

Institution	Universal English
Policy Name	Deferment Suspension & Cancellation
Version No.	4.0

1 Purpose

Universal English established this policy and procedure to clearly define the policy relating to student deferment, suspension or cancellation of the enrolment as a student at UE.

International students are subject to the requirements of the ESOS Act and this policy is designed to reflect the limitations placed on UE as a registered provider.

2 Scope

This policy and procedure applies to all international students at UE.

3 Policy

It is the policy of UE to ensure that students complete their course within their course duration. However, unforeseen and unexpected circumstances may occur beyond a student's control, which may affect their ability to complete their course. Therefore, this policy is instituted to allow for a more systematic process of deferment, suspension, and cancellation of students.

Definitions of what constitutes Deferment, Suspension or Cancellation are given below this policy section.

Policy Rules

UE-Initiated Deferral, Suspension or Cancellation of Enrolment

1. UE may ***defer*** a student's commencement on the following grounds:
 - When a course is not offered
2. UE may ***suspend*** a student's enrolment on the following grounds:
 - When a student is deemed to be in breach of the Student Code of Conduct
 - When a student is deemed to not be making satisfactory course progress and fails to comply with the requirements of the Intervention Plan
3. UE may ***cancel*** a student's enrolment on the following grounds:
 - When a student demonstrates a serious breach of the Student Code of Conduct
 - When a student is in breach of the course progress policy
 - When a student is continually absent from scheduled course hours
 - Non-payment of outstanding fees
4. In cases where suspension or cancellation of the student's enrolment is initiated by UE, the student will be notified and given 20 working days to access the UE's internal complaints and appeals process (see Student Complaints and Appeals Policy).
5. There will be no change in enrolment status and the student will not be reported to the Department of Home affairs until the appeals process is completed.
6. Once the deferral, suspension or cancellation is processed, UE will notify the Department of Home affairs via PRISMS.

7. UE will report to the Department of Home affairs via PRISMS if the student has not started the course within 14 days.

Student-Initiated Deferral, Suspension, Cancellation of Enrolment

Students may initiate the deferral, suspension and cancellation of enrolment, including granting of a leave of absence during their course through formal agreement of the following limited circumstances:

8. On the grounds of compassionate or compelling circumstances --- conditions which are beyond the control of the student which may impact on the student’s course progress or wellbeing. These may include, but not be limited to the following:
- When a student is deemed to not be making satisfactory course progress and fails to comply with the requirements of the Intervention Plan;
 - Where students do not receive approval of their visa in time to arrive at UE to commence study;
 - Serious illness or injury – where a medical certificate states the student was unable to attend classes;
 - Bereavement of close family members;
 - Major political upheaval or natural disaster in their home country requiring emergency travel and this has impacted on the student’s ability to study;
 - A traumatic experience i.e. involvement in or witness to a serious crime or accident and this has impacted on the student’s ability to study;
 - Where UE was unable to offer a pre-requisite unit; and
 - Other reasons may be considered but must have compelling documentary evidence to support the request.

It should be noted that deferring to go home to be married or attend the wedding of a family member is not normally considered to be a compassionate or compelling circumstance which is beyond the control of the student. This could be organised in such a way that the schedule does not conflict with the student’s course timetable.

9. Unavailability of a course

10. Where a decision is made by UE, the student always has the right to appeal this decision using the appeals processes as outlined in UE’s Complaints and Appeal Policy. This must always be clearly communicated to the student with the notification of the decision.

4 DEFINITIONS

Term	Definition
<i>Cancellation</i>	A cessation or end of enrolment in a course
<i>Deferral</i>	Postponement of commencement of studies
<i>Leave of Absence</i>	Temporary postponement of studies after commencement of studies

<p>Suspension</p>	<p>Temporary putting on hold of studies during the course, after which the student may recommence study. Suspension may not necessarily come as a consequence of misbehavior. Suspension will not necessarily push out the completion date.</p>
<p>Compassionate & Compelling circumstances</p>	<p>Conditions which are beyond the control of the student and which may impact on the student’s course progress or wellbeing. Examples of these circumstances are as follows:</p> <ul style="list-style-type: none"> • Where students do not receive their visa in time to arrive at UE to commence study; • Serious illness or injury – where a medical certificate states the student was unable to attend classes; • Bereavement of close family members; • Major political upheaval or natural disaster in home country requiring emergency travel and this has impacted on the students ability to study; • A traumatic experience i.e. involvement in or witness a serious crime or accident and has impact on the student’s ability to study; • Where UE was unable to offer a pre requisite course; • Other reasons may be considered but must have compelling documentary evidence to support the request. <p>The following are not compassionate & compelling reasons</p> <ul style="list-style-type: none"> • Work related pressure; • Working to support oneself and family; • Celebrations and weddings; • Travel; • Relationship issues and break up; • Minor illness; • Religious holidays.

5 PROCEDURE

The process for management of student requests for Deferment, Suspension or Cancellation is shown below:

Instructions for Student Services Officer

- In reviewing the application, the officer must be satisfied that enough evidence has been provided to satisfy the National Code. The evidence will vary according to the situation and the officer must use their best judgment in determining what is sufficient. In the event of uncertainty, they should seek advice from a senior member of staff. For example a student requesting to defer as a result of close

family illness (e.g. Mother) must produce a medical certificate and airline tickets showing illness is legitimate and an intention to return.

- When the cancellation relates to changing from one course to another, the process will also include processing a new application form as per the International Admissions Policy. The Offer Letter number generated will then be stored in the student's file – see below.
- Before making a decision, the officer should consult with the finance department to confirm that all payments are up to date or acceptable arrangements have been made.
- All documentation including the request, the supporting evidence and the output must be scanned and saved in the student's file.
- The process, once sufficient evidence is supplied, should take no more than 7 working days, preferably less.
- Requests to cancel their enrolment will only be considered if the student does NOT intend to transfer to another provider in Australia. Students contemplating a Transfer should be referred to the International Student Transfer Policy.
- If the request is denied, the student must be advised in writing and also informed of their right to appeal in accordance with the Complaints and Appeals Policy.

Return from deferment

- Once the deferment request is processed, a deferment email is sent to the student along with a copy of PRISMS student update.
- TEAMS, student file are simultaneously updated.
- Once the student returns and enrolls the process is initiated as a normal new student.
- The new eCOE is provided to the student who is advised to go to a Department of Home Affairs office to update their enrolment.
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- The Accounts Officer verifies the records of fees paid and the student is invoiced for any outstanding/additional fees.

Student Course Variation Register

All requests and the outcome of that request must be recorded in the Student Management System

Outputs for each type of request

Request Type	Actions	Output
Deferment	PRISMS	New eCoE to be issued and reason is 'Approved deferment'
	Approval Letter to student	Confirm approval and attach eCoE
	TEAMS(SMS)	Input notes into student management system
Student Requested Suspension	PRISMS	Notify Department of Home affairs that voluntary suspension has been approved and why.
	Letter to student	Confirm approval
	TEAMS(SMS)	Updated to reflect changes agreed
UE imposed Student Suspension	PRISMS	Notify Department of Home affairs of suspension and why.
	Approval Letter to student	Formal letter to student – see student code of conduct
	TEAMS(SMS)	Updated to reflect changes
Cancellation / Withdrawal	PRISMS	Advise date of withdrawal and that enrolment will cease
	Approval Letter to student	Confirm approval and advise that Department of Home affairs will be informed and that student should contact Department of Home affairs
	TEAMS(SMS)	Updated to reflect changes

6 PROCEDURE OWNER

CEO

7 Related Documents

FORMS

- Deferment or Suspension of Enrolment Form
- Course Withdrawal Form
- Letter of Approval -- Deferral, Suspension, Cancellation
- Letter of Disapproval -- Deferral, Suspension, Cancellation
- Return from deferment form

Policies

- Complaints and Appeals Policy
- Records Management Policy
- Fees and Charges Policy
- Refund Policy