



Global Business College of Australia Pty Ltd

trading as

Global Business College of Australia (GBCA)

Deferral of commencement, suspension of studies, cancellation of enrolment

Policy & Procedure 19

337-339 La Trobe Street, Melbourne VIC 3000

338 Queen Street, Melbourne VIC 3000

DOCUMENT CONTROL

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| Department | GBCA Student Support | Author(s) | GBCA Student Administration | |
| Quality Controlled Policy No. & Title Version | Policy 19 Deferral suspension and cancellation | Approved | GBCA Compliance | |
| | | Authorised | Managing Director | |
| Standards | Standards for Registered Training Organisations (RTOs) 2015 – Standard 1 (1.7) National code 2018 - Standard 9 | Distribution | Internal | GBCA Manager GBCA Staff |
| | | | External | GCBA Students |

REVISION RECORD

| Date | Version | Revision description |
|--------------------|---------|---|
| June 22, 2015 | 1.0 | GBCA creates policies and procedures against Standards for Registered Training Organisations (RTOs) 2015 and The National Code 2007 |
| January 25, 2016 | 2.0 | Update policy to reflect current practices in deferral of commencement, suspension of studies and cancellation of enrolment |
| February 2, 2017 | 2.1 | Minor update clause 5.3 to specify student taking leave for more than 21 consecutive days, leaving Australia |
| September 4, 2017 | 2.2 | Minor update: position and title |
| September 15, 2017 | 2.3 | Update address on cover |
| February 07, 2018 | 2.4 | Update information for domestic students |
| Feb 28, 2019 | 2.5 | Update procedure to record student leave/suspension |

1. Purpose

- 1.1 This policy is designed to reflect the Standard 9 of the ESOS National Code of Practice 2018 and Standard 1.7 of the Standards for RTO 2015.
- 1.2 The purpose of this procedure is to define the system used to manage student initiated and provider initiated deferral of commencement, suspension of studies and cancellation of enrolment.

2.0 Responsibility

- 2.1 The Student Administration & Services Manager is responsible for the implementation of this procedure and to ensure that staff and are aware of its application and implement its requirements.

3.0 Requirements

- 3.1 GBCA designed this policy and procedure for assessing, approving and recording a deferment or suspension of study.
- 3.2 GBCA must inform the student that deferment, suspension or cancellation of enrolment may affect his or her student visa.
- 3.3 Should GBCA initiate the suspension or cancellation of a student's enrolment, it must notify the student of its intention and allow the student 20 working days to access GBCA's internal complaints and appeals process, unless extenuating circumstances relating to the welfare of the student apply.
- 3.4 If the student appeals the decision to defer, suspend or cancel his or her studies, GBCA must not notify DET of a change to the enrolment status until the internal complaints and appeals process is completed.
- 3.5 GBCA informs the Department of Education and Training (DET) via Provider Registration and International Student Management System (PRISMS) when a student's enrolment is deferred, suspended or cancelled.
- 3.6 GBCA may grant deferral of commencement of studies or suspension of studies for students who request such a change to their enrolment status on the grounds of compassionate or compelling circumstances.
- 3.7 GBCA will temporarily suspend the enrolment of students due to misbehaviour of the students. Misbehaviour of students can also be grounds for cancellation of studies as long as the student was informed of this prior to enrolment.

4.0 Definitions

- 4.1 To defer enrolment means to temporarily postpone the course commencement date to a future date. A deferral only occurs before the course commencement date when a study has not commenced the course.
- 4.2 To suspense study means put study on hold. A suspension of study occurs during a course when a student has commenced their course,
- 4.3 When GBCA defers, suspends and cancels enrolments, it will notify the Department of Education and Training (DET) through Provider Registration and International Student Management System (PRISMS).
- 4.4 A student may request a temporary deferment or suspension to his or her enrolment on the grounds of compassionate or compelling circumstances. GBCA may also initiate suspension of a student's enrolment due to misbehaviour of the student.
- 4.5 It is important to note the meanings of the terms for this context – suspension of enrolment is not necessarily due to misbehaviour – suspension of enrolment may also be initiated by the student.

5.0 Method

- 5.1 The decision to defer commencement of studies, suspend studies or cancel enrolment will be made by the Student Administration & Services Manager. In making this decision the Student Administration & Services Manager may consult with other staff in GBCA Pty Ltd. The Student Administration & Services Manager will be responsible for initiating any action required under this procedure including notification on PRISMS.
- 5.2 All documents relating to a decision to defer, suspend or cancel a student enrolment must be placed on the students file including copies of warning letters and documentation explaining how the application was assessed and the decision made by GBCA and the evidence provided to support the decision.

- 5.3 Students wishing to defer the commencement of studies, suspend their studies, cancel their enrolment, taking leave for more than 30 consecutive calendar days or planning to leave Australia (for a special/urgent reason) during a study period must apply to do so in writing to GBCA Pty Ltd. This can be done using the student deferral suspension or cancellation application form available from GBCA reception area or GBCA's website. Completed form must be submitted with supporting documents in person to Reception or by email to studentsupport@gbca.edu.au.
- 5.4 Application must be submitted 10 working days prior to the deferment/suspension date requested to enable sufficient time for the assessment process. Please note: Applications will not be accepted any earlier than 10 working days prior to any deferral or suspension of a course. If the application is submitted with less than 5 working days, the processing and response may not be available before deferment/suspension date. Therefore, if the student chooses to depart, he/she is at risk of not obtaining approval from GBCA.
- 5.5 If the student is granted a deferral, suspension or cancellation then they will be informed in writing and the request will be processed.
- 5.6 If the request is denied the student will be informed in writing and provided details of GBCA's Complaints and Appeals procedure.
- 5.7 This response will be issued within 5 working days after being received by GBCA. Reports to PRISMS and renewal of CoE (if applicable) will be issued within 5 working days after the suspension or deferment date.
- 5.8 It is the student's responsibility to collect revised CoE from GBCA for any deferral/suspension made. GBCA will advise DIBP of the revised end date of the course via PRISMS and the student can use the CoE to inform DIBP of the revised end date of the course where their visa requires extension.
- 5.9 GBCA will review the application and if appropriate the current student history, and financial status before making a decision. Requests for suspension will be denied for students who are subject to an intervention strategy, in the process of being cancelled for course progress, in arrears with the payments due (either as a result of payment being due under the student agreement or as a result of payment being due under an agreed payment schedule) or in breach of the Student Code of Conduct.

In breach of the Code of Conduct / Student written Agreement

- 5.10 If a student misbehaves or breaches the student code of conduct (including non-payment of fees) and this is considered to be a serious breach or there are extenuating circumstances, then GBCA may, at its discretion, immediately suspend the student (see below). In this case the reasons for the suspension must be clearly stated and a written notice of suspension together with the reasons must be sent to the student within one working day of the decision together with a full description of the events that must occur before the suspension can be lifted and details of GBCA's complaints and appeals process.

Retrospective suspension or deferment

- 5.11 Students are expected to apply for deferral or suspension at least 10 working days prior to the leave.
- 5.12 If students have taken unauthorised leave, then they will be recorded as absent. It is a breach of the Student code of conduct for students to be absent, other than for medical reasons, without approval.
- 5.13 Retrospective deferment or suspension may only be considered in the most exceptional cases. This may be due to medical emergencies and evidence may be required to support the application. The decision for granting approval is solely at the discretion of GBCA.

Non-commencement of study

- 5.14 GBCA may decide to cancel student's COE when a new student fails to commence their study within ten (10) work days of the orientation date as specified in the letter of offer. Students will not be entitled to regain any loss of study as result of non-commencement (student default).
- 5.15 GBCA will inform the student of its intention to cancel the student's enrolment and inform the student that he or she has 20 working days to access **GBCA**' Complaints and Appeals Policies and Procedures.

Suspension or Cancellation - initiated by GBCA

- 5.16 GBCA may decide to suspend or cancel a student's enrolment on its own initiative as a response to misbehaviour by the student. Student misbehaviour will be deemed to have occurred if the student breaches the requirements of the Student Code of Behaviour as defined in the Student Behaviour procedure.
- 5.17 GBCA will inform the student of its intention to suspend or cancel the student's enrolment and inform the student that he or she has 20 working days to access **GBCA**' Complaints and Appeals Policies and Procedures.
- 5.18 If the student accesses the complaints and appeals process, the suspension or cancellation of the student's enrolment will not take effect until the internal process is completed.

Cancellation

- 5.19 If a student is applying to leave GBCA and get a letter of release as defined in Refund Policy and Procedure 20, then that processes must be completed before the request for cancellation can be considered.
- 5.20 If a student requests cancellation of their enrolment, the refund arrangements in the Written Agreement between GBCA and the student will be triggered.
- 5.21 If a student requests cancellation of their enrolment the refund arrangements in the Written Agreement between GBCA and the student will be triggered. Students who cancel their enrolment and think they are due for a refund must also apply for a refund according to the provisions in the Written Agreement.
- 5.22 When a student's enrolment is cancelled, then the current student acceptant agreement is terminated. Any application to re-join GBCA is deemed to be a new application and prices and policies ruling at the time of application will apply. The applicant will have to apply as if it was their first time and the Application and Enrolment Policy current at the time of application will apply.

Other reasons for non-approval (applies to student studying)

- 5.23 If student does not have satisfactory course progress or an intervention strategy is in place or if student is subject to other process currently underway such as non-payment of tuition fees or breaching Student Code of Conduct, then their application for suspension will be denied.

Accept application for deferral, suspension

- 5.24 GBCA may decide to accept an application from a student for deferral of commencement or suspension of study on the compelling or compassionate grounds. Judgement has to be exercised in determining what compassionate or compelling grounds are and documentation of the details and evidence must be retained in the student's file. As a guide some examples of compelling or compassionate grounds are:
- 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 has impacted on the student (these cases should be supported by police or psychologists' reports) which could include:
 - involvement in, or witnessing of a serious accident; or
 - witnessing or being the victim of a serious crime,
 - where GBCA is unable to offer a pre-requisite unit; or
 - where there is an inability to begin studying on the course commencement date due to delay in receiving a student visa
- 5.25 GBCA at its discretion may still consider applications where there are exceptional circumstances
- 5.26 Students must be informed in writing that deferral of commencement, suspension of enrolment and cancellation of enrolment has to be reported to DET and DIBP via PRISMS and may affect the status of their student visa. This will be done using the deferral, suspension or cancellation warning letter.
- 5.27 Where GBCA approves an application to defer commencement, suspend studies or cancel an enrolment or makes a decision to defer commencement, suspend studies or cancel an enrolment the Student

Administration & Services Manager is responsible for notification of this on PRISMS and issuing the appropriate warning letter to students.

- 5.28 GBCA does not have to wait for the outcome of an external appeal before notifying DET of the change to the student enrolment status.

Complaints and Appeals

- 5.29 If the applicant chooses to enact the complaints and appeals process (20 working days from the date of issue) then the decision will be held over until such time as the appeal is heard. Students who are already enrolled will thus continue to be enrolled and their course progress will continue to be monitored.
- 5.30 If the appeal is not upheld or the student withdraws from the appeal process, then GBCA must report the student to DEEWR and DIBP via PRISMS. The suspension or cancelling of the student's enrolment cannot take effect until the appeal process is completed unless there are extenuating circumstances relating the student's welfare.

Cancellation applies to domestic students and government funded domestic students

- 5.31 Domestic students are expected to maintain at least 80% attendance during their compulsory attendance sessions and keep up with their assessment submission as provided in their training plan. If students continue to have a record of unsatisfactory attendance and fall behind in their assessment progress, GBCA may suspend their enrolment, provide educational supports and put the student under an improvement plan. Students who fail to attend a scheduled counselling session or do not agree to follow an improvement plan will be sent the Notice of Withdrawal, which may lead to a cancellation of enrolment. In most circumstances, it is more appropriate for domestic students to withdraw and to re-apply later. Fees and charges at the time of re-application will apply.
- 5.32 Domestic students will have 20 working days to access to GBCA's complaints and appeals process prior to GBCA cancelling their enrolment.
- 5.33 In the case of government funded students, GBCA applies more stringent suspension and cancellation policies to ensure that the right people are benefiting from funding opportunities. GBCA will cancel learners who enrol but don't strive to progress with the course. At risk students are those who do not engage in training within one month, At risk students will be contacted by Student Administrative and Support staff to discuss any issues and provide support. A student who does not engage in training in two (2) months without prior approval by GBCA will be withdrawn from the government funding program.

Relevant files

SA042 Student Deferral Suspension or Cancellation Warning letter
SA042a Student Deferral Cancellation Approval letter
SA042b Notice of intention to cancel enrolment Non Commencement
SA042c Student Suspension Approval letter
SA042d Notice of intention to cancel enrolment absence more than 28 days
SA042d Notice of suspend cancel enrolment misbehaviour
SA042e Student Deferral Suspension Refusal letter
SA043a Student deferral cancellation application form
SA043b Student leave suspension application form
SA044 Deferral Suspension Cancellation (DSC) Register

Process: managing leave/suspension request from international students during study period

