

VERSION HISTORY			
Governance	National Code 2018, Standard 9		
Current version	6.00	Next review	05/2020
Reviewed by	Training and Compliance Manager		
Approved by	Principal Executive Officer	Date	29/05/2019
Version #	Summary of changes made		
07/2008	Addition " All the relevant documents are kept on the student file"		
05/2012	Removed" ESOS standard 13: Deferring, suspending or cancelling the student's enrolment" Addition " ESOS National code 13"		
09/2012	Reviewed conditions of suspension and cancelation		
05/2012	Addition "Related NVR Standard SNR 16.7" Removed "AQTF 2007 Standard 2.6 – Complaints and appeals are addressed efficiently and effectively."		
11/2015	Addition " Note: An administration fee of AUD\$150 will be charged for any application to defer."		
6.0	Removed ESOS National code 13 Addition "National Code 2018, Standard 9" Addition "Overseas students should seek advice from the Department of Home Affairs on the potential impact on their visa if enrolment has been deferred, suspended or cancelled" Included version control footer		

Document No: NIT008	Document Name: Deferring, Suspending or Cancelling a Student's Enrolment	Version No: 6.00
Modified On: 29.05.2019	Modified by: V. Randhawa	Review Date: 05/2020
Nova Institute of Technology RTO: 21984 CRICOS: 02856B		Page 1 of 5

1. PURPOSE

To document Nova Institute of Technology (NIT) policy and process for:

- student initiated requests to defer, suspend or cancel enrolment either prior to course commencement or during a course of study.
- NIT initiated deferral, suspension or cancellation of a student's enrolment prior to course commencement or during a course of study.

2. RELATED STANDARDS

National Code 2018, Standard 9

3. SCOPE

This policy/procedure applies to all overseas students enrolled in a nationally recognised course or ELICOS program at NIT.

This policy and procedure does not apply for students requesting to cancel their enrolment because they are seeking to continue their studies elsewhere and are looking to transfer to another registered provider. Students seeking to transfer should refer to the Transfer Request Assessment Policy and Procedure.

4. RESPONSIBLE PARTIES

PEO is responsible for this procedure.

5. DEFINITIONS

Course means a course of education or training.

Overseas student (referred to as student in this document) means a person (whether within or outside Australia) who holds a student visa or other temporary visa that allows the individual to study in Australia.

PRISMS The Provider Registration and International Student Management System (PRISMS) is the system used to process information given to the Secretary of DET by registered providers.

Registered provider As defined in section 5 of the ESOS Act, the registered provider for a course for a location means a provider that is registered to provide the course at the location.

Student Means an overseas student (or intending overseas student) as the context requires.

Document No: NIT008	Document Name: Deferring, Suspending or Cancelling a Student's Enrolment	Version No: 6.00
Modified On: 29.05.2019	Modified by: V. Randhawa	Review Date: 05/2020
Nova Institute of Technology RTO: 21984 CRICOS: 02856B		Page 2 of 5

6. PROCEDURE

Student Initiated Deferral, Suspension or Cancellation

Students wishing to defer, suspend or cancel enrolment must meet one of the following conditions:

- Inability to begin studying on the course commencement date due to delay in receiving a student visa.
- Compassionate and compelling circumstances – these are generally beyond the control of the student and have an impact on the student's course progress or wellbeing. These could include but are not limited to:
 - Serious illness or injury, where medical certificate states that the student was or will be unable to attend classes;
 - Bereavement of close family members such as parents or grandparents (where possible death certificates 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
 - 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)

Note: An administration fee of AUD\$150 will be charged for any application to defer.

Overseas students should seek advice from the Department of Home Affairs on the potential impact on their visa if their enrolment has been deferred, suspended or cancelled.

Requests to defer or suspend enrolment

Students wishing to defer or suspend their enrolment must complete a "Application to Defer or Suspend" form with all supporting documentation attached. All applications will be assessed and a decision made within 10 working days. The maximum suspension period is six (6) months. The student will receive notification of the decision for any request to defer or suspend enrolment, in writing within 10 working days.

Requests to cancel enrolment

Students wishing to cancel their enrolment must complete a "Student request to defer, suspend or cancel a course" form with all supporting documentation attached. Approval will only be given in the limited circumstances described above. The student will receive notification of the decision for any request to cancel enrolment, in writing within 10 working days.

This policy and procedure does not apply for students requesting to cancel their enrolment because they are seeking to continue their studies elsewhere and are looking to transfer to another

Document No: NIT008	Document Name: Deferring, Suspending or Cancelling a Student's Enrolment	Version No: 6.00
Modified On: 29.05.2019	Modified by: V. Randhawa	Review Date: 05/2020
Nova Institute of Technology RTO: 21984 CRICOS: 02856B		Page 3 of 5

registered provider. Students seeking to transfer should refer to the Transfer Request Assessment Policy and Procedure.

Nova Institute Initiated Deferral, Suspension or Cancellation.

NIT may defer commencement of a course when it cannot provide a course to a student as per the Letter of Offer on the agreed starting date.

NIT may suspend a student enrolment for:

- misconduct – where a student:
 - is in serious breach of the student code of conduct
 - is in breach of enrolment conditions
 - is considered to provide a threat to the well being of other students or staff

NIT may cancel a student enrolment for:

- a serious breach of a student code of conduct.
- breach of enrolment conditions
- where a student is considered to provide a threat to the well being of other students or staff
- failing to meet course progress requirements (refer to Monitoring Course Progress Policy and Procedure)
- failing to meet the requirements for attendance for ELICOS programs
- non-payment of tuition fees
- failing to commence a course on the agreed date
- failing to return after a scheduled course break.

If NIT initiates a suspension or cancellation of a student's enrolment, before imposing a suspension or cancellation, NIT:

- Informs the student of that intention and the reasons for doing so, in writing; and
- Advises the student of their right to appeal through NIT's internal complaints and appeals process, within 20 working days.

When there is any deferral, suspension or cancellation action taken, NIT:

- Informs the student of the need to seek advice from Immigration on the potential impact on his or her student visa; and
- Reports the change to the overseas student's enrolment via PRISMS.

A suspension or cancellation of the student's enrolment does not take effect until the internal complaints and appeals process is completed, unless the student's health or wellbeing, or the wellbeing of others, is likely to be at risk.

Document No: NIT008	Document Name: Deferring, Suspending or Cancelling a Student's Enrolment	Version No: 6.00
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Nova Institute of Technology RTO: 21984 CRICOS: 02856B		Page 4 of 5

When finalising a deferment, suspension or cancellation, NIT:

- Informs the student that deferring, suspending or cancelling his or her enrolment may affect his or her student visa; and
- Notifies the Department via PRISMS where the student's enrolment is deferred, temporarily suspended, or cancelled.

NIT maintains a record of all deferral, suspension or cancellation decisions in writing in each relevant student's record.

ASSOCIATED DOCUMENTS

Letter of Offer and Agreement

NIT008-F1 Application to Defer or Suspend Form

NIT005 Complaints and Appeals Policy

Document No: NIT008	Document Name: Deferring, Suspending or Cancelling a Student's Enrolment	Version No: 6.00
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Nova Institute of Technology RTO: 21984 CRICOS: 02856B		Page 5 of 5