Deferring, Suspending or Cancelling the Student’s Enrolment

Policy / Procedure Number: 004

1. Policy

This policy/procedure supports ‘Standard 13 – Deferring, suspending or cancelling the student’s enrolment’ of the ‘National Code of Practice 2007’

‘Registered providers may only enable students to defer or temporarily suspend their studies, including granting a leave of absence, during the course through formal agreement in certain limited circumstances.”

2. Policy Statement

AITT will only enable students to defer or temporarily suspend their studies, including granting a leave of absence, during the course through formal agreement in certain limited circumstances

3. Key Requirements

- AITT will inform the student that deferment, suspension or cancellation of enrolment may affect his or her student visa.
- Where AITT decides to 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 the provider’s internal complaints and appeals process, unless extenuating circumstances relating to the welfare of the student apply.
- If the student appeals the decision to defer, suspend or cancel his or her studies using AITT’s complaints and appeals form, AITT will not notify DEEWR of a change to the enrolment status until the internal complaints and appeals process is completed.
- AITT will inform the Department of Education, Employment and Workplace Relations (DEEWR) via Provider Registration and International Student Management System (PRISMS) when a student’s enrolment is deferred, suspended or cancelled.
- For the purposes of this policy –

  Compassionate or compelling circumstances include but are not limited to:

  ▪ Serious illness or injury, where a medical certificate states that the student was / is unable to attend classes or unfit for regular occupation;
  ▪ 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 involvement in, or witnessing of a serious accident; or witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists' reports)

- Where the AITT is unable to offer a pre-requisite unit

**Note:**

a. The above are only some of examples of what may be considered compassionate or compelling circumstances. The Registrar will use his professional judgment and to assess each case on its individual merits. When assessing the existence of compassionate or compelling circumstances, the AITT will consider documentary evidence provided to support the claim, and should keep copies of these documents in the student’s file.

b. All students’ requests for deferment / suspension / cancellation must be made using “Application to Defer, Suspend or Cancel enrolment form”. Only forms completely filled and forwarded along with the supporting documents to administration department will be processed.

4. **Procedure**

4.1. **Student Initiated Deferral, Suspension or Cancellation of Enrolment**

**Student Deferral**

- A student wishing to defer his / her enrolment must do so prior to the commencement of the course only. Students must complete an ‘Application to defer, suspend or cancel enrolment’ and submit to the Student Administrations Department.
- Students may apply for deferment in compassionate or compelling circumstances or where there is delay in granting of student visa from DIAC
- All applications for deferment and relevant documentation will be kept on the students file and DIAC shall be notified via PRISMS of the decision to defer the enrolment as a result of the student’s request.

**Student Suspension**

- Students who would like to defer their studies must first speak to a staff member in the Student Administration to gain an application form and to ensure they understand the implications of suspension of enrolment.
- An ‘application to defer, suspend or cancel enrolment’ form must be completed which will need to be approved by the Registrar. This application must include in detail the ‘compassionate or compelling circumstances’.
- Where a suspension of enrolment is granted, the AITT will suspend an enrolment for an agreed period of time - to a maximum of 12 months. If the suspension is required for longer than 12 months the student will be required to re-apply once the initial suspension period has expired.
- Students are to be informed in writing of the outcome of their application for suspension and informed that it may affect their student visa status.
• All application documentation for the suspension will be kept on the students file and DIAC shall be notified via PRISMS of the decision to suspend the enrolment as a result of the student’s request.

• Student has 20 working days to access the AITT’s appeal process if they are not satisfied with the AITT’s assessment of their application.

**StudentCancellation**

• Students wishing to cancel their enrolment must complete an ‘Application to defer, suspend or cancel enrolment’ and submit to the Student Administrations Department.

• Students wishing to cancel their enrolment prior to completing 6 months of study in their principle course must provide a valid letter of offer from an alternative provider. This is required under Standard 7 of the National Code and AITT’s ‘Transfer of students between Providers Policy / Procedure’.

• All application documentation for the cancellation will be kept on the students file and DIAC shall be notified via PRISMS of the decision to cancel the enrolment as a result of the student’s request.

2.2 Provider Initiated Deferral, Suspension or Cancellation of Enrolment

**Provider Deferral/ Provider Default**

• The AITT may defer an enrolment where the course is not being offered at the proposed date, site, or any other reason the AITT deems necessary to cancel the course. Also read relevant information under Refund policy / procedure.

**Provider Suspension**

• The AITT has the ability to suspend a student’s enrolment on the grounds of misbehaviour or in any breach of Student Code of Conduct. This misbehaviour may include but is not limited to acts of discrimination, sexual harassment, vilification or bullying as well as acts of cheating or plagiarism. Such acts of misbehaviour will be classified into one of two categories.

**Academic Misconduct**

The following gives an indication to the types of behaviour that constitute ‘Academic Misconduct’ within the AITT:

**Examinations**

a. Students must not help or receive assistance from other students
b. Students must not request the loan of or lend materials or devices to other students
c. Students must not bring any materials into the examination room other than those specified for that examination
d. Students must not use computer software or other devices during an examination other than those specified.
A student may be excluded from a final examination in a unit for any of the following reasons:
- unauthorised absence from class
- failure to meet unit requirements, for example non-submission of assignments or failure to attend class or mid-semester tests
- academic misconduct
- general misconduct (see below)

Other assessment tasks
- Students must not copy or paraphrase any document, audio-visual material, computer-based material or artistic piece from another source except in accordance with the conventions of the field of study
- Students must not use another person’s concepts, results or conclusions and pass them off as their own
- In cases where the assessment task is intended to be individual work not group work, students must not prepare an assignment collaboratively and then submit work that is substantially the same as another student’s assessment.
- Students must not ask another person to produce an assessable item for them.

General Misconduct

General misconduct is where a student: acts dishonestly; harasses other students or staff; interferes with students or staff; prevents or disrupts learning; disobeys/fails to comply with contractual or legal requirements; misuses, damages or steals an AITT’s property or the property of others; alters/defaces the AITT documents or records; prejudices the good name of the AITT, or otherwise acts in an improper manner.

The following examples indicate the kinds of behaviour which constitute student misconduct. They are for illustrative purposes and are not intended to be exhaustive. Student misconduct occurs when a student:

a) contravenes any rules or acts;
b) prejudices the good name or reputation of the AITT;
c) prejudices the good order and governance of the AITT or interferes with the freedom of other people to pursue their studies, carry out their functions or participate in the life of the AITT;
d) fails to comply with conditions agreed in the contract;
e) wilfully disobeys or disregards any lawful order or direction from AITT personnel;
f) refuses to identify him or herself when lawfully asked to do so by an officer of the AITT;
g) fails to comply with any penalty imposed for breach of discipline;
h) misbehaves in a class, meeting or other activity under the control or supervision of the AITT, or on AITT premises or other premises to which the student has access as a student of the AITT;
i) obstructs any member of staff in the performance of their duties;
j) acts dishonestly in relation to admission to the AITT;
k) knowingly makes any false or misleading representation about things that concern the student as a student of the AITT or breaches any of AITT rules;
l) alters any documents or records;
m) harasses or intimidates another student, a member of staff, a visitor to the AITT, or any other person while the student is engaged in study or other activity as an COLLEGE student, because of race, ethnic or national origin, sex, marital status, sexual preference, disability, age, political conviction, religious belief or for any other reason;
n) breaches any confidence of the AITT;
o) misuses any facility in a manner which is illegal or which is or will be detrimental to the rights or property of others. This includes the misuse, in any way, of any computing or communications equipment or capacity to which the student has access at or away from the AITT premises while acting as an the AITT student, in a manner which is illegal or which is or will be detrimental to the rights or property of others;
p) steals, destroys or damages a facility or property of the AITT or for which the AITT is responsible; or
q) is guilty of any improper conduct.

Where a student has been identified of Academic or General Misconduct the Registrar shall be informed and will make a decision on the penalty and the severity of the penalty. The Registrar may take into account the type of misconduct that has occurred and the level of misconduct that occurred when deciding penalties.

Where a student has been identified with Academic or General Misconduct the AITT shall ensure the following:
- Students must be treated fairly, with dignity and with due regard to their privacy
- Students are to be regarded as innocent of the alleged misconduct until they have either admitted to it or been found by proper inquiry by the Registrar to have so behaved.
- Past misconduct is not taken as evidence that a student has behaved in the same manner again.
- Each case is dealt with on its own merits and according to its own circumstances with the provision that the first instance of misconduct will be penalised more leniently than subsequent instances of misconduct.

Students are able to access the Complaints and Appeals procedure if they feel that the decision is unfair or they have other grounds to appeal the decision.

Student has 20 working days to appeal AITT’s decision of suspending the enrolment due to misbehaviour

The penalties which may be imposed by Registrar are:
- Academic Misconduct could include a warning, a reduction in grades, receiving zero for an assessment, deemed NYC in the unit, or suspension of enrolment
- A charge for any costs that the general misconduct may have caused
- Temporary exclusion from the AITT in the form of suspending enrolment for a period of time.

DIAC’s policy is that if a student’s enrolment is suspended for a period of 28 days or longer, the student must return home (unless special circumstances exist).
Where the severity of misconduct is severe, the Registrar may decide to cancel the enrolment.

**Note:** Students are advised to contact Department of Immigration and Citizenships immediately to work out their obligations and further visa related alternatives.

**Provider Cancellation**

In some cases where the student’s misconduct is severe, the AITT has the right to cancel the enrolment.

Where the Registrar has decided the misconduct is severe enough for cancellation, the following must occur:

- The student must be informed in person (where possible), and in writing of the decision of the AITT to cancel the student’s enrolment along with the grounds of decision.
- They must be informed about their right to appeal the decision by accessing the relevant procedures and completing this appeal within 20 working days of the notification.
- Students must also be informed that the AITT will inform the student of its intention to notify DEEWR of the change of enrolment status.

### 2.3 Recording and reporting deferrals, suspension or cancellation of enrolments

- All applications of deferment and outcomes are to be kept on the students file.
- All reports of misconduct, decisions and actions taken in relation to misconduct, and other related documentation must be kept on file.
- Any decisions to initiate deferral, suspension or cancellation of an enrolment must be reported to DEEWR / DIAC via PRISMS.
- Students are to be kept informed of any decisions or outcomes that relate to a deferment, suspension, or cancellation of enrolments.
- All students are to be given the opportunity to access the complaints and appeals procedure before reporting any provider initiated suspensions or cancellations of enrolments via PRISMS occurs. The students have 20 working days to lodge an appeal.
- Where a student decides to access this procedure within 20 working days of notification, the AITT must wait until the process has finished before going ahead with the reporting of the student’s enrolment changes via PRISMS.