

# Defer, suspend or cancel enrolment policy and procedure

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## 1. Policy

- 1.1 This policy and procedure applies to international students studying at Gippsland Institute of Technology. Gippsland Institute of Technology defers, suspends or cancels an international student's enrolment in limited exceptional circumstances as identified in this policy and procedure.
- 1.2 Gippsland Institute of Technology provides information to international students on the grounds and process for deferring, suspending and cancelling enrolment pre and post enrolment.
- 1.3 Gippsland Institute of Technology informs international students of the impact of deferring, suspending or cancelling their enrolment and their student visa.
- 1.4 If due to exceptional circumstances identified in item 1.5 of this policy and procedure Gippsland Institute of Technology amends an international student's enrolment it will do so via PRISMS and record the reasons for the amendment.
- 1.5 Gippsland Institute of Technology defers, suspends or cancels a student's enrolment in the following exceptional circumstances:

Compassionate or compelling circumstances that are generally beyond the control of the student, and which have an impact upon their course progress, attendance at classes 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 start a course or attend classes or remain studying a course
- bereavement of close family members such as parents or grandparents
- major political upheaval or natural disaster in the home country requiring emergency travel when this has impacted on the student's studies; or
- a traumatic experience which could include:
  - involvement in, or witnessing of a serious accident
  - witnessing or being the victim of a serious crime.
- where Gippsland Institute of Technology 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
- issues with travel from the student's country of origin that prevents them from starting a course on the scheduled date
- academic or personal/ welfare issues that impact a student's ability to attend classes or remain studying a course
- If an approved deferral of commencement of studies or the suspension of study has been approved in compliance with Gippsland Institute of Technology Defer, suspend or cancel enrolment policy and procedure

The above circumstances are only some of examples of what may be considered compassionate or compelling circumstances. The CEO will use his/ her professional judgment to assess each case on its individual merits.

When determining whether compassionate or compelling circumstances exist, Gippsland Institute of Technology considers documentary evidence provided to support the claim, and stores copies of these documents in the student's file.

Other circumstances that may lead to a deferral, suspension or cancellation of a student's enrolment may be:

### Student initiated:

- Gippsland Institute of Technology is unable to provide or continue to provide the course a course in which the student is enrolled
- The student's current course of study is clearly inconsistent with documented course requested for in your Enrolment application
- Gippsland Institute of Technology has breached the terms of the Written agreement and this breach has led to the deferral, suspension or cancellation request
- If a student was provided inaccurate or incomplete information by Gippsland Institute of Technology or a Gippsland Institute of Technology approved Education Agent prior to enrolling in the course.
- The student wishes to cancel their enrolment in accordance with the Student transfer policy and procedure.
- The student is experiencing academic issues that impact your ability to attend classes and/ or study at present and/ or remain studying the course in which you are enrolled

### Institute initiated:

- The student has failed to pay Gippsland Institute of Technology any course related fees by the due date.
- The student has failed to achieve satisfactory course progress
- The student has cheated, plagiarised or engaged in unauthorised collusion during assessments
- The student has breached the Gippsland Institute of Technology Code of Conduct

- 1.6 Students have the right to appeal a decision by Gippsland Institute of Technology to defer, suspend or cancel their studies within 22 working days of the date on letter informing them of Gippsland Institute of Technology's intention.
- 1.7 Gippsland Institute of Technology does not notify Department of Home Affairs/ Department of Education via PRISMS of a change to the enrolment status until the external complaints and appeals process is completed (if accessed). Cancellation of enrolment for misbehaviour may lead to enrolments being cancelled after the outcome of the internal appeals process.
- 1.8 Reasons for deferment, suspension or cancellation of their course are recorded in the student's file.
- 1.9 Students must submit verifiable documentary evidence when applying to defer, suspend or cancel their enrolment.
- 1.10 The CEO is responsible for the implementation of this policy and procedure.
- 1.11 This policy will be implemented in compliance with the requirements of the National Code of Practice 2018 Standard 9.

# Procedure

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## 2. Student initiated deferral

- 2.1 A student wishing to defer their enrolment must do so prior to the commencement of the course. Students must complete an application form to defer, suspend or cancel an enrolment and submit it to Gippsland Institute of Technology.
- 2.2 Application forms are available from Gippsland Institute of Technology reception or by request from [info@git.org.au](mailto:info@git.org.au). Documentary evidence in support of the application must also be submitted.
- 2.3 Deferrals will only be granted if they meet one of the criteria listed in item 1.5 of this policy and supported by verifiable documentary evidence.
- 2.4 All applications to defer, suspend or cancel an enrolment are stored in the students' file and Department of Home Affairs/ Department of Education shall be notified via PRISMS of the decision to defer the enrolment as a result of the student's request.
- 2.5 Students will be forwarded notification of Gippsland Institute of Technology's decision within 10 working days of receipt of an application.
- 2.6 If the deferral application is declined, reasons for the decision are included in the notification letter and students are informed of their right to access Gippsland Institute of Technology complaints and appeals process within 22 working days of the letter date informing them of the Institute's decision.

## 3. Student initiated suspension

- 3.1 Gippsland Institute of Technology is only able to temporarily suspend the enrolment of the student on the grounds of compassionate or compelling circumstances as outlined in item 1.5 of this policy.
- 3.2 Application forms are available from Gippsland Institute of Technology reception or by request from [info@git.org.au](mailto:info@git.org.au). Documentary evidence in support of the application must also be submitted.
- 3.3 A student wishing to suspend an enrolment must complete an application to defer, suspend or cancel an enrolment and submit it to Gippsland Institute of Technology reception. Documentary evidence in support of the application must also be submitted.
- 3.4 Suspensions will only be granted if they meet one of the criteria listed in item 1.5 of this policy and supported by documentary evidence.
- 3.5 All applications to defer, suspend or cancel an enrolment will be kept in the students' file and Department of Home Affairs/ Department of Education is notified via PRISMS of the decision to suspend the enrolment as a result of the student's request.
- 3.6 Students will be forwarded written notification of Gippsland Institute of Technology's decision within 10 working days of receipt of an application.
- 3.7 If the suspension application is declined, reasons for the decision are included in the notification letter and students are informed of their right to access Gippsland Institute of Technology complaints and appeals process within 22 working days of the letter date informing them of the Institute's decision.
- 3.8 Where a suspension of enrolment is granted, Gippsland Institute of Technology 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 shall have to re-apply once the initial suspension period has expired.
- 3.9 If a student's enrolment is suspended for a period of 28 days or longer, the student must return home (unless special circumstances exist). Please refer all questions about whether students may remain in



Australia during a period of suspension of enrolment to Department of Home Affairs 4/70 Main Street Pakenham, Melbourne Victoria Australia 3000. Telephone (RTO phone number).

- 3.10 Student initiated suspension of studies cannot be granted retrospectively or if time off studies was taken by the student without authorization.

#### **4. Student initiated cancellation**

- 4.1 Gippsland Institute of Technology is only able to cancel a student's enrolment on the grounds of compassionate or compelling circumstances as outlined in item 1.5 of this policy.
- 4.2 Application forms are available from Gippsland Institute of Technology reception or by request from [info@git.org.au](mailto:info@git.org.au).
- 4.3 A student wishing to cancel their enrolment must complete an application to defer, suspend or cancel an enrolment and submit it to Gippsland Institute of Technology reception or by request from [info@git.org.au](mailto:info@git.org.au). Documentary evidence in support of the application must also be submitted.
- 4.4 Cancellations are only granted if they meet one of the criteria listed in 1.5 and supported by documentary evidence.
- 4.5 All applications to defer, suspend or cancel an enrolment will be kept in the students' file and Department of Home Affairs/ Department of Education shall be notified via PRISMS of the decision to cancel the enrolment as a result of the student's request.
- 4.6 Students will be forwarded written notification of Gippsland Institute of Technology's decision within 10 working days of receipt of an application.
- 4.7 If the cancellation application is declined, reasons for the decision are included in the notification letter and students are informed of their right to access Gippsland Institute of Technology complaints and appeals process within 22 working days of the letter date informing them of the Institute's decision.
- 4.8 Students who have an application to cancel their studies granted may be entitled to a refund as per the refund arrangements in the Written agreement. Applications for refunds must also be submitted with the application to cancel the enrolment.
- 4.9 Refunds will be processed in accordance with Gippsland Institute of Technology refund terms and conditions found in the Written agreement.

#### **5. Gippsland Institute of Technology initiated deferral**

- 5.1 Gippsland Institute of Technology may defer an enrolment where the course is not being offered due to compelling circumstances causing Gippsland Institute of Technology to cancel the course at a given date.
- 5.2 Gippsland Institute of Technology will notify the student in writing of its intention to defer commencement of studies. Students will be given as much notice as practically possible in such circumstances.
- 5.3 All documentation relating to deferring an enrolment will be kept in the students' file and Department of Home Affairs/ Department of Education shall be notified via PRISMS of the decision to defer the enrolment.

#### **6. Gippsland Institute of Technology initiated suspension**

- 6.1 Gippsland Institute of Technology may suspend a student's enrolment on the grounds of misbehaviour. This misbehaviour may include but is not limited to:
- Academic misconduct (refer to the Academic misconduct policy for further details)
  - Breaching Gippsland Institute of Technology Code of Conduct

- Bullying other students or staff
  - Displaying threatening behaviour to other students
  - Acting in a manner that adversely impacts the general well-being of other staff and students
  - Acting in a manner that adversely impacts the learning and/ or assessment of other students
  - Damaging Gippsland Institute of Technology equipment, facilities or materials
  - Damaging other students or staff belongings
  - Theft from staff, students or Gippsland Institute of Technology
  - Fails to abide by the terms of the written agreement between the student and Gippsland Institute of Technology
  - Fails to comply with Gippsland Institute of Technology policies and procedures
  - Undertakes illegal activities in or around Gippsland Institute of Technology premises
  - Non payment of fees when they fall due
- 6.2 Where Gippsland Institute of Technology has found evidence of academic misconduct or misbehavior the CEO shall be informed and considers all evidence before implementing a decision.
- 6.3 The student is given an opportunity to present their evidence and supporting documentation to the CEO before any decision is taken.
- 6.4 The CEO takes into account the type/ level of misconduct/ misbehavior and supporting evidence along with previous behaviour. The CEO refers to the student file and Gippsland Institute of Technology staff for information.
- 6.5 In dealing with cases of misconduct Gippsland Institute of Technology ensures that students are treated fairly, equally and with due regard to their privacy.
- 6.6 The student is informed in person and in writing of Gippsland Institute of Technology's decision along with reasons for the decision.
- 6.7 If Gippsland Institute of Technology decides to suspend a student's enrolment for a period in excess of 28 days, the student must return home for this period unless exceptional circumstances can be evidenced that prevent this being possible.
- 6.8 Students receive notification of Gippsland Institute of Technology's decision within 10 working days of an event taking place that leads to the implementation of this policy. Reasons for the decision are included in the letter and the students are informed of their right to access the Gippsland Institute of Technology Complaints and appeals process within 22 working days from the date on the letter.
- 6.9 All documentation relating to suspending an enrolment will be kept in the students' file and Department of Home Affairs/ Department of Education shall be notified via PRISMS of the decision to suspend the enrolment.
- 6.10 No suspension action is taken until 22 working days of the letter date notifying the student of Gippsland Institute of Technology's intention has elapsed, or the outcome of any appeal is known, or the student withdraws from the appeal process.
- 6.11 Gippsland Institute of Technology may decide to suspend a student's enrolment before the 22 working days has elapsed or before the conclusion of the appeal process is known or if there are extenuating circumstances. e.g. serious risk being posed to the student, other students and/ or Gippsland Institute of Technology staff by maintaining the student's enrolment.

## **7. Gippsland Institute of Technology initiated cancellation**

- 7.1 If a student fails to commence their course on the agreed date and does not respond to the Gippsland Institute of Technology's attempts to contact them, the Gippsland Institute of Technology may cancel their enrolment.

- 7.2 If after considering all the evidence the Gippsland Institute of Technology believes a student has breached the Code of conduct (including academic misconduct) in a manner that warrants the cancellation of the student's enrolment it will notify the student in writing of its intention. If a student does not attend classes and/ or respond to communications and/ or attend intervention meetings the Gippsland Institute of Technology may cancel their enrolment.
- 7.3 If a VET student fails to maintain satisfactory course progress in accordance with the Course progress policy and procedure, then Gippsland Institute of Technology will inform the student of the Institute's intention to report them to Department of Home Affairs/ Department of Education and cancel their enrolment.
- 7.4 If a student does not pay any fees related to their study at Gippsland Institute of Technology they will be notified in writing of Gippsland Institute of Technology's intention to report them to DHA/ DoE and cancel their enrolment due to non-payment of fees. If the student after Gippsland Institute of Technology's attempts still does not pay the required fees by the nominated date in Institute communications, Gippsland Institute of Technology will report them to Department of Home Affairs/ Department of Education for non-payment of fees and initiate the cancellation of their enrolment.
- 7.5 If possible, the student will also be informed in person via a meeting of Gippsland Institute of Technology's intention to cancel their enrolment.
- 7.6 Students will be forwarded written notification of Gippsland Institute of Technology's decision within 10 working days of an event taking place that leads to the implementation of this policy. Reasons for the decision are included in the letter sent to students. Students are informed of their right to access the Complaints and appeals process within 22 working days of the date on the letter received from the Institute notifying them of a Institute decision.
- 7.7 All documentation relating to cancelling an enrolment is stored in the students' file and Department of Home Affairs/ Department of Education notified via PRISMS of the decision to cancel the enrolment.
- 7.8 No cancellation action is taken until 22 working days from the date of the letter notifying the student of the Institute's intention has elapsed, or the outcome of any appeal is known, or the student withdraws from the appeal process.
- 7.9 Gippsland Institute of Technology may decide to cancel a student's enrolment before the 22 days has elapsed or before the conclusion of the appeal process is known or if there are extenuating circumstances. e.g. serious risk being posed to the student, other students and/ or Gippsland Institute of Technology staff by maintaining the student's enrolment.

## **8. Appealing Gippsland Institute of Technology decisions**

- 8.1 On receiving notification from Gippsland Institute of Technology of its decision in relation to their request to defer, suspend or cancel their enrolment, the student can appeal Gippsland Institute of Technology decision via the Gippsland Institute of Technology Complaints and appeals policy and procedure.
- 8.2 Appeals must be lodged in writing on the Complaints and appeals form accompanied by verifiable supporting documentation/ evidence.
- 8.3 Complaints and appeals forms are found in the International student handbook, available from Gippsland Institute of Technology reception at or on request from [info@git.org.au](mailto:info@git.org.au).
- 8.4 Complaints and appeals forms are to be submitted to the Training Manager Gippsland Institute of Technology 4/70 Main Street Pakenham, Melbourne Victoria Australia 3000 or to [info@git.org.au](mailto:info@git.org.au).
- 8.5 Full details of the Complaints and appeals policy can be found in the International student handbook, available from the reception Gippsland Institute of Technology or on request from [info@git.org.au](mailto:info@git.org.au).
- 8.6 Students have 22 working days from the date on the letter notifying them of the Institute's intention to lodge an appeal against a Gippsland Institute of Technology decision.



- 8.7 Students must attend all scheduled classes during the complaints and appeals process (if an appeal is lodged).

## 9. Suspending/ cancelling enrolments

- 9.1 Gippsland Institute of Technology waits until 22 working days after notifying the student of Gippsland Institute of Technology's intention has elapsed, or the outcome of any appeal is known or the student withdraws from the appeal process before suspending or cancelling an enrolment.
- 9.2 Enrolments are suspended or cancelled via PRISMS with reasons noted and all documentary evidence placed in the students file.
- 9.3 Students are notified of the impact of suspending and/ or cancelling their enrolment has on their student visa at all stages during the relevant process in person and in formal communication from Gippsland Institute of Technology. Students are also advised to contact the Department of Home Affairs to identify the impact of any change to their enrolment on their student visa. Contact details: 4/70 Main Street Pakenham, Melbourne Victoria Australia 3000. Telephone (RTO phone number).
- 9.4 All documentation relating to cancelling a student's enrolment is stored in the students' file.

### Documents to be employed when implementing this policy and procedure:

- International student handbook
- Enrolment form
- Written agreement
- Course progress, Fees & refunds and Complaints & appeals policies and procedures
- Student Management System
- Student files
- Application to defer, suspend or cancel enrolment
- Complaints and appeals form
- Course progress and Attendance warning letters (at risk and at high risk)
- Intention to report letter
- Report letters
- Breach of Code of conduct letters

### Revision history

Revision Date	Comment	Revised by
1/12/20	Policy and procedure created	CEO