Deferring, Suspending or Cancelling the Students Enrolment Policy and Procedure

Version History

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<th>Ver. Number</th>
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<tr>
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<td>Dawood Shaik</td>
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Purpose

The purpose of this policy is to put in place a framework that ensures the processes of Deferring, Suspending or Cancelling the Students’ Enrolment is done in line with the standard 13 of the ESOS ACT.

SCOPE

This policy applies to all the staffs of Acumen Education who are involved in the process of Deferral, Suspension and Cancellation of Student’s enrolment and all the students of Acumen Education.

POLICY

This policy/procedure supports ‘Standard 13 – Deferring, suspending or cancelling the student’s enrolment’ of the ‘National Code of Practice for Registration Authorities & Providers of Education & Training to Overseas Students 2007’ which states:

‘Registered providers may only enable students to defer or temporarily suspend their studies, including granting a leave of absence, during the course through formal agreement in certain limited circumstances.”

The following procedures will ensure Acumen Education follows the required process when a student wishes to defer, suspend, or cancel their enrolment with Acumen Education.

Students are able to initiate deferral, suspension or cancellation of their studies during their stay in Australia only in certain limited circumstances as described below. Students may also have their enrolment suspended due to misbehaviour which can also be grounds for cancellation of studies. Students have the right to appeal a decision by Acumen Education to defer, suspend or cancel their studies and Acumen Education will not notify DEEWR of a change to the enrolment status until the internal complaints and appeals process is completed.

Definitions

Application for Transfer Between Registered Providers

An application by a Student for Transfer Between Registered Providers (release).
International students

Student Deferral

- A student wishing to defer an enrolment must do so prior to the commencement of the course. Students must complete a 13.1 Defer, Suspend or Cancel Enrolment form and submit to the Student admin Department.
- All 13.1 Defer, Suspend or Cancel Enrolment form documentation will be kept in the student file and DIAC shall be notified via PRISMS of the decision to defer the enrolment as a result of the student’s request.

Student Suspension

Acumen Education is only able to temporarily suspend the enrolment of the student on the grounds of compassionate or compelling circumstances. These circumstances could include but are not limited to:

- Serious illness or injury, where a medical certificate states that the student was/is 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;
  - 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)
  - Where acumen education is unable to offer a pre-requisite unit
  - Inability to begin studying on the course commencement date due to delay in receiving a student visa.

Please Note: The above are only some examples of what may be considered compassionate or compelling circumstances. The Operations manager will use their professional judgment to assess each case on its individual merits. When determining whether compassionate or compelling circumstances exist, the acumen education will consider documentary evidence provided to support the claim, and should keep copies of these documents in the student file.

- Students will be required to complete a 13.1 Defer, Suspend or Cancel Enrolment form in and submit to the Student admin Department. Students will also be required to provide evidence of

<table>
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<tr>
<th>DIAC</th>
<th>Department of Immigration and Citizenship.</th>
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<tr>
<td>ESOS Act:</td>
<td>The Education Services for Overseas Students Act 2000 of the Commonwealth of Australia, as amended from time to time.</td>
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<tr>
<td>National Code:</td>
<td>The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students, established pursuant to Part 4 of the ESOS Act, as amended from time to time.</td>
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<td>Student Counsellor or equivalent:</td>
<td>Includes a student counsellor/student support officer/advisor or welfare officer appointed by the Institute and working at the Institute or, in the case of Students</td>
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the compassionate or compelling circumstances in their 13.1 Defer, Suspend or Cancel Enrolment form (i.e. a medical certificate or police report, etc.)

- Students who would like to defer their studies must first speak to a staff member in the Student Administration to gain a 13.1 Defer, Suspend or Cancel Enrolment form and to ensure they understand the reasons that deferment may be granted. A 13.1 Defer, Suspend or Cancel Enrolment form must be completed which will need to be approved by the operations manager. This 13.1 Defer, Suspend or Cancel Enrolment form must include in detail the ‘compassionate or Compelling circumstances’

- Where a suspension of enrolment is granted, acumen education will suspend an enrolment for an agreed period of time - to a maximum of 12 months. If the suspension is required for longer than 12 months the student shall have to re-apply once the initial suspension period has expired.

- DIAC’s policy is that if a student’s enrolment is suspended for a period of 28 days or longer, the student must return home (unless special circumstances exist). Please refer all questions about whether students may remain in Australia during a period of suspension of enrolment to DIAC.

- Students are to be informed in writing of the outcome of their 13.1 Defer, Suspend or Cancel Enrolment form and that it may affect their student visa.

- All 13.1 Defer, Suspend or Cancel Enrolment form documentation for the suspension will be kept in the student file and DIAC shall be notified via PRISMS of the decision to suspend the enrolment as a result of the student’s request.

**Student Cancellation**

- Students wishing to cancel their enrolment must complete a 13.1 Defer, Suspend or Cancel Enrolment form and submit to the Student admin Department.

- Students wishing to cancel their enrolment prior to completing 6 months of study in their principle course must provide a Letter of Offer from an alternative provider. This is required under Standard 7 of the National Code and further information can be gained from the aepp7 Transfer between registered providers

- All 13.1 Defer, Suspend or Cancel Enrolment form documentation for the cancellation will be kept in the student file and DIAC shall be notified via PRISMS of the decision to cancel the enrolment as a result of the student’s request.

**Domestic students**

**Student Deferral**

- A student wishing to defer an enrolment must do so prior to the commencement of the course. Students must complete a 13.1 Defer, Suspend or Cancel Enrolment form and submit to the Student admin Department.

- All 13.1 Defer, Suspend or Cancel Enrolment form documentation will be kept in the student file

- The student will be informed by the admin manager once the deferment has been approved. The maximum time period approved for the deferment is 4 weeks. Once the 4 week time period lapses, students must complete the enrolment process again and a new training plan will need to be put in place with the correct start and end date of the course

**Student Suspension**

- Students are able to suspend their enrolment during the study periods on the grounds of extenuating circumstances.

- These circumstances could include but are not limited to:
- Serious illness or injury, where a medical certificate states that the student was/is unable to attend classes;
- Bereavement of close family members such as parents or grandparents (Where possible a death certificate should be provided);
- 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)
- Where Acumen Education is unable to offer a pre-requisite unit

- Students who feel the need to suspend the course will be encouraged to speak to the student support officer.
- Students will be required to complete a 13.1 Defer, Suspend or Cancel Enrolment form and submit to the Student admin Department.
- Where a suspension of enrolment is granted, Acumen Education will suspend an enrolment for an agreed period of time - to a maximum of 6 months. Once the student returns after the suspension period, students must complete the enrolment process again and a new training plan will need to be put in place with the correct start and end date of the course. If the student does not return after the 6 month period, the enrolment will be cancelled by the admin Department.
- All 13.1 Defer, Suspend or Cancel Enrolment form documentation for the suspension will be kept in the student file and SVTS shall be notified via AVETMISS (If applicable) of the decision to suspend the enrolment as a result of the student’s request.
- Acumen Education will request any assessments related to the units delivered until the suspension to be submitted.

Student Cancellation
- Students wishing to cancel their enrolment must complete a 13.1 Defer, Suspend or Cancel Enrolment form and submit to the Student admin Department.
- All 13.1 Defer, Suspend or Cancel Enrolment form documentation for the cancellation will be kept in the student file and SVTS shall be notified via AVETMISS (if applicable) of the decision to cancel the enrolment as a result of the student’s request.
- If the student decides to return to Acumen Education and continue studying the course, students must complete the enrolment process again and a new training plan will need to be put in place with the correct start and end date of the course.

PROCEDURE FOR RECORDING AND REPORTING DEFERMENTS, SUSPENSION OR CANCELLATION OF ENROLMENTS

Provider Deferral
Acumen Education may defer an enrolment where the course is not being offered at the proposed date, site, or any other reason Acumen Education deems necessary to cancel the course.

Provider Suspension
Acumen Education has the ability to suspend a student’s enrolment on the grounds of misbehaviour. This misbehaviour may include but is not limited to acts of discrimination, sexual harassment, and vilification or bullying as well as acts of cheating or plagiarism. Such acts of misbehaviour will be classified into one of two categories.
Academic Misconduct
The following gives an indication to the types of behaviour that constitute ‘Academic Misconduct’ within acumen education:

Examinations
i. Students must not help or receive assistance from other students
ii. Students must not request the loan of or lend materials or devices to other students
iii. Students must not bring any materials into the examination room other than those specified for that examination
iv. Students must not use computer software or other devices during an examination other than those specified.

A student may be excluded from a final examination in a unit for any of the following reasons:

- unauthorised absence from class
- failure to meet unit requirements, for example non-submission of assignments or failure to attend class or mid-semester tests
- academic misconduct
- general misconduct (see below)

Other assessment tasks

- Students must not copy or paraphrase any document, audio-visual material, computer-based material or artistic piece from another source except in accordance with the conventions of the field of study
- Students must not use another person’s concepts, results or conclusions and pass them off as their own
- In cases where the assessment task is intended to be individual work not group work, students must not prepare an assignment collaboratively and then submit work that is substantially the same as another student’s assessment.
- Students must not ask another person to produce an assessable item for them.

General Misconduct
General misconduct is where a student:

- Acts dishonestly;
- Harasses other students or staff;
- Interferes with students or staff;
- Prevents or disrupts learning;
- Disobeys/fails to comply with contractual or legal requirements;
- Misuses, damages or steals acumen education’s property or the property of others;
- Alters/defaces acumen education documents or records;
- Prejudices the good name of acumen education, or otherwise acts in an improper manner.

The following examples indicate the kinds of behaviour which constitute student misconduct. They are for illustrative purposes and are not intended to be exhaustive. Student misconduct occurs when a student:

a) Contravenes any rules or acts;
b) Prejudices the good name or reputation of acumen education;
c) Prejudices the good order and governance of acumen education or interferes with the
d) Freedom of other people to pursue their studies, carry out their functions or participate in the life of the Acumen education;
e) Fails to comply with conditions agreed in the contract;
f) Wilfully disobeys or disregards any lawful order or direction from acumen education personnel;
g) Refuses to identify him or herself when lawfully asked to do so by an officer of acumen education;
h) Fails to comply with any penalty imposed for breach of discipline;
i) Misbehaves in a class, meeting or other activity under the control or supervision of acumen education, or on acumen education premises or other premises to which the student has access as a student of acumen education;
j) Obstructs any member of staff in the performance of their duties;
k) Acts dishonestly in relation to admission to acumen education;
l) Knowingly makes any false or misleading representation about things that concern the student as a student of acumen education or breaches any of acumen education rules;
m) Alters any documents or records;
n) Harasses or intimidates another student, a member of staff, a visitor to acumen education, or any other person while the student is engaged in study or other activity as an student, because of race, ethnic or national origin, sex, marital status, sexual preference, disability, age, political conviction, religious belief or for any other reason;
o) Breaches any confidence of acumen education;
p) Misuses any facility in a manner which is illegal or which is or will be detrimental to the rights or property of others. This includes the misuse, in any way, of any computing or communications equipment or capacity to which the student has access at or away from acumen education premises while acting as an acumen education student, in a manner which is illegal or which is or will be detrimental to the rights or property of others;
q) Steals, destroys or damages a facility or property of acumen education or for which the acumen education is responsible; or is guilty of any improper conduct.

Where a student has been identified of Academic or General Misconduct the operations manager shall be informed and will make a decision on the penalty and the severity of the penalty. The operations manager may take into account the type of misconduct that has occurred and the level of misconduct that occurred when deciding penalties.

- Where a student has been identified with Academic or General Misconduct acumen education shall ensure the following:
  - Students must be treated fairly, with dignity and with due regard to their privacy
  - Students are to be regarded as innocent of the alleged misconduct until they have either admitted to it or been found by proper inquiry by the operations manager to have so behaved.
  - Past misconduct is not evidence that a student has behaved in the same manner again.
  - Each case is dealt with on its own merits and according to its own circumstances with the provision that the first instance of misconduct will be penalised more leniently than subsequent instances of misconduct.

- Students are able to access the COMPLAINTS AND APPEALS if they feel that the decision is unfair or they have other grounds to appeal the decision.
  - If the student accesses acumen education’s internal complaints and appeals process, suspension or cancellation of the student’s enrolment cannot take effect until the internal process is completed.

- The penalties the operations manager can impose are:
  - Academic Misconduct could include a warning, a reduction in grades, receiving zero for an assessment, deemed NYC in the unit, or suspension of enrolment
- A charge for any costs that the general misconduct may have caused
- Temporary exclusion from acumen education in the form of suspending enrolment for a period of time.

- DIAC’s policy is that if a student’s enrolment is suspended for a period of 28 days or longer, the student must return home (unless special circumstances exist). Please refer all questions about whether students may remain in Australia during a period of suspension of enrolment to DIAC.
- Where the severity of misconduct is severe, the operations manager may decide to cancel the enrolment

Provider Cancellation
In some cases where the student’s misconduct is severe, acumen education has the right to cancel the enrolment.

Non-payment of fee
In relations to the non-payment of fees the student will be sent out only one warning letter (where the student fails to pay tuition fees within 7 days of due date and the amount exceeds $500) informing them that they have 20 working days from the date after 2 days of issue to access the Acumen’s complaints and appeals process. If the complaint and/or appeal are not upheld, or the student withdraws from the complaint and/or the appeal process, then Acumen must report the student to DIAC. The suspension or cancelling of the student’s enrolment cannot take effect until the appeal process is completed unless there are extenuating circumstances relating the student’s welfare.

Non-Commencement of enrolment
When the student does not attend the orientation a student support officer will try to establish contact with the student through a telephone call and if the contact was not established for two weeks or fourteen days the students qualifies to be reported on the basis of non-commencement. Then Acumen must report the student to DIAC.

When the student was due to commence studies but has not arrived in Australia nor contacted the Institute within 2 weeks of the semester’s Start date to explain the reason for his or her non-commencement of studies and they have not notified Acumen in writing, is eligible for being cancelled on the basis of non-commencement. The student who has not returned from semester break and has not paid the next semester’s fees and has not contacted acumen within 2 weeks of the semester’s commencement date to explain the reason for his or her non-commencement of studies is also eligible for being cancelled on the basis of non-commencement. In this case, no Notification of Intention to Cancel or suspend the student’s enrolment letter will be issued, as the Institute has assumed that the student, by not paying his or her fees and not contacting Acumen, has indicated “inactively” that he or she will not be continuing with his or her studies.

Where the operations manager has decided the misconduct is severe enough for cancellation the following must occur:

- The student must be informed in person (where possible), and in writing of the decision of acumen education to cancel the student’s enrolment
- They must be informed of the fact that they have the right to appeal the decision by accessing the COMPLAINTS AND APPEALS and completing this appeal within 20 working days of the notification
• If the student accesses acumen education’s internal complaints and appeals process, suspension or cancellation of the student’s enrolment cannot take effect until the internal process is completed.

• Students must also be informed that acumen education is obliged to inform DEEWR / DIAC via PRISMS after the 20 working day period and that they will be at risk of having their Visa cancelled.

PROCEDURE FOR RECORDING AND REPORTING DEFERMENTS, SUSPENSION OR CANCELLATION OF ENROLMENTS

All 13.1 Defer, Suspend or Cancel Enrolment form and outcomes are to be kept in the Student file.

• All reports of misconduct, decisions and actions taken in relation to misconduct, and other related documentation must be kept in student file.
• Any decisions to initiate deferral, suspension or cancellation of an enrolment must be reported to DEEWR / DIAC via PRISMS.
• Students are to be kept informed of any decisions or outcomes that relate to a deferment, suspension, or cancellation of enrolments.
• All students are to be given the opportunity to access the complaints and appeals before reporting any provider initiated suspensions or cancellations of enrolments via PRISMS occurs. The students have 20 working days to lodge a Complaint or an Appeal.
• Where a student decides to access this procedure within 20 working days of notification acumen education must wait until the process has finished before going ahead with the reporting of the student’s enrolment changes via PRISMS.

Responsibility:
The Admin Manager is responsible for the implementation of this procedure and to ensure that staff and students are aware of its application and that staff implements its requirements and is responsible for ensuring that PRISMS are notified of any deferment, suspension or cancellation.

Associated documents:
• 13.1 Deferral, Suspension or Cancellation Form
• 13.2 Non-payment of Fees warning letters
• 13.3 Deferment approval letter or Refusal Letter
• 13.4 Breach Reported (Non Payment)
• 13.5 Breach Reported (Non Commencement)
• aePP8 Complaints and Appeals Policy and Procedure
• 8.1 Complaint and Appeals form
• Student’s Code of Conduct Policy and Procedure
• aePP13 Deferring Suspending or Cancelling the Students Enrolment
• Plagiarism Policy and Procedure
DEFERRAL OF COMMENCEMENT PROCEDURE

Students requesting a deferment for e.g. due to not receiving their student visa in time to commence their program for the current term or other compassionate or compelling reasons will contact the Admin Manager and apply in writing. (Provide the related documents)

The Admin Manager processes form. Approval or disapproval is provided to student in writing. A copy of it is retained on the student file.

A letter is sent out by the Admin Manager with the:
Information provided to student regarding how their visa may be affected as a result of the deferment

Admin Manager Reports the student deferral in the PRISMS and makes changes in the start and end date accordingly.
Notify student of DIAC website or helpline.

The cancelled CoE, the cancelled variation CoE and the new CoE is placed on the student file. The student activity in regards to the process is logged in the Deferring, Suspending or Cancelling the Students Enrolment register.
SUSPENSION OF STUDIES PROCEDURE (Student Initiated)

Students requesting a Suspension based on compassionate or compelling reasons will contact the Admin Manager and apply in writing on the Students suspension/deferral/cancellation withdrawal form. (Provide the related documents)

The Admin Manager processes form. Approval or disapproval is provided to student in writing. (A copy of it is retained on the student file.)

If approved the Admin Manager consults with the assessor for the student’s study plan. (Whether the student’s end date would be affected so as to make changes accordingly on the CoE in PRISMS) - Notify student of DIAC website or helpline.

Once change is made in Prisms, a letter with the amended CoE/s is sent out by the Admin Manager with the: Information provided to student regarding how their visa may be affected as a result of the deferment or suspension Notify student of DIAC website and or helpline.

If not approved the Admin Manager will inform the student in writing the reason for disapproval and a copy of it is then placed on the student file. (The student must be informed they have 20 working days to access the Institute’s complaints and appeals process).

Admin Manager reports student via PRISMS that the student’s enrolment is suspended and makes changes in the start and end date accordingly

A copy of the suspended CoE and the changes resulted on the PRISMS due to the suspension should be placed on the Student File.
Admin Manager sends out a letter informing why Acumen has decided to suspend or cancel the student. (Note: The letter should mention that the student has 20 working days to appeal and a copy of the letter to be placed on the student file.)

If the student appeals within 20 working days from the date (after 2 days of issue) and the appeals is upheld then the student is not reported on PRISMS.
- The student should be provided in writing of the outcome of the appeal.
- A copy of the student appeal and its outcome must be placed in the student file.

If the student does not appeal or if his/her appeal is not upheld, the Admin Manager will report the student through PRISMS using the correct Student Course Variation (SCV)

All the documents related to the student cancellation must be placed in the student file

A copy of the suspended/cancelled CoE and the changes resulted on the PRISMS due to the suspension/cancellation should be placed on the Student File. Student information to be entered on Deferring, Suspending or Cancelling the Students Enrolment register

Note: Student misbehaviour in relations to the non-payment is when the student has an overdue for more than a week of $500 or above in accordance with his/her fee payment plan.
Withdrawal/Cancellation of Enrolment Procedure
(Student initiated)

Students requesting a Withdrawal/Cancellation will contact the Admin Manager and apply in writing on the Students suspension/deferral/cancellation/withdrawal form.

Form is processed by the Admin Manager. Approval or disapproval is provided to student in writing. (If the reason for withdrawal is to transfer to another provider refer to the Transfer and Release Policy)

The student should be sent out a letter whether his/her withdrawal/cancellation has been approved. Information provided to student regarding how their visa may be affected as a result of the deferment (Notify student of DIAC website or helpline)

If the withdrawal/cancellation is approved the Admin Manager will report the student through PRISMS using the correct Student Course Variation (SCV)

If the withdrawal/cancellation is not approved, Admin Manager to send out a reason why the request was rejected at the same time informing that they have 20 working days to access Institute’s Appeals process

Copy of the forms or letters, and the cancelled CoE should be sent out to the student and a copy to be placed in the student file once the process is complete.

The student name should be entered in the Deferring, Suspending or Cancelling the Students Enrolment register.

Warning - Uncontrolled when printed! The current version of this document is kept on myacumen.com.au.