



DEFERRAL, SUSPENSION AND CANCELLATION POLICY

INTERNATIONAL STUDENTS 2023

Purpose

To provide a documented process for assessing, approving and recording a deferment, suspension or cancellation of study for International students.

Scope

The Australian Global Institute (AGI), hereafter refer to as AGI, 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.

This policy outlines AGI's procedure for assessing, approving and recording a deferment of the commencement of study or suspension of study for the student in accordance with the requirements of the National Code and ESOS Act.

Definitions:

- **Deferral:** means to delay the commencement of a course.
- **Suspension:** means to temporarily delay the enrolment once the course has commenced.
- **Cancellation:** means the cessation of an enrolment on a course.
- **Misbehaviour:** is defined as students who display unacceptable behaviour in accordance with AGI Code of Conduct as outlined in the Student Handbook
- **Compassionate or Compelling circumstances:** is defined as circumstances 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:
 - 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 certificate from a medical practitioner 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,
 - d) 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 these experiences have impacted on the student (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

PROCEDURE:

AUSTRALIAN GLOBAL INSTITUTE (AGI) INITIATED

In accordance with the National Code, AGI can defer or temporarily suspend a student's enrolment on the grounds of:

- a) Compassionate or compelling circumstances, in addition, AGI may suspend or cancel a student's enrolment on the grounds of:
- i. Misbehaviour by the student
 - ii. Failure to comply with the Course Progress or attendance requirements, and any formal warning issued by AGI against these processes including not attending the intervention meetings, and
 - iii. The non-payment of course fees in accordance with the Written Agreement and Payment Schedule.

In any given situation that leads to a deferment, temporary suspension, or cancellation of studies initiated by AGI, formal written notification will be provided to the student. In turn, the student has 20 working days to access AGI internal complaints and appeals process.

The deferment, temporary suspension or cancellation of studies cannot take effect until the internal appeals process has been completed, unless the overseas student's health or wellbeing, or the wellbeing of others, is likely to be at risk.

At the completion of the complaints and appeals process, should the deferment, temporary suspension or cancellation of studies be upheld, AGI will:

1. Inform the overseas student of the need to seek advice from Immigration on the potential impact on their student visa.
2. Report the change to the overseas student's enrolment to the Secretary of DET via PRISMS as required under section 19 of the ESOS Act.



Misbehaviour

To ensure all students receive equal opportunity to gain the maximum benefit from their training, any person(s) displaying the following disruptive behaviour may be asked to leave the session and/or the course following any and all fair process proceedings

Examples of unacceptable behaviour include but are not limited to the following:

- Continuous interruptions of the trainer including use of mobile phone/ social media during class
- Being disrespectful to other participants.
- Smoking in non-smoking areas.
- Harassment by using offensive language.
- Sexual harassment.
- Acting in an unsafe manner that places themselves and others at risk.
- Refusing to participate when required, in group activities.
- Continued absence or late arrival at required times.

Student Initiated

In accordance with the National Code, student's may through formal agreement with Australian Global Institute (AGI), be given permission to defer commencement, temporarily suspend their studies during the course or be granted a leave of absence. This may only occur on the grounds of:

- a) Compassionate or compelling circumstances
- b) Student VISA delay

Deferral

Applications for deferral of the commencement of the course must be made by completing the 'Request for Course Deferral, Suspension or Cancellation' form including any additional evidence and submitting it to AGI Administration Staff prior to the course commencement date.

Once AGI has processed the deferral request, the student will receive a written notification of the outcome.

- a) An updated Confirmation of Enrolment letter and Enrolment Agreement will be provided to reflect the new schedule.
- b) AGI will inform the Secretary of DET via PRISMS as required under the ESOS Act.



Suspension

Applications for Suspension of enrolment must be made by completing a 'Request for Course Deferral, Suspension or Cancellation' form with any additional evidence and submitting it to AGI Administration Staff.

An application for suspension may be considered if a student is not addressing the requirements of the intervention strategy invoked through failing to satisfactorily progress.

- a) Applications must be received at least 10 working days prior to the requested Suspension date.
- b) Applications received less than 10 working days prior to the requested Suspension date will not be processed.
 - i. In the event of an emergency situation requiring Suspension, the submission timeline of 10 working days may be waived by AGI.

Once AGI has processed the suspension request, the student will receive a written notification of the outcome and AGI will inform the Secretary of DET via PRISMS as required under the ESOS Act.

Cancellation

Applications for Cancellation of enrolment must be made by completing a 'Request for Course Deferral, Suspension or Cancellation' form with sufficient documentary evidence to support their reason for cancellation and submitting it to AGI Administration Staff.

Once AGI has processed the Cancellation request, the student will receive written notification of the outcome and can apply for a refund in accordance with the 'Refund Policy'.

- a) If the request is granted, the student will receive a Letter of Release once the Cancellation has been processed. Australian Global Institute (AGI) will inform the Secretary of DET via PRISMS as required under the ESOS Act.
- b) If the request is denied, the student may appeal the outcome in accordance with the Complaints and Appeals Policy within 20 working days.

ROLES AND RESPONSIBILITIES

All documentation relating to deferment, temporary suspension or cancellation of studies will be held in the student's file.

In addition, any discussions with the student and relevant staff members relating to the deferment, temporary suspension or cancellation of studies will be recorded and placed as minutes in the student's file as well as being noted in the Student Management System.

REPORTING PROCESS

1. Student completes and submits a 'Request for Course Deferral, Suspension or Cancellation' form with sufficient documentary evidence to support their application to AGI Administration Staff.
2. Administration Staff record details of the request and then forward the form to Student services to review the application.
3. Student services along with Quality manager will then assess the request and evaluate any supporting evidence, considering the current academic progress of the student.
4. On advice of the Quality Manager, the Student Services officer or delegate will then respond in writing to the student to confirm the decision along with the student's right to appeal the decision in accordance with the Complaints and Appeals Policy.
5. At the completion of the complaints and appeals process, should the deferment, temporary suspension or cancellation of studies be upheld by the complaints and appeals process, or 'extenuating circumstances relating to the welfare of the student apply', then Australian Global Institute (AGI) will inform the Secretary of DET via PRISMS as required under the ESOS Act.
6. Administration Staff are required to place a copy of the 'Request for Course Deferral, Suspension or Cancellation' form and the outcome letter on the student's file and to record the outcome within the Student Management System.