

1 Purpose

This procedure is to document the processes and responsibilities associated with the application, assessment and approval of a deferral, leave of absence, suspension or cancellation of enrolment, initiated either by an International student or Sunraysia Institute of TAFE, together with the reporting requirements on PRISMS.

2 Scope

This Procedure applies to all International Students studying at Sunraysia Institute of TAFE, Education Business Unit staff and International Students Unit staff.

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4 Definitions

ACRONYM / Term	Definition
Cancellation	Confirmation of Enrolment is cancelled. Student must reapply for a course if they wish to continue study.
Compassionate or compelling circumstances	are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to: <ul style="list-style-type: none"> • 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 could include:

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	<ul style="list-style-type: none"> involvement in, or witnessing of a serious accident; or witnessing or being the victim of a serious crime, <p>and this has impacted on the student (these cases should be supported by police or psychologists' reports)</p> <ul style="list-style-type: none"> where the registered provider was unable to offer a pre-requisite unit; or inability to begin studying on the course commencement date due to delay in receiving a student visa.
DE	Director Education
Deferment	A request by the student prior to the commencement of the studies to temporarily postpone study. (Student initiated).
EBM	Educational Business Manager
EBU	Education Business Unit
Extenuating Circumstances	<ul style="list-style-type: none"> is missing. has Medical Concerns. has engaged or threatens to engage in behaviour that is reasonably believed to endanger the student or others. is at risk of committing a criminal offence.
International Student	means a student holding an Australian student visa, enrolled in a Course for Overseas Students (CRICOS) registered course at Sunraysia Institute of TAFE
ISU	International Students Unit
Leave of Absence (LoA)	A request by the student to temporarily postpone study after the commencement of the study period. (Student initiated).
PP	Partner Provider through an approved Agreement
Suspension	When the enrolment of a student in their program of study is suspended for a period of time, after which the student may recommence study.

5 Actions

Where a decision is made, the student always has the right to appeal this decision using the appeals processes as outlined in the *Student Complainants and Appeals Policy and Student Complainants*

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Procedure and Student Reviews and Appeals Procedure. This must always be clearly communicated to the student with the notification of the decision

5.1 Deferment or Leave of Absence or Suspension (Student Initiated)

	STEPS	WHO IS RESPONSIBLE?	COMMENTS
5.1.1	Submit a Leave of Absence/Deferment Application form to ISU/PP	International Student	Additional documentation to support application must be lodged with form. PP sends copy to ISU
5.1.2	Receipt of Application for Leave of Studies form	ISU	ISU will provide student with a dated receipt when form lodged and send copy to EBU.
5.1.3	Assessment of Request (Identify impact on students studies and ability to complete within duration on CoE and CRICOS)	EBM	Approval can only be given in accordance with defined compassionate or compelling circumstances. Where a student needs to take a break from their studies but does not have compassionate or compelling circumstances the student will need to withdraw and re apply when they are ready to return to study.
5.1.4	Approval / Decline of Request for Deferment or Leave of Absence or Suspension.	EBM	EBM forwards assessment and approval/decline to ISU
5.1.5	Leave of Absence Approval Letter signed by EBM sent to student.	EBM/ISU	Included information on how their VISA may be affected Notify student of DIBP website or helpline.
5.1.7	Enter deferment, Leave of Absence, Suspension on PRISMS and new CoE	ISU	Retain all records on student file and notify PP.

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5.1.8	Student informs ISU in writing of return to studies at least 4 weeks before commencement of the Semester	International Student	
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5.2 Withdrawal from All Studies

	STEPS	WHO IS RESPONSIBLE?	COMMENTS
5.2.1.	Complete International Student Withdrawal & Application for Refund form to withdrawal from ALL Studies	International Student	Must be in writing
5.2.2.	Student presents form to ISU/PP	ISU/PP	ISU/PP retains a copy on student file and copy to EBM. Refunds Policy and Procedure implemented PP forwards copy to ISU
5.2.3.	Cancel enrolment via PRISMS from the date listed on withdrawal form.	ISU	Copy of withdrawal form with date reported on PRISMS filed in student's file.
5.2.4.	Withdrawal from Course	EBM	Institute Withdrawal form completed and sent to Student Administration for SMS input.

Note:

- Students can take a leave of absence if there are no units they can study in the relevant study period as this could be considered a compelling circumstance.
- Students should check with DIBP before applying for leave of studies or withdrawing from all studies.

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- Absence from studies is only permitted in compassionate or compelling circumstances for a maximum period of 1 semester. If students request Leave of Absence for more than 6 months they must withdraw from the course and reapply.
- While Sunraysia Institute of TAFE may allow a leave of absence for more than 6 months DIBP will not recognise it and act to cancel the student's visa.

5.3 Suspension of Enrolment (Sunraysia Institute of TAFE initiated)

	STEPS	WHO IS RESPONSIBLE?	COMMENTS
5.3.1.	Written notification to student of suspension on ISU Suspension Letter Template . Advice must	DE/CEO Delegated Authority according to Student Code of Conduct Policy	Suspension cannot take effect until the internal appeals process is completed unless 'extenuating circumstances' relating to the welfare of the student apply. Notice must include: suspension may impact on student's VISA; 20 working days to access the Institute's Appeals Process; DIBP website or helpline information Student Code of Conduct Policy details the expectations of student behaviour
5.3.2.	Appeals Process as per Complaints Procedure within 20 working days	As per Complaints Procedure	Notification of outcome to ISU
5.3.3.	Notification to ISU	Student	Any student wishing to access an external appeals process must contact ISU and provide evidence of having accessed an external appeals process within 10 working days of being advised that their appeal was not successful. Students do not need to be enrolled during the external appeals

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			process and their cancellation may be reported to DIBP.
5.3.4.	Report suspension via PRISMS.	ISU	DIBP will consider the student's circumstances and decide if to maintain or cancel the student's VISA.

Note: The above procedure for Suspension of Enrolment (Institute initiated) is for discipline reasons.

5.4 Cancellation of Enrolment

	STEPS	WHO IS RESPONSIBLE?	COMMENTS
5.4.1.	Written notification to student of the decision to cancel their enrolment on Sunraysia Institute of TAFE Enrolment Cancellation Notice Letter Template . Copy to ISU for entering on students file	CEO	Cancellation cannot take effect until internal appeals process is completed unless 'extenuating circumstances' relating to the welfare of the student apply. Advice includes: suspension may impact on student's VISA; 20 working days to access Appeals Process; DIBP website or helpline information
5.4.2.	Appeals Process as per Complaints Procedure	As per Complaints Procedure	Notification of outcome to ISU
5.4.3.	Notification to ISU	Student	Any student wishing to access an external appeals process must contact ISU and provide evidence of having accessed an external appeals process within 10 working days of being advised that their appeal was not successful. Students do not need to be enrolled during the external appeals process and

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			their cancellation may be reported to DIBP.
5.4.4.	Cancellation of Student CoE via PRISMs. Enter on students file	ISU	DIBP will consider the student's circumstances and decide if to maintain or cancel the student's VISA.

Note: The above procedure for Cancellation of Enrolment is for discipline reasons.

6 Associated Documents

- ESOS Compliance and Policy Framework
- International Student Deferral, Suspension or Cancellation of Enrolment Policy
- Student Complaints and Appeals Policy.
- Student Complaints Procedure
- Student Reviews and Appeals Procedure
- Monitoring International Student Course Progress Procedure

7 References

- ESOS Act 2010
- The National Code of Practice for Registration authorities and Providers of Education and Training to Overseas Students 2007 (The National Code).

8 Forms / Record Keeping

All records generated by this procedure should be listed and must state title, location, responsible officer and minimum retention period.			
Title	Location	Responsible Officer	Minimum Retention Period
Leave of Absence/ Deferment Application form	Student File	ISU	2 years after completion of course
Leave of Absence Approval Letter	Student File	ISU	2 years after completion of course
International Student Withdrawal & Application for Refund form	Student File	ISU	2 years after completion of course

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ISU Suspension Letter Template.	Student file	ISU	2 years after completion of course
Sunraysia Institute of TAFE Enrolment Cancellation Notice Letter Template.	Student File	ISU	2 years after completion of course
Evidence of notification of changes to enrolment status via PRISMS	Student File	ISU	2 years after completion of course
Student Variation form	Student Admin	EBM	7 years after completion of course

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