

DEFERRAL, SUSPENSION OR CANCELLATION POLICY

It is our intent to clearly define the process in which Contempo College will ensure compliance when assessing International student's eligibility for deferral, suspension or cancellation of enrolment.

POLICY

Student request for Deferral, Suspension and/or Cancellation of Enrolment

A student request for deferral or temporary suspension of studies may only be granted under exceptional circumstances.

The process outlined below must be followed:

1. If the student is in Australia the student must meet with the Student Services Manager to discuss the deferral/suspension or cancellation of studies.
2. The student must submit a written request to the Student Services Manager with documentation supporting the deferral/suspension or cancellation.
3. Deferral or temporary suspension of enrolment can only be applied in compassionate or compelling circumstances. This could include but is not limited to:
 - a. serious illness or injury, where a medical certificate states that the student was unable to attend classes;
 - b. bereavement of close family members such as parents or grandparents (Where possible a death certificate should be provided);
 - c. major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; or
 - d. a traumatic experience which could include:
 - i. involvement in, or witnessing of a serious accident; or
 - ii. witnessing or being the victim of a serious crime;
 - iii. and this has impacted on the student (these cases should be supported by police or psychologists' reports);
 - e. inability to begin studying on the course commencement date due to delay in receiving a student visa;
 - f. inability to study for a portion of a study period due to cultural reasons
4. The maximum period for deferral or suspension of studies is 6 months therefore consideration of availability of placement and student's ability to continue the program on resumption of studies must be considered by the Student Services Manager when making the determination.
5. The student must be informed that deferment, suspension or cancellation of enrolment may affect his or her student visa. The student should be referred to the Department of Immigration and Border Protection website for further information.
6. We must report changes to the student's studies to Department of Education through PRISMS where necessary.
7. The student must meet with the Student Services Manager to lodge an application for deferral/suspension or cancellation of enrolment as soon as possible.

The Student Services Manager will notify the student by email of the outcome of the application. Copies of flight details should be filed on the student file.

8. Students who are successful with their application to defer studies must advise the following:
 - a. In Australia for Deferral Period, or
 - b. Out of Australia for the Deferral Period, or
 - c. Partially out of Australia for the Deferral Period

This information is recorded in PRISMS when the student course variation is completed.

Suspension or Cancellation of Enrolment by us

A student's enrolment may be suspended or cancelled by us based on the following circumstances:

1. Misbehaviour by the student in breach of the code of conduct of Contempo College or where relevant authorities have been involved;
2. Non - payment of tuition fees by due date; or

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3. Non commencement of studies when the student has not notified us of deferring their commencement date or have not provided evidence of compassionate or compelling reasons for deferring the commencement date.

If a student is identified as being at risk of their student visa being suspended or cancelled for reason stated in points 1 to 3 the student will be notified in writing of intent to suspend or cancel their student visa. The student has 20 days to access our internal appeals process.

The student will be provided with information about the appeals process.

4. When a student has commenced studies but does not complete studies and has not notified us in writing or provided evidence of compassionate or compelling reasons for not continuing studies in their program. In this case, by not re-enrolling the student has 'inactively' advised us that they will not be continuing their studies and will be reported to the Department of Home Affairs and the Secretary in the Department of Education. The student will not be entitled to a refund/waiver of fees.
5. Extenuating circumstances relating to the welfare of the student may include, but are not limited to the following. The student:
 - a. is missing;
 - b. has medical concerns, severe depression or psychological issues which lead the provider to fear for the student's wellbeing;
 - c. has engaged or threatens to engage in behaviour that is reasonably believed to endanger the student or others; or
 - d. is at risk of committing a criminal offence.
6. If the student decides to access our appeals process the student's enrolment will be maintained until the completion of the process unless extenuating circumstances relating to the welfare of the student apply.
7. The student may wish to access the external appeals and process. In this case we will not await the outcome of the external appeal prior to notifying Department of Education via PRISMS.
8. We will provide supporting documentation of any extenuating circumstances relating to the suspension or cancellation of a student's enrolment to the Department of Education via PRISMS.

PARTICIPANT'S RECORDS

Participant records of all applications made for deferral, suspension or cancellation of their enrolment will be maintained.

Such record shall include a written application for such deferral, suspension or cancellation and shall include:

1. Reason for application;
2. Who determined the outcome of the application;
3. Whether granted or rejected;
4. Reason/s granted or rejected;
5. Evidence student has been informed that deferring, suspending or cancelling his/her enrolment may affect his/her student visa; and
6. Record of notification in PRISMS.

NOTIFICATION TO THE DEPT. OF EDUCATION

Once the Department of Education has been notified of a deferment, suspension or cancellation of a student's enrolment, the student has 28 days in which to:

1. leave Australia; or
2. show Dept of Home Affairs a new Confirmation of Enrolment (CoE); or
3. provide Dept of Home Affairs with evidence that he or she has accessed an external appeals process.