

Deferment, Suspension & Cancelation Policy and Procedure

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| Institution | Universal Higher Education (UHE) |
| Policy Name | Deferment, Suspension & Cancelation Policy and Procedure |
| Policy Governance | Academic Board |

1 Purpose

Universal Higher Education (UHE) established this policy and procedure to clearly define the policy relating to student deferment, suspension, or cancelation of the enrolment as a student at UHE.

International students are subject to the requirements of the ESOS Act and this policy is designed to reflect the limitations placed on UHE as a registered Higher education provider.

2 Scope

This policy and procedure apply to all international students at UHE.

3 Policy

It is the policy of UHE to ensure that students complete their course within their course duration. However, unforeseen, and unexpected circumstances may occur beyond a students' control, which may affect their ability to complete their course. Therefore, this policy is instituted to allow for a more systematic process of deferment, suspension, and cancellation of students.

4 DEFINITIONS

| Term | Definition |
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| Cancellation | A cessation or end of enrolment in a course |
| Deferral | Postponement of commencement of studies |
| Leave of Absence | Temporary postponement of studies after commencement of studies |
| Suspension | Temporary putting on hold of studies during the course, after which the student may recommence study. Suspension may not necessarily come because of misbehavior. Suspension will not necessarily push out the completion date. |

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| <p>Compassionate & Compelling circumstances</p> <p>Conditions which are beyond the control of the student, and which may impact on the student's course progress or wellbeing. Examples of these circumstances are as follows:</p> <ul style="list-style-type: none"> • Where students do not receive their visa in time to arrive at UHE to commence study. • Serious illness or injury – where a medical certificate states the student was unable to attend classes. • Bereavement of close family members. • Major political upheaval or natural disaster in home country requiring emergency travel and this has impacted on the student's ability to study. • A traumatic experience i.e. involvement in or witness a serious crime or accident and has impact on the student's ability to study; • Where UHE was unable to offer a prerequisite unit; and • Other reasons may be considered but must have compelling documentary evidence to support the request. <p>The following are not compassionate & compelling reasons</p> <ul style="list-style-type: none"> • Work related pressure. • Working to support oneself and family. • Celebrations and weddings. • Travel. • Relationship issues and break up. • Minor illness. • Religious holidays. |
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5 Policy Rules

UHE-Initiated Deferral, Suspension or Cancellation of Enrolment

1. UHE may **defer** a student's commencement on the following grounds:
 - When a course is not offered
2. UHE may **suspend** a student's enrolment on the following grounds:
 - When a student is deemed to be in breach of the Student Code of Conduct
 - When a student is deemed to not be making satisfactory course progress and fails to comply with the requirements of the Intervention Plan
3. UHE may **cancel** a student's enrolment on the following grounds:
 - When a student demonstrates a serious breach of the Student Code of Conduct

- When a student is in breach of the course progress policy
 - When a student is continually absent from scheduled course hours
 - Non-payment of outstanding fees
4. In cases where suspension or cancellation of the student's enrolment is initiated by UHE, the student will be notified and given 20 working days to access the UHE's internal complaints and appeals process.
 5. There will be no change in enrolment status and the student will not be reported to the Department of Home affairs until the appeals process is completed.
 6. Once the deferral, suspension or cancellation is processed, UHE will notify the Department of Home affairs via PRISMS.
 7. UHE will report to the Department of Home affairs via PRISMS if the student has not started the course within 14 days.

Student-Initiated Deferral, Suspension, Cancellation of Enrolment

Students may initiate the deferral, suspension, and cancellation of enrolment, including granting of a leave of absence during their course through formal agreement of the following limited circumstances:

On the grounds of compassionate or compelling circumstances --- conditions which are beyond the control of the student which may impact on the student's course progress or wellbeing. These may include, but not be limited to the following:

- When a student is deemed to not be making satisfactory course progress and fails to comply with the requirements of the Intervention Plan;
- Where students do not receive approval of their visa in time to arrive at UHE to commence study;
- Serious illness or injury – where a medical certificate states the student was unable to attend classes;
- Bereavement of close family members;
- Major political upheaval or natural disaster in their home country requiring emergency travel and this has impacted on the student's ability to study;
- A traumatic experience i.e. involvement in or witness to a serious crime or accident and this has impacted on the student's ability to study;
- Where UHE was unable to offer a pre-requisite unit;
- Unavailability of a course; and
- Other reasons may be considered but must have compelling documentary evidence to support the request.

It should be noted that deferring to go home to be married or attend the wedding of a family member is not normally considered to be a compassionate or compelling circumstance which is beyond the control of the student. This could be organised in such a way that the schedule does not conflict with the student's course timetable.

8. Where a decision is made by UHE, the student always has the right to appeal this decision using the appeals processes as outlined in UHE's Complaints and Appeal Policy. This must always be clearly communicated to the student with the notification of the decision. Student has 20 working days to access the UHE's internal complaints and appeals process.

6 PROCEDURE

The process for management of student requests for Deferment, Suspension or Cancellation is shown below:

Instructions for Student Services Officer

- In reviewing the application, the officer must be satisfied that enough evidence has been provided to satisfy the conditions as indicated in the National Code. The evidence will vary according to the situation and the officer must use their best judgment in determining what is enough. In the event of uncertainty, they should seek advice from a senior member of staff.
For example a student requesting to defer as a result of close family illness (e.g. Mother) must produce a medical certificate and airline tickets showing illness is legitimate and an intention to return.
- When the cancellation relates to changing from one course to another, the process will also include processing a new application form as per the Admissions Policy. The Offer Letter number generated will then be stored in the student's file – see below.
- Before deciding, the officer should consult with finance to confirm that all payments are up to date or acceptable arrangements have been made.
- All documentation including the request, the supporting evidence and the output must be scanned and saved in the student's file.
- The process, once enough evidence is supplied, should take no more than 7 working days, preferably less.
- Requests to cancel their enrolment will only be considered if the student does NOT intend to transfer to another college in Australia. For students contemplating a Transfer please refer them to the International Student Transfer Policy.

- IF the request is denied, the student must be advised in writing and informed of their right to appeal in accordance with the Complaints and Appeals Policy.

Return from deferment

- Once the deferment request is processed, a deferment email is sent to the student along with a copy of PRISMS student update.
- TEAMS, student file are simultaneously updated.
- Once the student returns and enrols the process is initiated as a normal new student.
- The new eCOE is provided to the student who is advised to go to a Department of Home Affairs office to update their enrolment.
- The Accounts Officer verifies the records of fees paid and the student is invoiced for any outstanding/additional fees.

Student Course Variation Register

All requests and the outcome of that request must be recorded in the Student Course Variation Register, held in the Admissions Drive on the server.

Outputs for each type of request

| Request Type | Actions | Output |
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| Deferment | PRISMS | New eCoE to be issued and reason is Approved deferment' including updated contact details such as residential address in Australia, overseas, the student phone number and email address. |
| | Approval Letter to student | Confirm approval and attach eCoE |
| | TEAMS(SMS) | Input notes into student management system including updated contact details such as residential address in Australia, overseas, the student phone number and email address. |
| Student Requested Suspension | PRISMS | Notify Department of Home affairs that voluntary suspension has been approved and why. Including updated contact details such as residential address in |

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| | | Australia, overseas, the student phone number and email address. |
| | Letter to student | Confirm approval |
| | TEAMS(SMS) | Updated to reflect changes agreed including updated contact details such as residential address in Australia, overseas, the student phone number and email address. |
| UHE imposed Student Suspension | PRISMS | Notify Department of Home affairs of suspension and why. Including updated contact details such as residential address in Australia, overseas, the student phone number and email address. |
| | Approval Letter to student | Formal letter to student – see student code of conduct |
| | TEAMS(SMS) | Updated to reflect changes agreed including updated contact details such as residential address in Australia, overseas, the student phone number and email address. |
| Cancellation | PRISMS | Advise date of withdrawal and that enrolment will cease including updated contact details such as residential address in Australia, overseas, the student phone number and email address. |
| | Approval Letter to student | Confirm approval and advise that Department of Home affairs will be informed, and that student should contact Department of Home affairs |
| | TEAMS(SMS) | Updated to reflect changes agreed including updated contact details such as residential address in Australia, overseas, the student phone number and email address. |

7 Records Management

All records associated with the Deferment, Suspension and Cancelation along with the decisions will be stored in the students file for 2 years from the last date of enrollment.

8 Related Documents

FORMS

- ST12 Deferment or Suspension of Enrolment Form
- AD14 Course Withdrawal Form
- Suspension_deferral_approved letter
- Suspension_deferral_denied letter