



International Student Deferment, Suspension and Cancellation Policy and Procedure

1. Policy Purpose and Scope

Under the requirements of the ESOS Act (2000) and National Code (2018), if an international student has enrolled in a course at the Crown Institute of Higher Education Pty Ltd (“CIHE”) they cannot:

- defer their studies, or
- suspend their studies,

Except on the grounds of illness evidenced by a doctor's certificate or other exceptional compassionate circumstances beyond their control.

The ESOS Framework states:

To defer or suspend enrolment means to temporarily put studies on hold (adjourn, delay, postpone). Providers do this by notifying the Department of Education, through Provider Registration and International Student Management System (PRISMS) of the deferment or suspension of enrolment. A student may request a temporary deferment or suspension to his or her enrolment on the grounds of compassionate or compelling circumstances. A provider may also initiate suspension of a student’s enrolment due to misbehaviour of the student.

If a student defers or suspends their studies on any other grounds, CIHE must report the student to the Department of Education and Training (DET) and the Department of Home Affairs (DHA) via PRISMS, as not complying with visa conditions.

CIHE can suspend or cancel a student’s studies on the basis of misconduct.

This policy and procedure outlines the processes for assessing, approving and recording deferment of study, suspension of study or cancellation of study for international students.

2. Definitions

Deferment

Before a student has commenced their study, they are able to make an application to defer their enrolment until the following semester. Conditions apply and are explained below.

Suspension

Once a student has commenced their study, they can make an application to suspend their study for a maximum period of one semester. Conditions apply and are explained below.

Cancellation

CIHE can cancel a student’s enrolment due to misbehavior/misconduct by a student. Cancellation terminates the student’s enrolment.



3. Responsibilities

All requests for deferrals, suspensions and terminations must be approved by the CEO or Registrar.

Students should consult the Department of Home Affairs (DHA) prior to formally lodging an application to defer or voluntarily suspend their study so that they fully understand the impact deferral or suspension may have on their student visa.

Any request for deferral, voluntary suspension of study or cancellation and any accompanying evidence and a copy of the written advice to the student of the decision will be placed on the student's file.

International students will be made aware of the circumstances in which their studies may be suspended for reasons of misconduct or a failure to meet progression requirements prior to enrolment and during student orientation.

4. Student-Initiated Application for Deferral, Suspension or Cancellation of Study

4.1 Deferring studies

International students may apply to defer their studies if they cannot commence their course on the scheduled date.

4.2 Suspending studies

International students may apply for voluntary suspension of their studies if they are unable to continue to attend the course for a specified period of time on compassionate grounds or for circumstances beyond their control.

Once a semester has commenced, any suspension will require the payment of tuition fees for 4 units of study. No tuition fees will be credited toward the following semester.

In order to re-enroll for the next semester, a student must pay for at least 2 units of study.

If a student requests suspension *in writing* no less than 2 weeks before a semester commences, fees for 2 units must be paid and credited toward the following semester.

4.3 Terminating or Cancelling enrolment

Continuing students who wish to terminate/withdraw their studies must advise CIHE in writing two weeks prior to the completion of the current semester or two weeks prior to tuition fee due date (whichever comes first). For example, if a student fee is due on Friday or the semester end date (last day of the class) is Friday, then the student must inform his/her intention to terminate in writing by completing course withdrawal/termination form two weeks before on Friday. The semester-end date is the last day of the class in each semester and does not include an exam preparation week or exam



week. A course withdrawal/termination form (completed in full and signed by student) must be submitted along with supporting evidence. Any withdrawal request made without completing withdrawal form and without providing required evidence will be considered as invalid request, therefore will not be processed. Refer to Transfer policy for details.

Continuing students who do not apply for the termination as per transfer policy are liable to pay tuition fee for the fees for one semester/four units.

5. Compassionate or compelling circumstances

Compassionate or compelling circumstances are generally those beyond the control of the student and are likely to have an impact upon the student's course progress or wellbeing and could include, but are not limited to:

- serious illness or injury, where a medical certificate states that the student will be unable to attend classes,
- death or illness of close family members such as parents or grandparents (where possible, a doctor's or death certificate should be provided),
- major political upheaval or natural disaster in the international student's home country requiring emergency travel and this has impacted, or will impact, on the student's studies,
- a traumatic experience which could include:
 - involvement in, or witnessing of a serious accident,
 - witnessing or being the victim of a serious crime in such a way that this has impacted on the student (must be supported by appropriate documentation),
 - where CIHE was unable to offer a pre-requisite unit,
 - a delay in receiving a student visa which renders the student unable to commence.

6. Advising students

International students will be advised of the circumstances and consequences regarding deferment or suspension of study prior to enrolment and during the student orientation process.

International students applying to defer or suspend their studies will be reminded that a successful application may affect their student visa.

7. Maximum time

The maximum time allowed for a deferment or voluntary suspension of study is one semester. Additional semesters may be approved by the CEO in exceptional circumstances.

8. Procedures

8.1 The following procedure applies to International students applying for a deferment (Prior to commencing study)



International students who wish to defer the date of their course must advise CIHE in writing of their request. Such requests must be supported by documentation that clearly demonstrates the reasons. A deferment fee of \$100 will be required.

8.1.1

If senior management at CIHE feel that the evidence supports the application and approves the application, the student will be advised in writing within 5 working days.

The Registrar will access PRISMS to advise DET/DHA of the period of deferment granted.

8.1.2

If the request for deferment of commencement of study does not meet the requirements for compassionate and compelling circumstances, CIHE will not approve the application. The student will be advised in writing within 5 working days explaining the reasons and explaining that the student has 20 working days to appeal the decision through CIHE's grievance handling procedures.

8.1.3

If the student chooses to access CIHE's grievance process, the student's enrolment will be maintained until the grievance process is completed and CIHE will not notify DET/DHA of any change to the student's enrolment status.

Any accompanying evidence and a copy of the written advice to the student of the decision will be placed on the student's file.

8.2 The following procedure applies to international students requesting a voluntary suspension of their study

(this applied to students who have already commenced study at CIHE)

International students who have already commenced study at CIHE who wish to suspend their studies must advise CIHE in writing and must include all relevant documentation supporting the request. Such requests should be made no later than two weeks before the next semester commences. A suspension fee of \$100 will be required.

8.2.1

If the student has not paid fees and the semester has not commenced, the student will be asked to pay fees for 2 units. These fees will be credited to two units for the following semester.

8.2.2

In the event that the request for suspension of studies demonstrates compassionate and compelling circumstances and the student has paid the relevant fees, the CEO or Registrar will approve the application and the student will be advised in writing within 5 working days.



The Registrar will advise DET/DHA of the period of suspension via PRISMS.

The CEO or Registrar will:

- adjust the student's record to reflect the period of suspension,
- e-mail the relevant personnel,
- suspend the student's computer access, e-mail account and library borrowing rights,
- record the student's proposed recommencement date.

8.2.3

If the request for suspension of studies does not demonstrate compassionate and compelling circumstances and is not approved, the student will be advised in writing within 5 working days explaining the reasons for the decision and that the student has 20 working days to appeal the decision through CIHE's grievance handling procedures.

8.2.4

If the student chooses to access CIHE's grievance process, CIHE will maintain the student's enrolment until the grievance process is completed and CIHE will not notify DET/DHA of any change to the student's enrolment status through PRISMS.

8.3 Institution-Initiated Suspension of Study or Cancellation of Enrolment

All international students are subject to the potential for CIHE-initiated suspension of study or cancellation of enrolment for both academic and non-academic misconduct (refer to the *Student Code of Conduct*).

Note: suspension due to unsatisfactory academic performance is covered by the *Student Progression and Exclusion Policy*.

8.3.1

If an International Student's enrolment is to be suspended or cancelled, the Dean will present to the CEO their intention to suspend a student's studies or cancel their enrolment for misconduct together with supporting evidence. The CEO will consider the request to suspend the student's studies, and supporting evidence, and make a decision.

8.3.2

If the CEO approves the request to suspend a student's studies or cancel their enrolment, the CEO or Registrar will write to the student informing them of their intention to suspend or cancel their enrolment, the reasons for the decision, the intention to notify DET/DHA of the change in enrolment status, and advice to the student that if they wish to appeal the decision, they have 20 working days to access CIHE's grievance handling procedure.

A copy of the letter and supporting evidence along with the CEO's decision will be placed on the student's file.



8.3.3

If the student chooses to access CIHE's grievance procedure, CIHE will maintain the student's enrolment until the internal grievance process is completed and will not notify DET/DHA of any change to the student's enrolment status except in extenuating circumstances relating to the welfare of the student.

8.3.4

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

- is missing,
- has medical concerns, severe depression or psychological issues which lead CIHE 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.

Any claim of extenuating circumstances will need to be supported by appropriate evidence.

8.3.5

CIHE will decide, on a case by case basis, whether to allow the student to continue to attend class, or make alternative study arrangements for the student, or to deny the student access to study opportunities. In making such a decision CIHE will consider whether denying the student learning opportunities throughout the 20-day appeal period and during the internal grievance process may disadvantage the student in their subsequent studies should the grievance process find in their favour.

8.3.6

If the student chooses not to challenge the suspension of study or cancellation of their enrolment, or has unsuccessfully exhausted all internal appeal processes the suspension of study or cancellation of enrolment will be formally processed and the Registrar will access PRISMS to advise DET/DHA of the change in the student's enrolment. Note that CIHE will not wait for the outcome of an external appeal before notifying DET/DHA of the change to the student's status.

The CEO or Registrar will:

- adjust the student's financial records taking account of the period of suspension or cancellation of enrolment,
- e-mail the relevant personnel,
- suspend the student's student account and library borrowing rights until the student recommences their studies,
- note when the student is due to return to their studies.

Note: If CIHE notifies DET/DHA through PRISMS that a student's studies have been suspended for a significant period, the student must return to their home country unless special circumstances exist (for example, the student is medically unfit to travel). While CIHE determines the studying status of the student, it is DHA who decides whether the student may remain in Australia or must return home. DHA's



policy is that if a student's studies are suspended for a period of 28 days or longer, the student must return home (unless special circumstances exist).

9. Not Meeting Conditional Offer Requirements

When a prospective international student receives an CIHE Higher Education Conditional Offer based on providing evidence of educational and/or English entry requirements and has been unable to provide evidence by the scheduled intake date, the following will occur:

1. The prospective international student's original course intake date may be deferred to the next semester's intake date provided that the required evidence of educational entry requirements is submitted prior to that semester's intake date. All prepaid student fees for the CIHE course will be transferred to the new intake start date and students will be required to extend their student visa to accommodate the revised end date of their studies.
2. If after one semester of deferment, the prospective student has still not achieved the required educational entry requirements, CIHE may withdraw the Conditional Offer and provide students with a refund of all fees except the enrolment fee and a withdrawal fee of \$200. This will allow the student to find alternative study arrangements with the conditions. CIHE may also defer the student for another semester with a prepayment of 4 units of tuition fees, which will be fully credited to the semester when the student commences.

10. Version History

Version	Approved by	Approval Date	Sections modified
1.0	Executive Management Committee	31.1.2017	Document creation
2.0	Executive Management Committee	23.11.2017	Redevelopment of document for clarity in communicating with stakeholders including students: Numbered sections; definitions included; procedures detailed and refined. Withdrawal fee included.
2.1	Executive Management Committee	24.08.2018	Updated with change from DIBP to DHA and new national code 2018
2.2	Executive Management Committee	02.05.2019	Section 4.3, cancellation or termination of enrolment section amended

Document owner: CEO