# Deferral, Suspension and Cancellation Policy and Procedure (International Students)

<table>
<thead>
<tr>
<th>Name of Policy</th>
<th>Deferral, Suspension and Cancellation Policy and Procedure (International Students)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Version</td>
<td>9.1</td>
</tr>
<tr>
<td>Comply with</td>
<td>Standard 13 of the National Code 2007</td>
</tr>
<tr>
<td>Date created</td>
<td>January 2008</td>
</tr>
<tr>
<td>Date last revised</td>
<td>April 2015</td>
</tr>
<tr>
<td>Responsible person</td>
<td>Student Administration Manager</td>
</tr>
</tbody>
</table>

Contact address
28-32 Elizabeth Street
Melbourne, VIC 3000
GPO BOX 5466
Contact: +61 3 8639 9000
http://www.rgit.edu.au
Deferral, Suspension and Cancellation Policy and Procedure (International Students)

Table of Contents
1. Policy objective ............................................................................................................................................................. 3
2. Responsibility .................................................................................................................................................................. 3
3. Scope .............................................................................................................................................................................. 3
4. Definitions ........................................................................................................................................................................ 3
5. Procedure ....................................................................................................................................................................... 3
   (a) Deferral, Suspension or Cancellation Initiated by the Institute ................................................................. 3
   (b) Inactive Withdrawal............................................................................................................................................. 4
   (c) Deferral Initiated by the Student.......................................................................................................................... 4
   (d) Suspension or Cancellation Initiated by the Student....................................................................................... 5
   (e) Compassionate and Compelling Circumstances.............................................................................................. 5
   (f) Additional Notes....................................................................................................................................................... 6
   (g) Circumstances not considered Compassionate and Compelling ............................................................... 7
   (h) Retrospective Suspension of Studies Applications........................................................................................ 7
   (i) Student Request for Course Suspension ........................................................................................................ 7
   (j) Student Request for Course Cancellation/Withdrawal.................................................................................... 8
6. Associated Procedures/ Documents ........................................................................................................................ 8
7. Revision History ............................................................................................................................................................... 8
1. Policy objective

This policy provides guidelines for suspending, deferring or cancelling student enrolment with the Institute.

2. Responsibility

Student Administration Manager will be responsible for the implementation and monitoring of the policy and to ensure that staff and students are aware of its application and procedures.

3. Scope

This policy applies to international students enrolled in courses offered by the Institute.

4. Definitions

Deferral: postponement of commencement of a course by prospective students who have been offered a place in courses offered by the Institute and have not yet commenced studies.

Suspension: temporary postponement of enrolment during a course.

Cancellation: cessation of enrolment in a course (course withdrawal).

5. Procedure

Student enrolment can be deferred, suspended or cancelled in limited circumstances by the Institute or by the student.

(a) Deferral, Suspension or Cancellation initiated by the Institute

5.1 The Institute may defer commencement of a course when a course is not offered.

5.2 The Institute may suspend a student’s enrolment during the course in the following instances:

- Student misbehaviour, as outlined in the Student Code of Behaviour and Discipline Procedures
- When implementing its intervention strategy for unsatisfactory course progress and the unit the student needs to undertake is not offered until a later date.

5.3 The Institute may cancel a student’s enrolment in the following instances:

- Student engages in serious misconduct as outlined in Student Code of Behaviour and Discipline Procedures.
- Continued unsatisfactory course progress, continuous absence from scheduled course hours (in line with the Attendance Policy)
- Non-payment of outstanding fees.
5.4 In cases where suspension or cancellation of the student’s enrolment is initiated by the Institute, students will be notified and given 20 working days to access the Institute’s internal complaints and appeals process (see Student Complaints and Appeals Procedure). If the appeal is not upheld, or the student withdraws from the appeal process, then the Institute must report the student to the Department of Immigration and Border Protection (DIBP). The suspension or cancelling of the student’s enrolment cannot take effect until the appeal process is completed, unless there are extenuating circumstances relating to the student’s welfare.

5.5 The change in enrolment status will not be reported to DIBP and the Department of Education and Training until the internal appeals process is completed.

5.6 Once the deferral, suspension or cancellation is processed, the Institute will notify DIBP and the Department of Education and Training via PRISMS.

5.7 When the Institute initiates deferral, suspension or cancellation of enrolment, students have the right to appeal the decision.

5.8 Students must be informed that deferral of commencement, suspension of enrolment and cancellation of enrolment has to be reported to DIBP, which may affect the status of their student visa.

(b) Inactive Withdrawal

5.9 If a student is absent from the Institute for a period of two weeks for any reason, and/or after failing to return from a deferral, suspension or holiday period, Student Services will be notified. Student Services will then attempt to contact the student and/or his/her agent and/or guardian (if applicable) to gather information about the student’s absence.

5.10 If contact has been made and a satisfactory reason for the absence is presented with an expected return date, then no further action will be taken by Student Services.

5.11 If no contact has been possible over a period of two weeks since the student’s last attendance was reported to Student Services, then the student and his/her agent and/guardian (if applicable) will be informed by a letter sent to their last known address, informing the student that they will be reported through PRISMS as an Active/Inactive Withdrawal for Cessation of Studies.

5.12 As per the Tuition Protection Service (TPS) policy, if a student fails to enrol and/or commence their course within 5 working days (one week) of the scheduled course commencement date without any notification to the Institute, the Institute deems it as an Inactive Withdrawal from the course by the student. The Institute will then report to TPS Director via PRISMS for non-commencement of their course.

5.13 The Inactive Withdrawal does not apply to those students who have been granted deferment or suspension of their enrolment for that study period.

(c) Deferral initiated by the Student

Students may defer commencement of a course in the following circumstances:

- Lack of availability of a unit
- Delay in obtaining a student visa
Deferral, Suspension and Cancellation Policy and Procedure (International Students)

- Compassionate or compelling circumstances (see below for details).

5.14 Students must request a deferral of the commencement of their course by writing to an Admissions Officer prior to the course commencing. Deferral can be granted for up to 12 months. Students who defer cannot enrol unless their deferment has been cancelled.

5.15 Once the deferral is processed, the student will receive a Confirmation of Enrolment (CoE) letter and have a new enrolment agreement written to reflect the new commencement date.

**d) Suspension or Cancellation initiated by the Student**

International students who wish to suspend or cancel their enrolment during their course must obtain written approval from the Institute.

Students may be granted a temporary suspension or cancellation of enrolment during the course on the grounds of compassionate or compelling circumstances.

5.16 Students may demonstrate that compassionate or compelling circumstances prevented class attendance by:

a. Submitting a Suspension of Studies Application to Student Services
b. Providing documented evidence of the compassionate or compelling circumstances that prevented class attendance.

**e) Compassionate and Compelling Circumstances**

5.17 Compassionate or compelling circumstances are beyond the student’s control and impact upon the student’s attendance or course progress. Such circumstances, and documented evidence required, include but are not limited to:

<table>
<thead>
<tr>
<th>Circumstance</th>
<th>Acceptable evidence</th>
</tr>
</thead>
<tbody>
<tr>
<td>Serious illness or injury</td>
<td>Medical certificate</td>
</tr>
<tr>
<td>Death of close family members such as parents or grandparents</td>
<td>Death certificate and evidence of relationship</td>
</tr>
<tr>
<td>Major political upheaval or natural disaster in the home country requiring emergency travel</td>
<td>Australian Government official advice or other reliable source and; evidence of residency in affected area</td>
</tr>
<tr>
<td>Death of close family members such as parents or grandparents</td>
<td>Death certificates and evidence of relationship</td>
</tr>
<tr>
<td>Witnessing or being the victim of a serious crime</td>
<td>Police report outlining involvement in a serious crime or accident; or medical reports</td>
</tr>
<tr>
<td>Involvement in, or witnessing of a serious accident</td>
<td>Police outlining involvement in a serious crime or accident; or medical reports</td>
</tr>
<tr>
<td>Other traumatic experience</td>
<td>Police report outlining involvement in a serious crime or accident; or medical reports</td>
</tr>
<tr>
<td>RGIT was unable to offer a pre-requisite unit</td>
<td>No evidence required from student</td>
</tr>
<tr>
<td>Delay in visa processing</td>
<td>Correspondence from relevant Australian Government Department responsible for immigration regarding delay in student visa</td>
</tr>
</tbody>
</table>
FOOTNOTES:

1. Medical documentation or a psychological report to include a health professional's opinion regarding the student's ability to attend classes for an extended period of time or recommendation of a reduced study load or break from study. Documentation must include the practitioner's name and contact details on official letterhead, the consultation date, student's details and the health professional's clinical opinion as to the approximate dates (specific where possible) of the student's inability to study.

   Medical certificates and reports may include doctor, dentist, psychologist or counsellor reports appropriate to the medical condition cited.

2. Evidence of relationship: this may include a letter from a highly regarded, independent member of the community that supports the relationship claims.

3. Evidence sourced from the relevant Australian Government department responsible for foreign affairs of civil war/significant political unrest; or current media articles covering the event.

4. Statutory Declarations will be accepted in certain circumstances. However, such evidence will be scrutinised within the context of the student’s overall academic history, progress and attendance. For students with poor progress and/or attendance, statutory declarations will not be accepted.

   If it is found that a student is repeatedly requesting suspensions of studies on the basis of statutory declarations which casts doubt on the genuineness of such declarations, the student will no longer be permitted to use statutory declarations as supporting evidence.

(f) Additional Notes

5.18 Inability to provide supporting documentation will result in requests for a suspension of studies being denied. All documentation must be provided at the time of request.

In assessing suspension of studies applications, the Institute may also consider the student’s:

- Previous requests for a suspension of studies
- Academic progress history
- Attendance history
- Teacher reports
- Other relevant evidence that assists the Institute in assessing the application.

The Institute keeps records of documents submitted, as well as outcomes of decisions made. These records and outcomes are kept in the student file.
Deferral, Suspension and Cancellation Policy and Procedure (International Students)

Students may appeal the final decision following the usual process outlined in the Complaints and Appeals Policy and Procedure. (g) Circumstances not considered Compassionate and Compelling

5.19 The following circumstances will not be considered as compassionate and compelling:

1. Circumstances which are considered to be within the control of a student or which are to be expected in the normal course of the student's academic life.
2. Claims unable to be supported by documented evidence. For example, a student claim that they were confused about a term-end date and went on holiday early.
3. Claim that the student did not know about RGIT policy and procedures unless the student demonstrates that policy and procedures were never made available to the student.
4. Inability to pay tuition fees and financial hardship are not considered compassionate/compelling circumstances as it is a student visa condition to have sufficient funds for study and living purposes. Students who experience financial strain that results negatively on their studies should contact Student Services for support in the first instance.
5. Work schedule conflicts with class schedule resulting in student not attending classes. This is not regarded as a circumstance beyond a student's control. International student visa holders must not rely on the proceeds of paid employment in Australia to support their studies or living costs.

(h) Retrospective Suspension of Studies Applications

5.20 A retrospective suspension of studies application is one submitted after the student has taken unapproved leave. Unapproved leave is defined as leave taken without the student being granted a formal suspension of studies.

Backdating of suspension of studies applications will not be accepted except in special circumstances beyond student control. For example, a student who is in a coma as a result of a trauma and unable to contact the school may apply for a retrospective suspension of studies upon their recovery. On the other hand, a student who goes overseas for a holiday without approval and applies for a suspension of studies upon their return will have their application rejected.

5.21 If students have taken unauthorised leave of absence they will be recorded as absent and reported to DIBP in accordance with the Institute’s attendance policy and Satisfactory Course Progress Policy.

5.22 Where the deferral, suspension or cancellation is granted and processed, the Institute will notify Department of Education and Training and DIBP via PRISMS.

(i) Student Request for Course Suspension

5.23 To obtain approval for a suspension, students must submit the Suspension of Enrolment Form to Student Administration before the requested suspension date.

5.24 Students must attach all supporting documentation with the application.

5.25 Students will be advised to consult with DIBP regarding visa implications.
(j) Student Request for Course Cancellation/Withdrawal

5.26 Students who seek to withdraw from a course should first seek advice from the Institute.

5.27 Students must request cancellation of enrolment of their course by submitting an Enrolment Cancellation Form to the Student Administration Officer.

5.28 Students must attach all supporting documentation and a current student card with their application.

5.29 Students will be advised of the refund policy and whether they will be financially liable for any fees as a result of the course withdrawal.

5.30 Students will be advised to contact DIBP for visa information prior to cancelling their enrolment.

5.31 International students who have been enrolled for less than six months are generally not permitted to cancel their enrolment to undertake study at another Australian educational institution except in exceptional circumstances (Student Transfer to Another Provider Policy).

5.32 Once the cancellation request is assessed, the student will be notified of the approval or refusal of the cancellation request.

5.33 Once the cancellation is granted and processed, the Institute will notify the Department of Education and Training via PRISMS.

6. Associated Procedures/ Documents

- Enrolment Suspension Form
- Enrolment Cancellation Form
- Student Code of Behaviour and Discipline Procedures

7. Revision History

<table>
<thead>
<tr>
<th>Revision</th>
<th>Date</th>
<th>Description of modifications</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>June 2008</td>
<td>Original</td>
</tr>
<tr>
<td>2</td>
<td>June 2009</td>
<td>No changes made</td>
</tr>
<tr>
<td>3</td>
<td>December 2009</td>
<td>Minor formatting</td>
</tr>
<tr>
<td>4</td>
<td>December 2010</td>
<td>Annual Review</td>
</tr>
<tr>
<td>5</td>
<td>December 2011</td>
<td>Annual Review</td>
</tr>
<tr>
<td>5.1</td>
<td>May 2012</td>
<td>Domain change</td>
</tr>
<tr>
<td>6</td>
<td>December 2012</td>
<td>Overall editing and update</td>
</tr>
<tr>
<td>7</td>
<td>July 2013</td>
<td>Overall editing and update</td>
</tr>
<tr>
<td>7.1</td>
<td>October 2013</td>
<td>Section names changes plus Inactive Withdrawal as per TPS policy</td>
</tr>
<tr>
<td>8.0</td>
<td>January 2015</td>
<td>Formatting, layout and review in light of new RTO Standards</td>
</tr>
<tr>
<td>9.0</td>
<td>Feb 2015</td>
<td>More details on documentation required for suspensions</td>
</tr>
<tr>
<td>9.1</td>
<td>April 2015</td>
<td>Minor edits</td>
</tr>
</tbody>
</table>