

Standards:

This Policy and Procedure relates to Standard 9 – Deferring, suspending or cancelling the overseas student's enrolment in the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

Policy Statement:

SGSCC International must appropriately manage the enrolment of its overseas students and ensure all necessary information about enrolments has been provided to the relevant government department by maintaining updated information in the Provider Registration and International Student Management System (PRISMS) database.

SGSCC International is committed to assessing and recording all deferments, suspensions or cancellations of study, ensuring that students within the process are informed of their rights and provided with due care and, where relevant, opportunities for appeal. SGSCC management will only suspend or defer enrolment on the grounds of:

- a) Compassionate and compelling circumstances
- b) Misbehaviour by the student
- c) Overseas student's failure to pay an amount he or she was required to pay SGSCC International to undertake or continue the course as stated in the written agreement
- d) A breach of course progress or attendance requirements by the overseas student, which must occur in accordance with Standard 8 (Overseas student visa requirements)

Procedure:**1. Deferment Procedure**

The SGSCC International Student and Business Advisor must:

- 1.1. Respond to each request for course study deferment by requiring a written request from the student that identifies the reason for which they require a course of study deferment.
- 1.2. On receiving a request for course study deferment ensure that the student is aware of SGSCC's appeals process.

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1.3. Notify the SGSCC International Manager of the pending application, providing a copy of the written request for consideration to the SGSCC International Manager.

1.3.1. The SGSCC International Manager shall ensure that the deferment request is considered:

1.3.1.1. On the grounds of the written request and ensuring that compassionate and compelling circumstances (which are beyond control of the student) are assessed where evidence of their validity is provided. These circumstances may include:

- 1.3.1.1.1. serious illness or injury, where a medical certificate states that the student was unable to attend classes
- 1.3.1.1.2. bereavement of close family members such as parents or grandparents (where possible, a death certificate should be provided)
- 1.3.1.1.3. major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies
- 1.3.1.1.4. a traumatic experience which could include: involvement in, or witnessing of a serious accident; or witnessing or being the victim of a serious crime (these cases should be supported by police or psychologists' reports)
- 1.3.1.1.5. where the registered provider was unable to offer a pre-requisite unit
- 1.3.1.1.6. an inability to begin studying on the course commencement date due to delay in receiving a student visa

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1.3.1.1.7. SGSCC International may also take into consideration students who may need professional development which may assist students in their current or future work opportunities.

2. Deferment Request Responses

Following the SGSCC's WorkSkills management meeting where the student's request is considered the SGSCC International Manager shall:

- 2.1. Ensure that the student is informed of the resulting decision of the SGSCC WorkSkills Management meeting in a timely manner.
- 2.2. Ensure that all records of the request and supporting evidence are uploaded to the student management system Oncourse and the decision recorded.
- 2.3. Maintain the enrolment of the student should the student seek an appeal through the internal or independent adjudicator appeals process.
- 2.4. Ensure that the student is advised to contact the office of Home Affairs so that they are informed as to the impact of their deferment on their existing student visa.
- 2.5. Ensure that the student is aware that that deferring, suspending or cancelling his or her enrollment may affect his or her student visa.
- 2.6. Ensure that the student is advised that their course fees may also be affected by a deferment.
- 2.7. Report the student's change of enrolment to Department of Home Affairs via PRISMS as soon as practicable after a decision on deferment has been finalised and recorded by SGSCC International Manager.

3. Suspension or Cancellation Procedure

Where SGSCC International initiates a suspension or cancellation of the overseas student's enrolment due to:

- a) Misbehaviour by the student
- b) Overseas student's failure to pay an amount he or she was required to pay SGSCC International to undertake or continue the course as stated in the written agreement
- c) A breach of course progress or attendance requirements by the overseas student, which must occur in accordance with Standard 8 (overseas student visa requirements)

3.1. Before imposing a suspension or cancellation SGSCC International must:

- 3.1.1. inform the overseas student of that intention and the reasons for doing so, in writing
- 3.1.2. advise the overseas student of their right to appeal through the SGSCC International's internal complaints and appeals process, within 20 working days.

3.2. Ensure that all records of the request and supporting evidence are uploaded to the student management system Oncourse and the decision recorded.

4. Suspension or Cancellation Responses

In receiving a report of misconduct, SGSCC Management shall:

- 4.1. Validate the actions of all staff involved seeking further advice, verbal or written.
- 4.2. Where necessary, seek further advice from the student or students involved, maintaining an unbiased approach to the student or students involved.
- 4.3. Decide whether an enrolment suspension or enrolment cancellation is warranted.

- 4.4. Ensure that in upholding the decision to suspend or cancel the student's enrolment, the student is informed in writing, stating the reason for SGSCC Management's decision and re-affirming the student's right to the internal appeals process and independent adjudicator within 20 working days.
- 4.5. Maintain the student's enrolment if the student chooses to access SGSCC's internal appeals process except in the case of extenuating circumstances (definition follows).
- 4.6. Only report the student's change in enrolment via PRISMS if the student does not appeal the decision or if the student requests an independent adjudicator.
- 4.7. Inform the overseas student of the need to seek advice from Immigration on the potential impact on his or her student visa.
- 4.8. Report the student's change in enrolment via PRISMS before the outcome of any internal/external appeals process if extenuating circumstances exist.
- 4.8.1. Extenuating circumstances relating to the welfare of the student may include but are not limited to the following. The student:
- 4.8.1.1. is missing;
 - 4.8.1.2. has medical concerns, severe depression or psychological issues which lead the provider to fear for the student's wellbeing;
 - 4.8.1.3. has engaged or threatens to engage in behaviour that is reasonably believed to endanger the student or others;
or
 - 4.8.1.4. is at risk of committing a criminal offence.

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Person Responsible:

SGSCC International Manager

SGSCC International Student and Business Advisor

SGSCC WorkSkills Manager

Related Documents:

St George & Sutherland Community College Incorporated Trading as SGSCC International

CRICOS Provider Code: 03122K

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