

Deferment, Suspension or Cancellation of Studies Policy

Purpose

Kensington Institute of Australia establishes this policy and procedure to clearly define the policy relating to student deferment, suspension or cancellation of the enrolment as a student at KIA.

International students are subject to the requirements of the ESOS Act and this policy is designed to reflect the limitations placed on KIA as a registered RTO.

Scope

This policy and procedure applies to all KIA students.

Policy

It is the policy of KIA to ensure that students complete their course within their course duration. However, unforeseen and unexpected circumstances occur beyond the students' control that can 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.

Definitions of what constitutes Deferment, Suspension or Cancellation are given below this policy section.

Policy Guidelines

KIA-Initiated Deferral, Suspension or Cancellation of Enrolment

KIA may defer student's commencement on the following grounds:

- When a course is not offered

KIA may suspend a student enrolment on the following instances:

- When a student is deemed to be in breach of the Student Code of Conduct
- When a student is deemed not making satisfactory course progress and fails to comply with the requirements of the Intervention Plan

KIA may cancel a student enrolment on the following instances:

- When a student demonstrates 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
- 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 KIA's internal complaints and appeals process (see Student Complaints and Appeals Procedure).
- There will be no change in enrolment status and the student will not be reported to
- DET/DIBP until the appeals process is completed.
- Once the deferral, suspension or cancellation is processed, the Institute will notify DET/DIBP via PRISMS.
- KIA will report to the TPS director if a student defaults from the starting the course within 5 business days
- KIA will report to DIBP via PRISMS if the student has not stated 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 the course through formal agreement on 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 may not be limited to the following:

- Where students do not receive their visa in time to arrive at KIA 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 studies.
- A traumatic experience i.e. involvement in or witness a serious crime or accident and has impact on the students
- Where the Registered provider was unable to offer a pre-requisite unit.
- Other reasons may be considered but must have compelling documentary evidence to support the request.
- Unavailability of a course
- Student visa delay.

Where a decision is made by KIA, the student always has the right to appeal this decision using the appeals processes as outlined in the Institute's Complaints and Appeal Process. This must always be clearly communicated to the student with the notification of the decision.

Definitions

Cancellation: A termination 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 studies during the course after which the student may recommence study. Suspension may not necessarily come as a consequence of misbehaviour. Will not necessarily push out the completion date.

Compassionate & Compelling circumstances: Conditions, which are beyond the control of the student, which may impact, on the student's course progress or wellbeing. Examples of these circumstances are as follows:

- Where students do not receive their visa in time to arrive at KIA 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 studies.
- A traumatic experience i.e. involvement in or witness a serious crime or accident and has impact on the students
- Where the Registered provider was unable to offer a pre-requisite unit.
- Other reasons may be considered but must have compelling documentary evidence to support the request.

Procedure

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

Instructions for Administration Officer

- In reviewing the application the officer must be satisfied that enough evidence has been provided to satisfy the requirements of the National Code. The evidence will vary according

to the situation and the Officer must use their best judgment in determining what is sufficient. In the event of uncertainty they should seek advice from Senior Management. For example a student requesting to defer as a result of a death in the family (immediate family, they must show evidence of this death such a death certificate.

- When the cancellation relates to changing from one course to another, then the process will also include processing a new application form as per the International Admissions Policy. The Offer Letter number generated will then be stored in the register – see below.
- Before making a decision the Officer should consult with the accounts department 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 printed and filed in the student file.
- The process, once sufficient evidence is supplied must be consisting of duration of 10 working days, or less.
- Requests to cancel their enrolment will only be considered if the student does not intend to transfer to another RTO in Australia. For students contemplating a Transfer see the International Transfer Policy.
- IF the request is denied, then the student must be advised in writing and also informed of their right to appeal in accordance with the Complaints and Appeals Policy.

Student Course Variation Register

All requests and the outcome of that request must be recorded in the Course Variation Register

Variation of request

Request Type	Actions	Output
Deferment	PRISMS	New eCoE to be issued and reason is approved deferment
	Approval Letter to student	Confirm approval and attach eCoE
	Variation Register	Updated to reflect changes agreed
Student Requested Suspension	PRISMS	Notify DET of /DIBP voluntary suspension has been approved and why.
	Letter to student	Confirm approval
	Variation Register	Updated to reflect changes agreed
KIA imposed Student Suspension	PRISMS	Notify DET/DIBP of suspension and why.
	Approval Letter to student	Formal letter to student – see student behavior policy
	Variation Register	Updated to reflect changes
Cancellation / Withdrawal	PRISMS	Advise date of withdrawal and that enrolment will cease
	Approval Letter to student	Confirm approval and advise that DET will be informed and that they should contact DIBP
	Variation Register	Updated to reflect changes

References:
 ESOS/NC: Std 13