal line extending to the right.