



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

1.0 Purpose

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

2.0 Responsibility

- 2.1 The Student Administration & Services Manager responsible for the implementation of this procedure for non-academic matters.
- 2.2 The Compliance Manager is responsible for reporting student course variations to PRISMS as required by Standard 9.5.2 of the National Code 2018.

3.0 Definitions

- 3.1 **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 student has not commenced the course.
- 3.2 **To suspend study** means put study on hold. A suspension of study occurs during a course when a student has commenced their course.

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.

- 3.3 **To cancel enrolment** - provider initiated cancellation - means that GBCA made a decision to terminate the enrolment of a student. Cancellation of enrolment may be due to: non-commencement of study, non-payment of tuition fees, breach of student acceptance agreement, breach of student code of conduct or unsatisfactory course progress/ attendance or any reasons for cancellation indicated in on the student acceptance agreement.
- 3.4 **To withdraw from enrolment** - student initiated cancellation - means a student voluntarily withdraw from a GBCA course due to their personal reasons.
- 3.5 **The day the student's studies are terminated** - this date applies when GBCA creates a course variation in PRISMS that leads to a cancellation of a CoE.
 - The date that GBCA emailed the student the Student Withdrawal Acknowledgement letter (for student-initiated withdrawal), or
 - Last date of the 20 working day period for a student to access GBCA's internal appeal process, and the student did not access the appeal process, or
 - The next working day after the final decision of the internal appeal process was communicated to the student by email (for all cancellations other than unsatisfactory course progress), or
 - 5 working days after the decision of the internal appeal process was emailed to the student's registered email address with GBCA, and the student did not advise GBCA of their intention to access external appeal (for cancellation relating to unsatisfactory course progress), or
 - 25 working days after the decision of the internal appeal process was emailed to the student's registered email address with GBCA, and GBCA did not receive the receipt of the external appeal has been lodged with the designated external appeal authority.
 - The next working day after GBCA receives the decision of the external appeal body and the decision was supporting the GBCA's decision to cancel the student's enrolment (for cancellation relating to unsatisfactory course progress).

3.6 **Compassionate and compelling circumstances** are generally those that beyond the control of the student and which have impact upon the student's course progress or wellbeing. GBCA will exercise its professional judgement to assess each case on its individual basis. These could include, but are not limited to:

- 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
- the student has failed a pre-requisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol
- where there is an inability to begin studying on the course commencement date due to delay in receiving a student visa (for students who are outside of Australia at the time of the course commencement date).

4.0 **Requirements**

- 4.1 GBCA may approve student requests for deferment or suspension if it believes there are compassionate or compelling circumstances.
- 4.2 GBCA will respond to student initiated deferment or cancellation request within 5 working days from the date it received the application.
- 4.3 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.
- 4.4 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.
- 4.5 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.
- 4.6 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.
- 4.7 GBCA will advise students to contact immigration office to check how a deferment, suspension or cancellation will affect the status of their student visa.
- 4.8 GBCA will report to PRISMS all variations to student's enrolment within 31 days (or 14 days for students under 18) of the day the student's studies are terminated.
- 4.9 GBCA must give particulars of a breach by an accepted international student of a prescribed condition of a student visa (such as unsatisfactory course progress...) even if the student has ceased to be an accepted student of GBCA. An international student cannot avoid being reported to immigration for non-payment of fees, failure to progress through their course, non-attendance (not genuine) by cancelling their Confirmation of Enrolment with GBCA.

5.0 **Procedures**

Student initiated deferment

- 5.1 Students wishing to defer the commencement of studies must submit the student deferral application form and all supporting documents to GBCA at least 10 working days prior to the course commencement date to allow sufficient time for the assessment process. Please note: Applications will not be accepted any earlier than 10 working days

prior to a course commencement date. If the application is submitted with less than 5 working days, the processing and response may not be available before course commencement date.

- 5.2 GBCA will consider the reason and supporting documents for the deferment and advise the final decision to the student (and their carer if applicable) in writing and advise students to check with immigration on how the change in the enrolment may affect the status of their student visa. GBCA will update the student enrolment status and record all documents relating to the student application and decision in its student's file in GBCA's student management system.
- 5.3 GBCA will only grants the approval for the deferment if there are compassionate or compelling circumstances. In this case the student is required to sign a new Letter of Offer & Student Acceptance Agreement before GBCA issue a new CoE.
- 5.4 GBCA will report the changes in student's enrolment in PRISMS within 31 days of the original course commencement date. (or 14 days of a student is under 18 years of age)

Student initiated suspension

- 5.5 Students wishing to suspend study / take leave more than 30 consecutive calendar days or planning to leave Australia (for a special/urgent reason) during a study period must submit the Student leave / suspension application form and supporting documents to GBCA at least 10 working days prior to the course commencement date to allow sufficient time for the assessment process. Please note: Applications will not be accepted any earlier than 10 working days prior to any suspension of a course. If the application is submitted less than 5 working days, the processing and response may not be available before the suspension date. Therefore, if the student chooses to depart, he/she is at risk of not obtaining approval from GBCA.
- 5.6 GBCA will consider the reason and supporting documents for the suspension and advise the final decision to the student (and their carer if applicable) in writing. GBCA will update the student enrolment status and record all documents relating to the student application and decision in its student's file in GBCA's student management system.
- 5.7 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 or the reason for applying for a suspension is not a compassionate or compelling one. In this case, GBCA will advise the student to access GBCA's Complains and Appeal process within 20 working days of the decision being made.
- 5.8 GBCA only grants the approval of suspension of study if there are compassionate or compelling circumstances. In this case, GBCA will report the changes in student's enrolment in PRISMS within 31 days of the approved suspension date. (or 14 days of a student is under 18 years of age)
- 5.9 GBCA will not monitor student course progress and/or attendance during the approved suspension period.
- 5.10 If a student did not resume to study after the approved return date, GBCA will make all attempts to contact the student. If GBCA is unable to contact the student after 20 working days from the approved return date, GBCA will proceed the cancellation of student's enrolment.

Retrospective deferment or suspension

- 5.11 Students are expected to apply for deferral or suspension at least 10 working days prior to the course commencement date or the suspension/leave date.
- 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.

Student initiated withdrawal

- 5.14 If a student is applying to leave GBCA, they should discuss the matter with a GBCA student support officer, so that they are provided information on the ramification of withdrawing, including checking with immigration on any potential impact of their withdrawal on their student visa status and financial liability. This will allow the student to make an informed decision.
- 5.15 Withdrawing from GBCA does not constitute an automatic release. Students wishing to apply for a release must refer to GBCA's Student Transfer policy for details. That process must be completed before the request for cancellation can be considered. Students who withdraw from their course before completing the transfer release process will be deemed to have withdrawn from that release process.
- 5.16 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.
- 5.17 GBCA will send the Student Withdrawal Acknowledgement letter to the student advising them to check with immigration on any potential impact of their withdrawal on their student visa, update the withdrawn status in GBCA's student management system, send the statement of attainment to the student (subject to the student has no outstanding fees for the course they withdrawn from) and create a student course variation in PRISMS, dating the day the student studies are terminated as per clause 3.5 of this policy.
- 5.18 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.

GBCA initiated cancellation for non-commencement

- 5.19 GBCA may decide to cancel a student's enrolment when a new student fails to commence their study within five (5) working days of the course commencement 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).
- 5.20 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.
- 5.21 GBCA will update PRISMS of the student non-commencement within 31 days of the course commencement date, or of the date of the internal appeal decision being emailed to the student.

GBCA initiated suspension for breach of the Code of Conduct / Student written Agreement

- 5.22 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.

GBCA initiated cancellation misbehaviour

- 5.23 GBCA may decide to 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.

GBCA initiated cancellation based on unsatisfactory course progress

- 5.24 GBCA may cancel a student's enrolment based on unsatisfactory course progress as per GBCA's Policy 15 Course Progress and Intervention strategy Policy and Procedure. In this case, GBCA will only cancel student's enrolment after all intervention strategies and study support services are implemented.

Process of GBCA initiated suspension/cancellation of enrolment

- 5.25. GBCA will inform the student, and the relevant account manager, of its intention to suspend/cancel the student's enrolment and inform the student that he or she has 20 working days to access GBCA's Complaints and Appeals Policies and Procedures.
- 5.26. 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.
- 5.27. If the appeal is not upheld or the student withdraws from the internal appeal process, then GBCA will cancel the student's enrolment in PRISMS. The suspension or cancelling of the student's enrolment cannot take effect until the internal appeal process is completed unless there are extenuating circumstances relating to the student's welfare such as: the student's health or wellbeing, or the wellbeing of others, is likely to be at risk.
- 5.28. For cancellation of a student's enrolment based on unsatisfactory course progress, GBCA will only cancel the student's enrolment after the external appeal process is finalised and the decision from the external appeal body supports the cancellation of the student's enrolment.
- 5.29. GBCA will save all records relating to the cancellation of student's enrolment, internal and external appeal process in the student's file in GBCA's student management system and change the enrolment status from current to cancel.
- 5.30. GBCA will create a course variation status in PRISMS within 31 days of the day the student's studies are terminated as per clause 3.5 of this policy.

Cancellation applies to domestic students and government funded domestic students

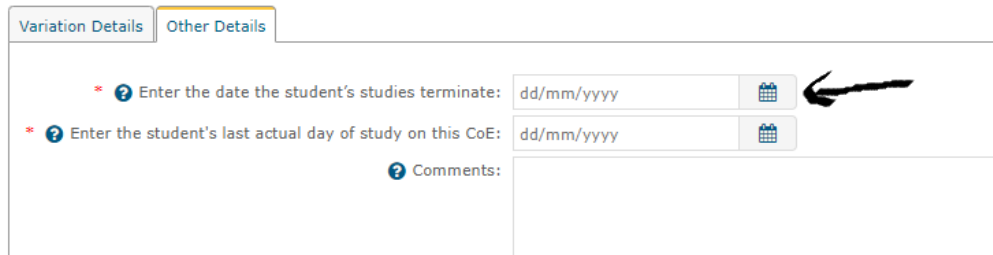
- 5.31. Domestic students are expected to maintain at least 80% attendance during their compulsory attendance sessions and keep up with their assessment submission as provided in their training plan. If students continue to have a record of unsatisfactory attendance and fall behind in their assessment 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.
- 5.34. Detailed processes are:
 - Trainers to observe attendance on a weekly basis and engage students by email / WeChat, while highlighting the importance of attendance. Training officers will be copied in any communication.
 - Training officer will Issue a notice of low attendance to students who have less than 80%, attendance over one month and not engaging with assessment activities
 - If the student engagement and assessment do not improve in next two weeks, training officers will Issue a warning letter and request for the intervention meeting
 - Students who fail to attend a scheduled counselling session or do not agree to follow an improvement plan will be sent the request to show cause why they should be allowed to continue study gov funding program. Students will have 10 working days to submit their show cause letter.
 - After the approval of Training Manager, the Notice of Withdrawal from Govt funding program will be sent to the students, whom have not engaged in training and assessment for sixty (60) days. Domestic students will have 20 working days to access: GBCA's complaints and appeals process prior to GBCA withdrawing of the enrolment.

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


Appendices


The date the student's studies are terminated - PRISMS



The screenshot shows a PRISMS form with two tabs: 'Variation Details' and 'Other Details'. The 'Other Details' tab is active. There are two required date fields, each with a calendar icon. A hand-drawn black arrow points to the first date field. Below the date fields is a 'Comments' field.

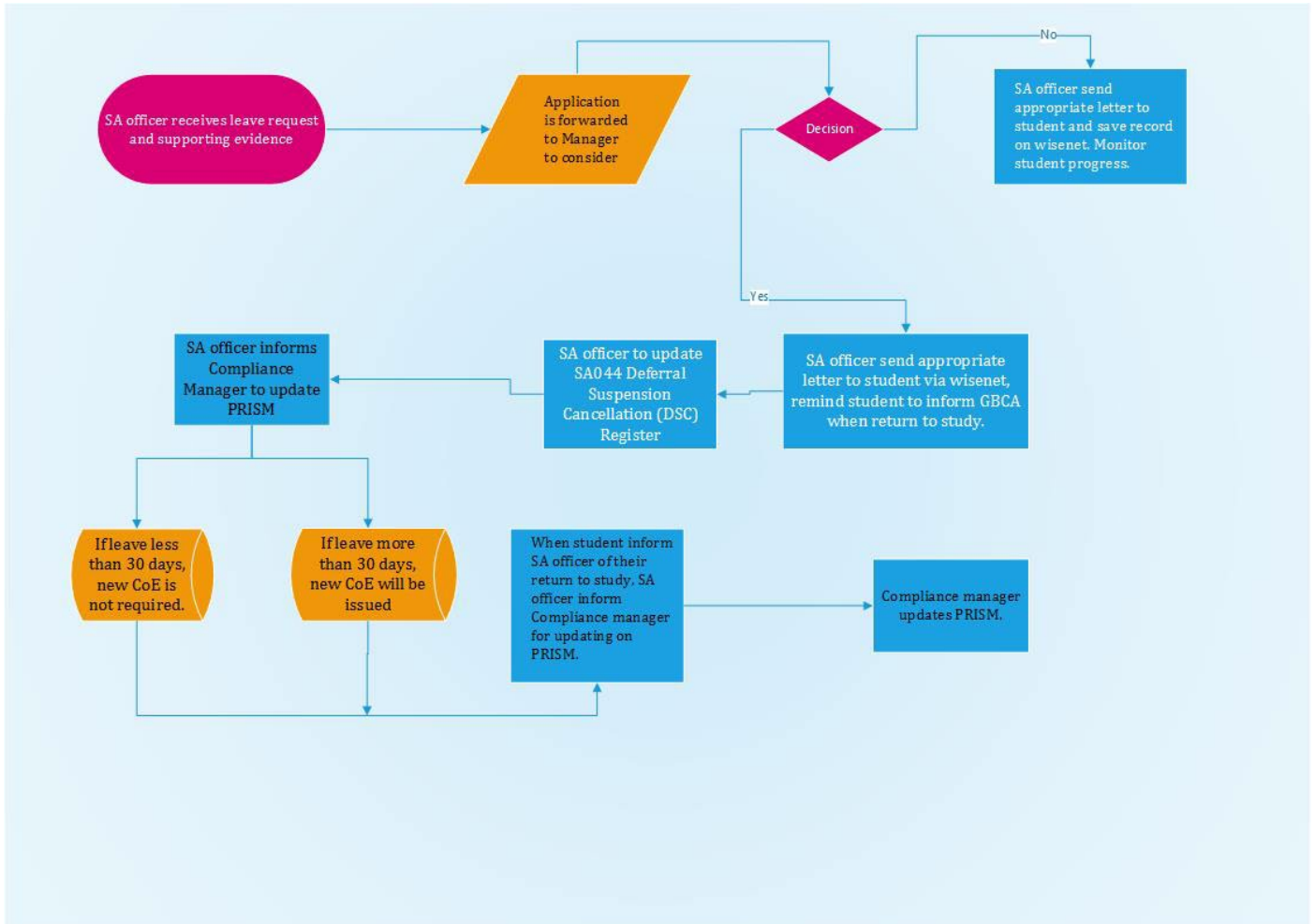
Variation Details Other Details

* ? Enter the date the student's studies terminate: dd/mm/yyyy  ←

* ? Enter the student's last actual day of study on this CoE: dd/mm/yyyy 

? Comments:

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



DOCUMENT CONTROL

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
Aug 21, 2020	2.6	Update policy: GBCA must report any breach of student visa conditions, even after a student's CoE had been cancelled. Clarify the requirement of reporting student's course variation within 31 days from the day the student's studies being terminated and the definition of the termination date. Refine deferral, suspension can cancellation procedure.
Nov 27, 2020	2.7	Update detailed procedure to monitor government funding students.
February 7, 2023	2.8	Update communication channel when sending Intention to Cancel Enrolment to include account manager