

PP NO.: AD136
Policy/Procedure: Deferral/Suspension/Cancellation of Enrolment
Department: Administration

1. Policy

Lonsdale Institute has, and implements, policies and procedures to ensure that student enrolment adjustments are recorded appropriately in accordance with National Code requirements.

2. Scope

This policy, and the various procedures contained in it, applies to all applications for enrolment across the scope of course delivery.

3. Regulations

This policy/procedure supports the following:

- **ESOS: National Code of Practice for Registration Authorities & Providers of Education & Training to Overseas Students 2018**

Standard 9: This standard sets out that registered providers must appropriately manage the enrolment of their overseas students and ensure all necessary information about enrolments has been provided to the relevant government department by maintaining updated information in the Provider Registration and International Student Management System (PRISMS) database.

4. Procedure

The following procedures will ensure that Lonsdale Institute Pty Ltd follows the required process when a student wishes to defer, suspend, or cancel their enrolment. Students are able to initiate deferral, suspension or cancellation of their studies only in certain limited circumstances as described below.

Lonsdale Institute Pty Ltd may also initiate amendments to student enrolments but only under certain conditions.

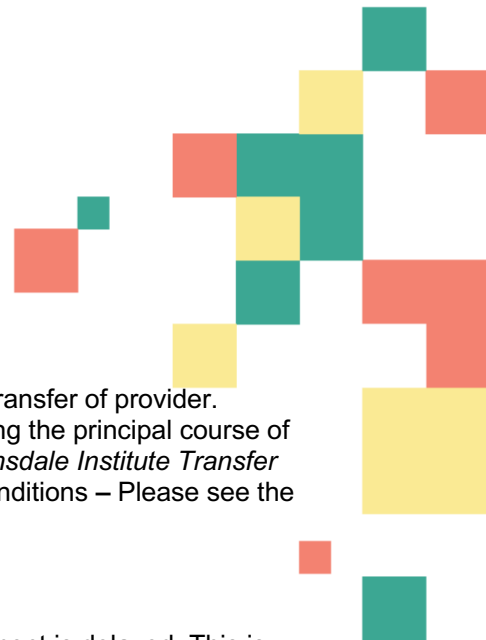
Students have the right to appeal a decision by the RTO to defer, suspend or cancel their studies and the RTO will not notify the Department of Education of a change to the enrolment status until the internal complains and appeals process is completed.

Circumstances - Student Initiated

Deferring, suspending or cancelling a student enrolment may affect the student visa. Amendments must be requested and authorised formally, using the appropriate form on the following grounds:

Deferral – applies only before the enrolment has started if the student wants to delay the start date and has already completed enrolment.

Suspension – applies during course studies but can only be granted under compelling and compassionate circumstances.



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Cancellation – is either withdrawing from the course or requesting a transfer of provider. Cancelling a course to go to another provider within 6 months of starting the principal course of enrolment with a provider is subject to conditions – Please see the *Lonsdale Institute Transfer between Providers Policy* for details. Refunds for cancellation have conditions – Please see the *Lonsdale Institute Refund Policy* for details

Circumstances - Provider Initiated

Deferral – applies if the course start date any time before commencement is delayed. This is subject to the refund conditions. Please see the *Lonsdale Institute Pty Ltd Refund Policy* for details

Suspension – applies after the student has commenced course – and can only be done in the case of compelling or compassionate circumstances or in the case of misbehaviour by a student

Cancellation – applies after the student has commenced course – and can only be done in the case of misbehaviour by a student

Cancellation of enrolment may also be initiated by the provider in the case of a breach of student visa conditions, for information on the following circumstances please see the appropriate policy and procedures.

- i. Failing to meet Course Progress Requirements – See *Lonsdale Institute Course Progress Monitoring Policy*
- ii. Non-payment of fees – See *Lonsdale Institute Fee Payment Information*

In all cases student enrolment is maintained until the appeal process is complete.

Assessing - Student Initiated

Where a student requests suspension or cancellation of their enrolment they will complete the appropriate Application to Suspend/Defer/Cancel Enrolment form. The application will be submitted to the Student Administration Manager for assessment and approval/denial.

Where a student is requesting a suspension the student must first meet with their trainer to discuss academic implications and agree to an academic action plan. *Form AD137FO_AD140 FO Course Suspension Academic Action Plan Record* must be completed in consultation with the student's trainer and submitted to reception with *Form AD140 FO Application to Defer or Suspend Enrolment*. Additional support documentation must be attached and held on file.

Approval will not be granted without documented and sufficient evidence that relates to, supports and validates compassionate and compelling circumstances as outlined in the approved conditions in Standard 9 of the National Code. Copies should be made of original documents and notarised by the Administration Manager as original sighted and original documents returned to the student.

AEI REFERENCE: Compassionate or compelling circumstances are generally those

AD140 PP Defer Suspension Cancellation of Enrolment (ESOS 9)

V2 December 2019
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Lonsdale Institute Pty Ltd
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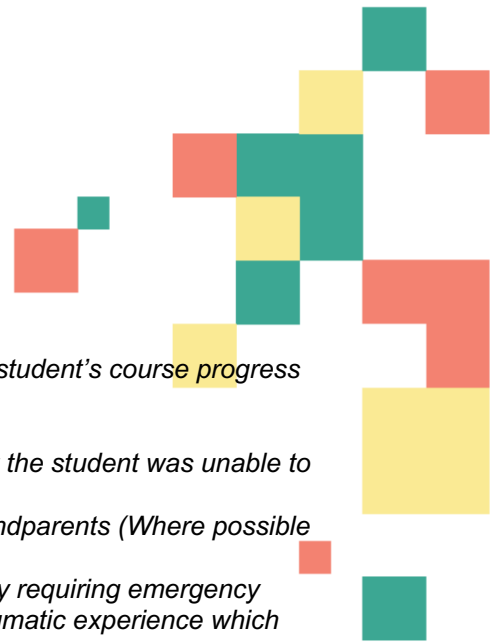
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beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to:

- *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:
 - i. *involvement in, or witnessing of a serious accident; or*
 - ii. *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 registered provider was unable to offer a pre-requisite unit**
- *inability to begin studying on the course commencement date due to delay in receiving a student visa*

Please note that the above are only some of examples of what may be considered compassionate or compelling circumstances. Providers are asked to use their professional judgement and to assess each case on its individual merits. When determining whether compassionate or compelling circumstances exist, providers should consider documentary evidence provided to support the claim, and should keep copies of these documents in the student's file.

Assessing - Provider Initiated

Where student misbehaviour has initiated suspension action, assessment of the situation and occurrences will be conducted by the PEO and all meetings and counselling notes will be held on file. Assessment will be conducted to ensure that evidence is held that fair and reasonable warning and counselling has been provided to the student and that the student clearly understood their obligations and rights in the situation. The student will be provided with formal notification of the intention to suspend their enrolment and this advice will include the availability of the complaints and appeals process to them.

Where the provider is to cancel or suspend an enrolment, the student is informed of its intention and that they have 20 working days to access the complaints and appeals process as per Standard 8.1. If the student accesses the internal complaints and appeals process, suspension or cancellation of the student's enrolment under this standard cannot take effect until the internal process is completed, unless extenuating circumstances relating to the welfare of the student apply.

Approving

When determined that the request/action is approved, the student will be advised in writing of the decision which includes notification to the student that deferring, suspending or cancelling his or her enrolment may affect their student visa.



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Recording

Request/Action information and dates are recorded in the Student Management System (Wisenet). Documentary evidence of the assessment of the application and copy of the outcome advice is kept on the student's file.

Reporting

The Department of Education through PRISMS will be notified in one of three different outcomes for the student's Confirmation of Enrolment (CoE):

- The student's enrolment is **deferred or suspended** for a period **without affecting the end date of the CoE**. In this case there is no change to the CoE or the student's enrolment status on PRISMS ie. the student's CoE status will still be listed as 'studying'. However, the notice of deferment or suspension will be recorded in PRISMS and sent on to the Department of Home Affairs (DHA). This information will be kept for future reference.
- The student's enrolment is **deferred or suspended** for a period which **will affect the end date of the CoE**. In such situations, PRISMS will cancel the original CoE, and immediately offer the provider the opportunity to create a new CoE with a more appropriate end date. If the provider does not know when the student will return, it can choose not to create a new CoE at that point, but to wait until the student has notified the provider of the intended date of return before creating the new CoE.
- The student's enrolment is **permanently cancelled (terminated)**. Once this process is complete, the student's CoE status will be listed as 'cancelled'.

DEFINITIONS

Deferral – postponement of the commencement of a course.

Suspension – temporary postponement of enrolment during a course

Cancellation – cessation of enrolment in a course

Compelling or Compassionate Circumstances – such as serious illness or injury; death of a family member that requires you to be home or a natural disaster

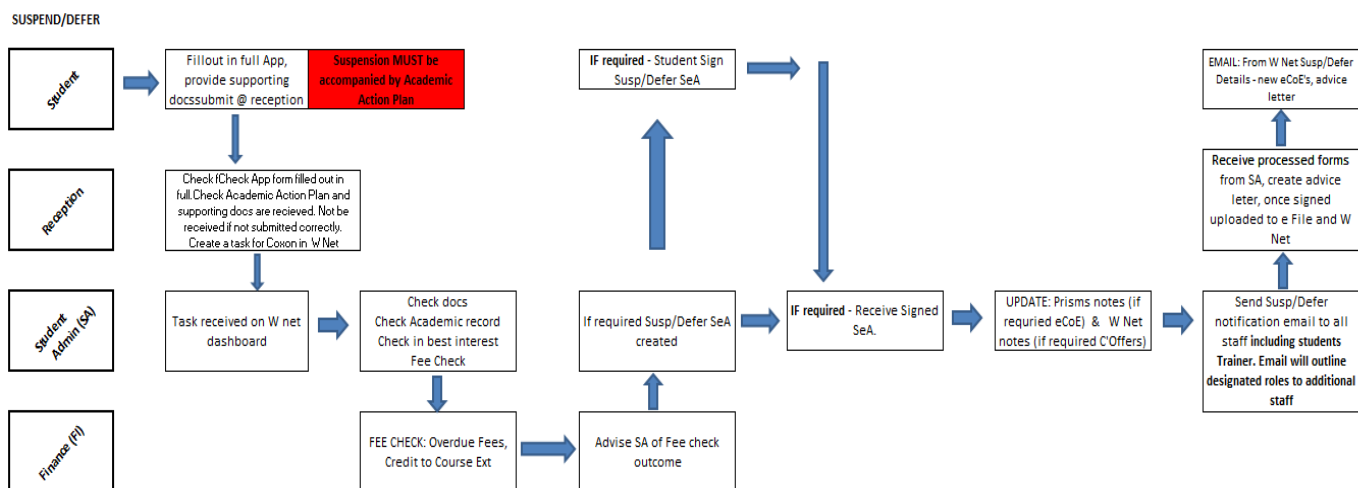
Principal Course – refers to the main course – generally the final course – of study enrolled with the provider

Last day of study – is determined by the outcome advice date in the case of requests and the completion date of the appeal period in the case of Provider actions.



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5. Work Flow



6. Associated Documentation

Form	Current Version
AD40 FO Student Charter (ESOS 13.2)	V1 Sep 15
AD140 FO Application to Cancel Enrolment	V1 Jan 16
AD140 FO Application to Defer or Suspend Enrolment	V1 Jan 16
AD140 FO Course Amendment Workflow	V1 Jul 15
AD140 FO Course Amendment Request Outcome Letter Template	V1 Jul 15
AD137 PP Monitoring Course Progress	V1 Oct 15
AD137 PP SYD Monitoring Course Progress	V1 Oct 15
AD137FO_AD140 FO Course Suspension Academic Action Plan Record	V1 Oct 16

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7. Record Management

Student E -File	Name documents to be held					
Student Administration System	Client Logbook	√	Upload Document		wisenet	
	Enrolment Logbook					
PRISMS Notification	PRISMS advised within 14 days of last day of study					
Register	N/A					