Deferment, Suspension and Cancellation Procedure

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Approved by	Stanley College Academic Board
Authorised Officer	Vice President Wellbeing & Engagement
Supporting documents, procedures and forms of this policy	Deferment, Withdrawal and Cancellation Policy Course Variation Application Form Student Complaint and Appeals Policy Refund Policy
Related Legislation and Codes of Practice	Education Services for Overseas Students (ESOS) Act 2000 Higher Education Support Legislation Amendment Bill 2017 National Code 2021, Standard 7
Audience	Public

1. PROCEDURE

Cancellation Requests

1.1 Enrolments may be ceased permanently; this can be initiated by the student or by Stanley College.

Student initiated cancellation of enrolment

1.2 Non-commencement of studies: When a student has not or will not commence their course within 31 days of the start date.

1.3 Non-returning: When a student fails to return from an arranged holiday break, suspension or deferment, or fails to enrol in any subjects for the semester.

1.4 Cessation of studies: A student may formally request to cease their enrolment with Stanley College.

Stanley College initiated - Cancellation of enrolment

1.5 Stanley College may choose to defer, temporarily suspend or cancel a student's enrolment under the following circumstances:

- Breach of the Stanley College Student Charter including unsatisfactory course progress or attendance requirement.
- Assault of another student or staff member
- Misbehaviour by the student
- Failure to pay course fees

1.6 Students will be issued with a 'Notice of Intention to Cancel' which will be sent to them **via an email to their Stanley College email account,** as a courtesy a COPY may be mailed to their last known postal address.

1.7 Students will be advised of their right to appeal through the Stanley College Complaints and Appeals Process.

1.8 Students will be notified to contact Department of Home Affairs (DHA) to seek advice about the impact of their student visa.

1.9 Stanley College is required under Section 19 of the ESOS Act 2000, to inform the Department of Home Affairs (DHA) about the cancellation

Deferral/Suspension Requests

1.10 If a student needs to either defer or suspend studies, but intends to continue the course, then at the time of postponement the student must complete a Course Variation Form (CVAF) and provide evidence to show compassionate or compelling circumstances; these must be submitted to the Student Services team. Fees may apply – refer to the *Student Fees Policy and Procedure*.

1.11 Students who wish to defer/suspend their studies may apply for deferment/suspension for up to two semesters.

1.12 Once the completed request has been received, Stanley College will assess the deferment/suspension request within 14 working days.

1.13 Requests for deferment/suspension are not automatically granted and will not be approved to allow commencement at another tertiary program.

1.14 Deferment/suspension will usually be granted only on the grounds of compassionate or compelling circumstances. If deferment/suspension is granted, tuition fees may be transferred to the revised commencement date.

Approved Deferment / Suspension Requests

1.15 If the deferment/suspension request has been approved, Stanley College will:

1.15.1 Cancel the student's CoE; and

1.15.2 Notify the student to contact DHA to seek advice on whether a new visa is required.

1.16 The Student Services team will record the following on Stanley College's Student Management System:

a. The application for the deferment/suspension;
b. The assessment of the deferment/suspension request;
c. All supporting documentation provided by the student;
d. The decision of the deferment/suspension; and
e. The notification sent to the student.

Refused Deferment/Suspension Requests

1.17 If Stanley College refuses the deferment/suspension request, Stanley College will:

a. Issue a written response to the student outlining the reasons for the refusal; and
b. Inform the student of their right to appeal the decision within 20 working days, as per *Student Complaint and Appeals Policy and Procedure*.

1.18 Stanley College will record the following on the College's Student Management System:

a. The application for the deferment/suspension;
b. The assessment of the deferment/suspension request;
c. All supporting documentation provided by the student;
d. The decision of the deferment/suspension; and
e. The notification sent to the student.

Course Withdrawal Requests

1.19 Students may apply to withdraw from the course by the relevant census dates without academic penalty. Students may apply to withdraw from the course after the relevant census dates, but will incur an academic penalty or financial penalty, unless special circumstances apply. Refer to the *Refund Policy* for details.

1.20 Any Stanley College student who wishes to withdraw from their course of study must submit the following to Stanley College:

a. A *Course Variation Application Form (CVAF)*; and
b. Reasons and documentation (where applicable) for the withdrawal.

1.21 Stanley College will process the withdrawal request within 10 working days of receiving a complete application.

Approved Course Withdrawal

1.22 If the withdrawal request has been approved, Stanley College will:

a. Cancel the student's enrolment in the course;
b. Cancel the student's Confirmation of Enrolment (CoE) via PRISMS, and
c. Notify the student to contact Department of Home Affairs (DHA) to seek advice on whether a new visa is required.

1.23 Stanley College will record the following information on the College's Student Management System:

a. The application for withdrawal;
b. The assessment of the withdrawal request;
c. All supporting documentation provided by the student (where applicable);
d. The decision of the withdrawal, and
e. The notification to the student.

Refused Course Withdrawal Requests

1.24 Circumstances where Stanley College will refuse the request:

a. If the student has not completed six months of their principal course (this will be assessed as per the *Student Transfer Policy and Procedure*); or
b. There are outstanding fees owing to Stanley College.

1.25 If Stanley College refuses the course withdrawal, Stanley College will:

a. Issue a written response to the student outlining the reasons for the refusal, and
b. Inform the student of their right to appeal the decision within 20 working days, as per *Student Complaint and Appeals Policy and Procedure*.

1.26 Stanley College will record the following information on the College's Student Management System:

a. The application for withdrawal;
b. The assessment of the withdrawal request;
c. All supporting documentation provided by the student (where applicable);
d. The decision of the withdrawal, and
e. The notification to the student.

Course Extension Requests

1.27 Any Stanley College student who wishes to extend their student visa and receive a new CoE is required to request a course extension. Stanley College will only provide a course extension and a new CoE in the following circumstances:

a. The student can provide evidence to show compassionate or compelling circumstances;
b. An intervention strategy has been implemented or is in the process of being implemented;
c. The student has had an approved deferral of their enrolment, or
d. The student has had their enrolment suspended.

1.28 Any Stanley College student who wishes to request a course extension must provide the following:

a. A *Course Variation Application Form (CVAF)*; and
b. Evidence to demonstrate the student meets one of the requirements specified in 1.24 of this Procedure.

1.29 Once the complete request has been received, Stanley College will assess the course extension request within 10 working days.

Approved Course Extension Requests

1.30 If the course extension request has been approved, Stanley College will:

a. Issue the student an extended CoE for the expected duration of study; and
b. Notify the student to contact DHA to seek advice on whether a new visa is required.

1.31 The Student Services Office will record the following information on Stanley College's Student Management System:

a. The application for course extension;
b. The assessment of the course extension request;
c. All supporting documentation provided by the student (where applicable);
d. The decision of the extension request, and
b. The notification to the student.

Refused Course Extension Requests

1.32 If Stanley College refuses the course extension request, Stanley College will:

a. Issue a written response to the student outlining the reasons for the refusal; and
b. Inform the student of their right to appeal the decision within 20 working days, as per *Student Complaint and Appeals Policy and Procedure*.

1.33 Stanley College will record the following information on the College's Student Management Database System:

a. The application for course extension;
b. The assessment of the course extension request;
c. All supporting documentation provided by the student (where applicable);
d. The decision of the extension request, and
e. The notification to the student.

Review of Decisions and Appeals

1.34 Applicants may seek a review of a decision if they are dissatisfied with the outcome of their application.

1.35 The procedure of assessing complaints is outlined within the *Stanley College Complaint and Appeals Policy and Procedures.*

1.36 If a student lodges a complaint, the student is required to continue with their study and assessments until a decision has been made.

Refunds

1.37 If the student believes they are entitled to a refund, further information can be found in Stanley College's *Refund Policy*.