

Policy and Procedure	
Policy ID	EDN-013-I-POL
Policy Name	Deferral, Cancellation, Withdrawal and Suspension Policy and Procedure
Audience	Internal/External
Responsible officer	Manager International Education
Contact officer	Compliance Manager
Endorsed by	Continuous Improvement Committee
Endorsement date	27/03/2019
Effective date	01/04/2019
Version	Version Feb 2019

CONTENTS

1. INTRODUCTION	2
1.1. PURPOSE.....	2
1.2. SCOPE.....	2
1.3. LEGISLATIVE CONTEXT	2
1.4. DEFINITIONS	2
2. POLICY STATEMENT	3
3. PROCEDURES	3
3.1. STUDENT INITIATED DEFERRAL OF ENROLMENT	3
3.2. STUDENT INITIATED CANCELLATION OF ENROLMENT.....	4
3.3. STUDENT INITIATED WITHDRAWAL OF ENROLMENT	4
3.4. STUDENT INITIATED SUSPENSION OF ENROLMENT.....	5
3.5. PROVIDER INITIATED SUSPENSION OR CANCELLATION OF ENROLMENT	5
4. RELATED POLICIES AND PROCEDURES	5
5. IMPLEMENTATION	6
6. RESPONSIBILITIES.....	6
7. ATTACHMENTS.....	ERROR! BOOKMARK NOT DEFINED.
8. PROCESS MAP.....	6

1. INTRODUCTION

1.1. Purpose

This policy has been implemented to ensure students are informed of the grounds on which their enrolment may be deferred, cancelled, withdrawn or suspended.

1.2. SCOPE

This policy applies to:

- Students studying at ABILITY English
- International students enrolled with ABILITY English seeking to defer, cancel, withdraw or suspend their enrolment
- ABILITY English Marketing, Admissions, Student Services and Academic staff.

1.3. Legislative Context

This policy satisfies the requirements of

- Standard 9 of the National Code of Practice for Providers of Education and Training 2018
- Education Services for Overseas Students (ESOS) Act 2000.

1.4. DEFINITIONS

ABILITY English ABILITY Education Pty Ltd, trading as ABILITY English

National Code National Code of Practice for Providers of Education and Training 2018

International Students Overseas students holding a student visa issued by the Department of Home Affairs.

Deferral when a student postpones (defers) the commencement of their study. Applicable prior to student commencing their course.

Cancellation when student requests to end (cancel) enrolment in a course prior to course commencement.

Withdrawal when student requests to end enrolment in (withdraw from) a course after course commencement.

Suspension when a student requests to temporarily suspend their enrolment. Applicable after course commencement.

Enrolment period of study in a course. For international students, as specified in the Confirmation of Enrolment (CoE).

PRISMS Provider Registration and International Students Management System. Australian Government Database used to manage international students' Confirmation of Enrolment (CoE).

2. POLICY STATEMENT

ABILITY English programs have defined academic structures. Students are expected to undertake their academic program/s continuously without interruption.

Unforeseen circumstances may necessitate temporary interruption to a student's enrolment. To accommodate any such occurrence, a student may apply to defer the commencement of their enrolment or to temporarily suspend their enrolment for a period of up to a maximum of six (6) months.

Deferral, cancellation, withdrawal or suspension of studies can be student initiated. Suspension and cancellation of enrolment can be provider initiated. ABILITY English is required to report when a student's enrolment is deferred, suspended, or cancelled via PRISMS. International students on a student visa deferring, cancelling, withdrawing or suspending their enrolment are advised to contact the Department of Home Affairs to discuss their circumstances.

It is the student's responsibility to ensure their visa is amended to reflect any changes to their COE.

3. PROCEDURES

3.1. Student initiated deferral of enrolment

A student who wishes to defer their enrolment before course commencement must inform ABILITY English in writing by using the Amendment of Enrolment Form (available from the Student Services desk) or by email. The new start date must be within six (6) months of the original start date. International students can defer their course start date up to four (4) times, within six (6) months of the original start date, without any fees being incurred. If a student wishes to defer a fifth (5th) time, fees will be charged in line with the ABILITY English Refund Policy.

International students may only defer the commencement of their studies on the grounds of compassionate and compelling circumstances. Supporting documentation must accompany the application.

International students who require a deferral of more than six (6) months must withdraw from the enrolment and contact the Department of Home Affairs to discuss their circumstances.

ABILITY English may request at its discretion that students on medical absences provide a registered medical practitioners' certificate stating that they are fit to resume studies prior to ABILITY English accepting students to recommence classes.

3.2. Student initiated cancellation of enrolment

A student who wishes to cancel their enrolment before course commencement must inform ABILITY English in writing by using the Amendment of Enrolment Form (available from the Student Services desk) or by email. However, any decision to cancel enrolment will have an impact on their tuition fees and payments in line with the stated ABILITY English enrolment and refund policies. Supporting documentation must accompany the application. The Manager International Education or nominated delegate has the authority to make a determination on the application.

ABILITY English will notify the Department of Home Affairs via PRISMS within 14 days after the event date of such cessation of studies. This may affect the student visa.

There is no obligation on ABILITY English's part to reinstate any student's enrolment after a student has cancelled and subsequently changed their mind.

A student who has cancelled their enrolment may reapply at a later date, following normal admissions processes and subject to any relevant Department of Home Affairs restrictions that may apply.

3.3. Student initiated withdrawal of enrolment

A student who wishes to withdraw from their course after course commencement must submit their request on the Amendment of Enrolment Form available from Student Services.

Supporting documentation must accompany the application. Students who wish to withdraw their enrolment at their accepted location and wish to transfer to another campus location within ABILITY English must provide a minimum of 28 days' notice prior to their intended start date at the new campus. No mid-term transfers are permitted.

The Manager International Education or nominated delegate has authority to make a determination on the application. While their application is being considered, students must continue to attend all scheduled classes of their course until they have been notified of the outcome of their application.

Withdrawal requests by students who have not yet completed six (6) months of their principal course will be assessed against ABILITY English's Transfer Between Registered Providers Policy and Procedure.

ABILITY English will notify the Department of Home Affairs via PRISMS within 14 days after the event date of such cessation of studies. This may affect the student visa.

There is no obligation on ABILITY English's part to reinstate any student's enrolment

after they have withdrawn and subsequently changed their mind. A student who has withdrawn from their enrolment may reapply at a later date, following normal admissions processes and are subject to any relevant Department of Home Affairs restrictions that may apply.

3.4. Student initiated suspension of enrolment

A student who wishes to suspend their studies must submit their request on the Amendment of Enrolment Form available from Student Services. Supporting documentation must accompany the application and suspensions are only granted on compassionate or compelling circumstances. The Manager International Education or nominated delegate has authority to make a determination on the application. While their application is being considered, students must continue to attend all scheduled classes of their course until they have been notified of the outcome of their application.

ABILITY English will notify the Department of Home Affairs via PRISMS of such suspension of studies. This may affect the student visa. The student is advised to contact the Department of Home Affairs to determine whether a new student visa is required.

International students who require an absence of more than six (6) months must withdraw from the enrolment and contact the Department of Home Affairs to discuss their circumstances.

Any student who has been granted a temporary suspension and chooses not to return after the expected date of return, ABILITY English will consider the student as having abandoned the course (cancelled) and will notify the Department of Home Affairs via PRISMS within 14 days after the event date of such cessation of studies. This may affect the student visa.

3.5. Provider initiated suspension or cancellation of enrolment

Students may have their enrolment suspended or cancelled as a result of unsatisfactory academic progress, non-payment of tuition fees, academic misconduct or misbehaviour by the student.

ABILITY English will notify international students of its intention to suspend or cancel their enrolment and students will be advised that they have 20 working days to access ABILITY English's complaints and appeals process. If student accesses the internal complaints and appeals process the suspension or cancellation will not take effect until any internal appeal process is completed, unless extenuating circumstances relating to the welfare of the student apply.

4. RELATED POLICIES AND PROCEDURES

EDN-018-I-POL Fees, Charges and Refund Policy

EDN-007-I-POL Transfer Between Registered Providers Policy and Procedure

EDN-008-I-POL Complaints and Appeals Policy and Procedure

EDN-016-I-POL Compassionate and Compelling Circumstances Policy

5. IMPLEMENTATION

EDN-013-I-POL Deferral, Cancellation, Withdrawal and Suspension Policy and Procedure is made available via ABILITY English's websites externally and on the ABILITY English internally.

6. RESPONSIBILITIES

The Manager International Education and Compliance Team will review this policy and procedure annually, or in case of legislative changes requiring amendments the responsible officer will amend accordingly.

7. RELATED DOCUMENTS

EDN-007-FORM A - Amendment of Enrolment Form (AoE)

EDN-013-TEM A Successful Outcome of Amendment of Enrolment Letter

EDN-013-TEM B Unsuccessful Outcome of Amendment of Enrolment Letter

EDN-013-TEM C Extension of course Commencement Letter

8. PROCESS MAP

N/A