


<b>POLICY and PROCEDURE</b>		
<b>Ref. to Legislative Frameworks:</b>  <b>HESF 2021:</b> <b>Standard 1.3 / 2.3 / 7.2.2</b>  <b>National Code 2018:</b> <b>Standard 9</b>  <b>ESOS Act (2000) Para. 19</b>	<b>Deferment, Suspension or Cancellation of a Student's Enrolment</b>	
Version 11	Approved By: Chief Executive Officer	Issued on: 19/02/2025 Review by: 19/02/2027

### Revision History

Current Version	Description of Changes	Procedure Developer(s)	Effective Date
7.1	Added reference to National Code 2018	General Manager, Operations and Risk Management	27/12/2017
8	Reporting obligations under the ESOS Act (2000) are reinforced.	General Manager, Operations and Risk Management	12/11/2018
9	Updates to definitions and reporting procedures	Compliance Manager	22/1/2020
10	Policy and Procedure integrated into one document  Updated (Higher Education Standards Framework) HESF 2021  Updates to Definitions and Responsibilities  Added Guidelines for Deferrals	Chief Executive Officer	8/12/2022
11	Updated references to the new National Student Ombudsman (NSO) for HE students.	Compliance Officer	19/02/2025

## PURPOSE

The policy and procedure outlines the principles that underpin Academies Australasia Polytechnic (AAPoly)'s approach to cancellation, deferment and suspension of students' enrolment.

It also defines the circumstances for the application of deferment, suspension, leave from studies or cancellation of enrolment when instigated by either student or AAPoly.

The policy and procedure also ensures that the reporting obligations under Paragraph 19 of the ESOS Act (2000) are timely met.

The procedure explains the sequence in processing a student's application for deferment, suspension, a leave from studies or cancellation of enrolment when instigated by either student or AAPoly. The procedure also covers the reporting obligations under Paragraph 19 of the ESOS Act.

## POLICY STATEMENT

AAPoly is committed to complying with the National Code and the ESOS Act in the assessment and approval of cancellation, deferment and suspension of a student's enrolment and in the subsequent reporting requirements.

## SCOPE

This procedure applies to the Student Services and Marketing staff who are involved in these requests and international students holding a Student Visa. AAPoly can only defer or temporarily suspend the enrolment of the student on the grounds of compassionate or compelling circumstances (such as illness where a medical certificate states that the student is unable to attend classes), or misbehaviour by the student.

## DEFINITIONS

**Deferment** – A request by the student prior to the commencement of the study period to temporarily postpone study.

**Leave of Absence (LOA)** – Also referred to as Leave from Studies is a request by the student to temporarily suspend the course after the commencement of the course. (Student initiated suspension of enrolment).

**Suspension** – When the enrolment of a student in their course of study is suspended by AAPoly for a period of time, after which the student may recommence study. (AAPoly initiated suspension of enrolment).

**Withdrawal** – A request by the student to withdraw, or to cancel the course, at any time (Student initiated cancellation of enrolment).

**Cancellation** – Cancellation of the student enrolment at the College which will lead to the cancellation of the eCoE, for international students. (AAPoly initiated cancellation of enrolment). **eCoE** – Electronic Confirmation of Enrolment.

**Extenuating Circumstances** – As per the National Code, relating to the welfare of the student may include, but are not limited to the following. The student:

- refuses to maintain approved care arrangements (only for students under 18 years of age);
- 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.

**Compassionate or Compelling Circumstances** – As per the National Code, are circumstances generally those beyond the control of the student and which have an impact upon the 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 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; or
- 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 the registered provider was unable to offer a pre-requisite unit; or
- inability to begin studying on the course commencement date due to delay in receiving a student visa.

#### **Important Notes:**

- Postponing studies for a study period to go home to be married is not normally considered to be a compassionate or compelling circumstance which is beyond the control of the student. It is recommended that student plans wedding during the term breaks.
- In a packaged offer, the student's inability to complete their preceding courses is not normally considered to be a compassionate or compelling circumstance which is beyond the control of the student.

**Misbehaviour or Undesired Behaviour** – Behaviour that is unacceptable for an education setting. This could include but not limited to:

- Physical violence (or risk of physical violence) towards other students or staff.
- Criminal activity.
- Unsolicited attention towards another student or member of staff.
- Academic and non-academic misconduct.

## **POLICY**

1. Standard 9 of the National Code allows students, where compassionate or compelling circumstances exist, to defer commencement of studies, take a leave from studies or temporarily suspend their studies during their program. This must be completed through a formal agreement with their registered provider.
2. After commencement of the course, at least one full term's notice in writing is required of a student's intention to withdraw from a course. If less than one term's notice is given, the student has an obligation to pay the following term's fees in lieu of the required notice. No final documents will be issued until all outstanding fees are settled.
3. Students must be advised that deferring, taking a leave from studies or temporarily suspending their studies during their program may affect their student visa.
4. AAPoly, as a Registered Provider, may also seek to cancel or suspend the student's enrolment for disciplinary reasons.
5. The college will initiate cancellation of student enrolment if:
  - a. the student failed to pay fees (non-payment of fees);
  - b. the student breached a condition of their student visa;
  - c. the student misbehaved (when student has committed serious misbehaviour such as criminal activity or non-serious misbehaviour repeatedly after suspension).
  - d. the student failed to engage in any agreed academic intervention strategies.
6. AAPoly reports any student course variation to the Department of Education via PRISMS within the prescribed timeframes as per the ESOS Act.

## **PROCEDURE**

### **1. Deferral (Student-initiated deferment of enrolment)**

1.1 Student submits the completed Application to Defer Course Commencement Form with supporting evidence to the Marketing Manager (MM) by Friday before course commencement.

1.2 MM ensures the policy and the guidelines for deferral are complied with before approving the request. Approval of request must be made within five (5) working days from the date of receipt of the application.

1.3 If approved, MM updates the student's eCoE within 5 working days from the date the approval and notifies the Department of Education via PRISMS of the student's contact details, the expected duration of the deferment and the start date of deferment. MM also sends the new eCoE to the student and updates the Student Management System (Paradigm) accordingly.

1.4 MM uploads copies of correspondence with student and a copy of new eCoE on Paradigm.

1.5 If the application is rejected, MM advises the student within 5 working days of the outcome and their right to appeal the decision. For details on the appeals process, refer to Complaints and Appeals Policy and Procedure.

### **Guidelines for Approval of Deferral Requests**

Approval of deferral requests are approved by the Marketing Manager ensuring that:

- a. the reason for deferral is due to compassionate and compelling reasons
- b. enough evidence is provided by the student to support the request (and uploaded in the paradigm by MM/designated staff)
- c. deferral dates, particularly the expected new commencement date, are indicated in the request/approval/evidence provided and uploaded in the paradigm
- d. deferral form is completed and uploaded in the paradigm if required\*
- e. request for deferral has been made at least two weeks prior the commencement of the course

**Note:** A reminder email must be sent to the student and/or agent two weeks prior to the commencement of the course

#### **\*Situations where Deferral Form is not required:**

- a. Students who are not able to commence the course within two weeks from the original commencement date due to compelling and compassionate grounds.
- b. Deferral of the subsequent course(s), normally in a packaged course, as a result of the deferral of preceding course due to compelling and compassionate reasons.

**Note:** In lieu of the deferral form, an email of the request for deferral (including the deferral date) must be saved in the paradigm along with the approval of the request and evidence/ supporting documents.

For special cases that don't meet guidelines above, requests will have to be forwarded to the Head of Marketing for Approval.

## **2. Leave of Absence (Student-initiated suspension of enrolment)**

Students are advised to discuss this request with the Academic Supervisor and/or the Student Counsellor prior to submitting the application.

2.1 Student submits an application for Leave from Studies in writing to the Student Services Department by completing the Application for Leave from Studies form. Additional documentation to support the application must be submitted with the form.

2.2 Designated Student Services Officer (SSO) assesses the leave from studies application. Approval will be considered in accordance with defined compassionate or compelling circumstances.

2.3 The student is notified of the decision in writing by the SSO.

The communication to students should include the following, where applicable:

- Advice about how the leave from studies may affect their student visa.
- The Department of Home Affairs website and information line phone number.
- Notification of the appeals process and how to access that if necessary.
- Conforming with the tuition fee payment schedules or changes if there are

2.4 SSO records the completed form and a copy of the outcome and update the student's enrolment details in Paradigm. Student Services Officer makes changes to student's eCoE (if course duration is affected, Student Services Officer cancels the current eCoE and creates a new eCoE).

A record of all correspondence relating to this application will be kept in the Paradigm.

2.5 SSO notifies the Department of Education via PRISMS within 31 days of the changes.

In addition, SSO gives the student's contact details and the expected duration of the suspension and the date suspension starts in PRISMS.

2.6 Upon returning from leave, student submits a copy of their passport with the departure and arrival stamp or airline ticket to Student Services if applicable.

**Important Note:** Failure to return from LOA within 5 working days of the date the leave finishes is considered a notification of withdrawal from the student.

2.7 SSO updates student's enrolment status in Paradigm.

### 3. Withdrawal (Student-initiated Cancellation of Enrolment)

3.1 Students notify AAPoly of their intention to withdraw by completing a Withdrawal of Enrolment form and submitting it to the Student Services Department with supporting evidence if applicable.

3.2 Designated SSO interviews the student to understand the reasons for the request to withdraw from all studies. If it is in relation to an academic issue, SSO advises the student to contact the Academic Supervisor. If the student wishes to move to another state, another college, or return home, SSO briefs the student about the process and supporting documentation required. (For student request to transfer to another college after commencement of studies, refer to Transfer of International Students between Registered Providers Policy and Procedure for more details).

SSO may also refer the student to meet with the Student Counsellor, after assessing the student's reasons for withdrawal.

3.3 SSO makes a note if the student has had counseling sessions with their Academic Supervisor and/or the Student Counselor and records the student's reasons for withdrawal in Paradigm.

3.4 SSO checks for any outstanding fees and/or Library dues. Student Services Officer also checks for any special arrangements or issues recorded in Paradigm and if refund of fees is required. (If refund of fees is required, refer to Fee Payment and Refund Procedure). SSO also completes Withdrawal from All Studies Checklist.

3.5 SSO cancels the student's enrolment and finalises the withdrawal request on its individual merits within 10 working days from the receipt of the Withdrawal of Enrolment form and supporting evidence if applicable. SSO notifies the Department of Education via PRISMS of the changes that occurred, including the day the student's

studies were terminated and the last day of studies, within 31 days. SSO also completes Withdrawal from All Studies Checklist.

3.6 SSO uploads the completed Withdrawal from All Studies Checklist, record of student default, record of communication with the student and copy of documents given to student on Paradigm.

3.7 SSO notifies the IT Department to revoke the student's access to the premises and facilities.

**Important Note:**

Failure to re-enrol within the appropriate time period (according to published deadlines) will be considered as a notification of withdrawal from the student.

Students should check with the Department of Home Affairs before applying for leave or withdrawing from all studies.

#### **4. Suspension (AAPoly-initiated Suspension of Enrolment)**

4.1 DH-SS is made aware or receives a complaint about student misbehavior.

4.2 DH-SS assesses the situation and investigates the complaint and/or conducts interviews to gather more information to determine course of action.

4.3 DH-SS decides whether to suspend the student's enrolment.

4.4 DH-SS notifies student in writing of the outcome of the investigation. Student may appeal against the decision. The suspension cannot take effect until the internal and external appeals processes are completed unless extenuating circumstances relating to student welfare apply.

4.5 SSO suspends student's enrolment and notifies the Department of Education and the Department of Home Affairs (via PRISMS) of the changes occurred within 31 days. Refer to PRISMS – Provider User Guide for the step-by-step procedure for deferral or suspension of CoEs in PRISMS.

**Note:** In addition to the student's contact details and the expected duration of the suspension, Student Services Officer gives the date suspension starts in PRISMS.

4.6 If student's behavior/conduct improves, upon approval from DH-SS, Student Services Officer normalises student enrolment. Then student attends classes.

**Note:** If student's behavior/conduct does not improve, refer to cancellation process in clause 5.

4.7 SSO keeps copies of all correspondence and relevant documents in the student's file and uploads the records on Paradigm.

## **5. AAPoly-Initiated Cancellation**

5.1 DH-SS decides to cancel student's enrolment after being satisfied that due process has been given to student.

5.2 The student is notified in writing of the decision.

The advice must include information for the student that:

- cancellation may have an impact on their student visa
- the student has 20 working days in which to access the appeals process
- External appeals process for VET students (Overseas Student Ombudsman)
- External appeals process for HE students (National Student Ombudsman)

5.3 Student may appeal against the decision. The cancellation cannot take effect until the internal Appeals process is completed unless extenuating circumstances relating to student welfare apply.

5.4 Designated SSO notifies the Department of Education (via PRISMS) of the student default, including the day the student's studies were terminated and the last day of study, within 31 working days after 20 working days of internal appeal period passing or any appeals finding in favour of the original decision to cancel.

5.4.1 If the student has accessed the internal appeals process against the AAPoly's decision to cancel the student's enrolment, and the outcome of the internal appeal process is not in favour of the student, Student Services Officer records the day after the completion of the internal appeals process as the termination date of the student's studies.

If the student fails to attend the classes before the internal appeal process concludes, the first day the student was not in class becomes the termination date.

5.4.2 If the student has accessed the external appeals process against the AAPoly's decision to cancel the student's enrolment, and the outcome of the external appeal process is in favour of AAPoly, Student Services Officer records the day after the completion of the external appeals process as the termination date of the student's studies.

5.4.3 In the event that the student does not access the appeals process, the date when the student's studies is terminated is the day after the appeal period has expired (i.e. 21st business day after issuing the Intention to Report).

5.4.4 Where AAPoly determines that extenuating circumstances apply (i.e. student misbehaviour) and that the termination of studies needs to take effect before an outcome of an appeals process has been reached, or prior to the expiry of the appeal period, the termination date of the student's studies is the date when the determination was made by AAPoly.

5.5 SSO informs student of the cancellation of enrolment and keeps copies of all correspondence and record of student default in the student's file.

5.6 Copies of all correspondence are forwarded to Student Services for filing in Paradigm for record keeping.



## RESPONSIBILITIES

- Designated Head of Student Services (DH-SS) is responsible for the dissemination of the policy and procedure to the heads of departments, the student services team, and the students. Ensures that legislations and regulations and the policies and procedures are complied with by designated officers processing leaves and withdrawals. DH-SS also approves cancellation of student enrolment and deferrals.
- Head of Marketing is responsible for ensuring that legislations and regulations and the policies and procedures are complied with by the marketing team/designated officers processing deferrals.
- Marketing Managers/Marketing Officers are responsible for processing deferral requests in compliance with legislations, regulations, and policies and procedures.
- Designated Student Services Officer (SSO) is responsible for processing LOA and withdrawal applications. Uploads any communication with the student and completed forms in paradigm. Reports changes to student enrolment to the Department of Education and creates course variation in PRISMS.
- Academic Supervisor works hand in hand with the Student Counsellor in advising students about their academic concerns or other difficulties affecting their studies. For the purpose of this procedure, the Academic Supervisor includes the Course Coordinator for VET, the Program Coordinator and the Academic Dean for Higher Ed.

## **FEEDBACK**

Queries or comments about this policy should be emailed to the DH-SS through [studentadmin@aapoly.edu.au](mailto:studentadmin@aapoly.edu.au). The DH-SS will respond to the inquiry or feedback in writing within two (2) weeks after the receipt of the email, unless an urgent or immediate response is required. The queries or comments will be recorded in the Continuous Improvement Register and form a part of policy and procedure review for quality assurance.

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## References

Source	Document Title
Internal	Academic Credit Transfer RPL Policy and Procedure
	Deferment Suspension Cancellation of Enrolment Procedure
	Student Complaints and Appeals Policy and Procedure
	Higher Education Student Course Enrolment Procedure
	Fee Payment and Refund Policy and Procedure
	AAPoly Marketing Information and Practices Procedure
	Student at Risk and Academic Support Policy and Procedure
	Monitoring Student Progress Policy and Procedure VET
	AAPoly Student Selection and Admission Policy and Procedure
	AAPoly Transfer of International Students Between Registered Providers Policy and Procedure
External	Department of Home Affairs Website
	Higher Education Standards Framework
	National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students
	National Student Ombudsman 2025