

<h1 style="text-align: center;">Deferral, Suspension or Cancellation of Enrolment Policy</h1>		BCA National Policy Manual Policy Number: BCAP0095 Date of Issue: 14/04/2015 Date of Review: 14/04/2018 Review Date: 14/04/2018 RTO Code: 91758 CRICOS Code: 03419D	
		Authorised by: RB	Issued to: RTO staff & students

1. Purpose

This policy establishes the principles and processes by which BCA National will assess applications from domestic and international students for the deferral (delayed commencement), suspension (leave of absence) or cancellation (withdrawal) of their enrolment to ensure compliance with the rules of BCA National, the Standards for RTO's 2015, the VET Student Loans Act 2016 and related regulation and the Education Services for Overseas Students (ESOS) Act 2000 and Standard 9 of the National Code of practice for providers of Education and Training to Overseas Students 2018.

2. Scope

This policy applies to students who seek to defer, suspend or cancel their enrolment in course of study at BCA National. This policy also applies to company staff who assess and process such voluntary student initiated requests, or must implement a decision by BCA National to suspend or cancel a student's enrolment due to misconduct, including the non-payment of tuition fees.

3. Related Policies

This policy applies to all students of BCA National and should be read in conjunction with the following company policies:

- BCAP0011 General Misconduct & Harassment Policy.
- BCAP0093 Changes to Registered Providers' Ownership or Management Policy and Procedure.
- BCAP0008 Refund Policy.
- BCAP0005 Student Complaints, Grievances and Appeals Policy.

All company policies referenced in this document can be found on the BCA National website

4. Definition of Key Terms

- **"Compassionate or Compelling Circumstances"** means situations generally beyond the control of a student which has an impact on their course progression or wellbeing, such as serious illness or injury, bereavement, exceptional personal hardship or compulsory overseas military service.
- **"Deferment"** means postponement of the commencement date of study that allows the student's place in a BCA National course to be held for a nominated period of time, usually a period of twelve months.
- **"Cancellation"** means withdrawal from the enrolled course of study at BCA National that may be voluntarily activated by the student or forced by BCA National as a result of misconduct

- **"Misconduct"** means any behaviour that is contrary to a policy of the company or to generally accepted social or academic standards, for example but not limited to, harassment or plagiarism.
- **"Suspension, Involuntary"** means a forced finite break from studies which is activated by BCA National as a result of misconduct.
- **"Suspension, Voluntary"** means to take a leave of absence from studies which is activated by the student, usually for a period of up to twelve months.

5. Policy

5.1 International Students

The company has policies and procedures which guide the application by international students for the deferment, cancellation or voluntary suspension of their course of study at BCA National, and how applications are assessed and processed. The Department of Home Affairs (DHA) also have rules under which they will agree to vary a student's visa for the purpose of deferring course commencement or suspending enrolment for a leave of absence. The DHA imposed conditions are very limited and BCA National will abide by these rules when assessing an international student's application for leave in accordance with Standard 9 of the National Code 2018, and are also guided by Standard 8.

The deferment, suspension and cancellation of the enrolment of an international student may impact the visa as issued by DHA. An international student who is considering deferring, suspending or cancelling their enrolment at BCA National should seek further information from DHA on the implications of such a decision on their student visas via their website www.immi.gov.au or telephone 131 881. BCA National will report the deferment, suspension or cancellation of enrolment to the Secretary via PRISMS in accordance with Standard 9 of the *National Code 2018*.

5.2 Domestic Students

For domestic students enrolled in a course with VET Student Loans approval, BCA National will comply with the requirements of the VET Student Loans Act (2016), the VET Student Loans Rules (2016) and advice from the Department of Education and Training to ensure it operates in accordance with its legislative obligations when managing the cancellation of an enrolment for a student undertaking a VET Student Loans approved course.

6. Deferment or Delayed Commencement of Study

6.1 International Students

Activated by Student on Request (Application) prior to Start Date

If an international student is unable to commence their course of study at BCA National in the term for which they applied for, or they commence their studies as enrolled but decide they wish to delay commencement before Start Date, they may apply to defer their study at BCA National to a new agreed commencement date. The maximum period for which deferment will be granted is twelve months, unless there are compelling circumstances to extend this timeframe. International students

should be aware that deferring their study at BCA National may affect their student visa.

Where an international student wishes to defer their course of study, the student must lodge an 'Application to Defer the Commencement of Study' form with the International student officer outlining the reasons for the request. An 'Application to Defer the Commencement of Study' form and the instructions for lodgment can be downloaded from on the Student Resources page of the company website. Applications for deferment should be submitted as soon as a student is aware they are unable to commence study as recorded in their CoE but at least ten working days prior to the commencing term Start Date. Applications for deferment received after Start Date will not be accepted and students will be directed to submit an 'Application to Suspend Enrolment for a Leave of Absence' form to suspend their studies. BCA National will report the deferment of enrolment to the Secretary via PRISMS in accordance with Standard 9 of the *National Code 2018*.

BCA National will only consider an application complete and eligible for assessment when all sections have been completed, the form signed with documentary evidence attached ('completed application'), such as but not limited to:

- a) Medical certificate from a registered medical practitioner.
- b) Statement of support from a counsellor or psychologist.
- c) Certified personal statement of exceptional hardship.
- d) Activation orders for compulsory overseas military service.

BCA National will assess and respond to all completed applications within ten working days. A longer time may be required during peak admission and enrolment times but the process will not exceed fifteen working days.

BCA National may grant approval for a delayed commencement (deferral) on the grounds of compassionate or compelling circumstances, in accordance with Standard 9.2 of the *National Code 2018*.

Where an 'Application to Defer the Commencement of Study' is successful, BCA National will issue an *Acceptance of Deferment Letter* to notify the decision in writing and report the deferral via PRISMS. It is the responsibility of the student to sign and return the letter acknowledging their acceptance of the new commencement date and any subsequent changes to their enrolment. BCA National will hold the student's place in their course of study but it is the student's responsibility to observe the enrolment process in line with the dates as stipulated in the *Acceptance of Deferment Letter*, including providing a copy of the new visa.

Where an 'Application to Defer the Commencement of Study' is denied, BCA National will issue a *Refusal of Deferment Letter* outlining the reasons for refusal and their right to appeal within twenty working days. Students wishing to make an appeal should refer to the ***Student Complaints & Appeals Policy***.

A copy of all applications, decisions and outcomes will be kept on the student file.

6.2 Domestic Students

Domestic students including those enrolled in a course with VET Student Loans approval, may be granted a short deferral or suspension of their studies of no more than 3 months. The student must apply by discussing their situation with their training coordinator. In the event that the student requires a longer period of time it is recommended that the student withdraws and re-applies / enrolls once they are ready to continue with their studies. (Note: If a student withdraws a statement of attainment will be issued for any units of competency successfully completed). This will ensure that students do not accumulate debts or charges unnecessarily. To be eligible for a deferral the student must have compelling circumstances that were not apparent at the time of enrolment and have shown previous progress within their course of study. The granting of a deferral is at the sole

discretion of BCA National and will be assessed on a case by case basis. Notes regarding the deferral will be kept on the students file.

7. Leave of Absence or the Voluntary Suspension of Study

Activated by Student on Request (Application) after Commencement

If an international student who has commenced their course of study at BCA National wishes to take a leave of absence from their studies they may apply to voluntarily suspend their enrolment for a period up to twelve months. International students should be aware that suspending their enrolment at BCA National and taking a leave of absence may affect their student visa. BCA National will report the suspension of enrolment to the Secretary via PRISMS in accordance with Standard 9.3 of the *National Code 2018*.

Where an international student wishes to take a leave of absence from their course of study at BCA National, the student must lodge an '*Application to Suspend Enrolment for a Leave of Absence*' form with the Training Coordinator or International student Officer outlining the reasons for the request. An '*Application to Suspend Enrolment for a Leave of Absence*' form can be downloaded from the Student Resources page of the BCA National website.

Applications for leave should be submitted as soon practical and at least ten days prior to the commencement date of the next term. In accordance with the company **Refund Policy**, applications for leave received after commencement will not be entitled to the refund of tuition fees.

BCA National will only consider an application complete and eligible for assessment when all sections have been completed, the form signed with documentary evidence attached ('completed application'), such as but not limited to:

- a) Medical certificate from a registered medical practitioner,
- b) Statement of support from a counsellor or psychologist,
- c) Certified personal statement of exceptional hardship,
- d) Activation orders for compulsory overseas military service.

BCA National will assess and respond to all completed applications within ten working days. A longer time may be required during peak admission and enrolment times but the process will not exceed fifteen working days.

BCA National may grant approval for a leave of absence (voluntary suspension of study) on the grounds of compassionate or compelling circumstances, in accordance with Standard 9.2 of the *National Code 2018*. The applicant will be advised of the decision in writing.

Where an '*Application to Suspend Enrolment for a Leave of Absence*' is successful, BCA National will issue an *Approval of Leave Letter* and hold the student's place in their course of study but it is the student's responsibility to observe the re-enrolment process in line with the dates as stipulated in the *Approval of Leave Letter*. BCA National will update the CoE via PRISMS in accordance with the agreed return date and expected completion date. Students must provide a copy of the new visa to BCA National before enrolment will be finalised for their return to study at BCA National at the agreed date.

Where an '*Application to Suspend Enrolment for a Leave of Absence*' is denied, the student will be notified in writing of the reasons for the refusal and their right to appeal within twenty working days as per Standard 10 of the *National Code 2010*. Students wishing to make an appeal should refer to the company *Student Complaints & Appeals Policy*. A student's enrolment will be maintained for the duration of the internal appeals process and BCA National will not report any changes to DHA via PRISMS during this time.

A copy of all applications, decisions and outcomes, including the new student visa where applicable, will be kept on the student file.

8. Involuntary Suspension of Enrolment for Misconduct

Activated by BCA National.

Where an international student has displayed or participated in behavior contrary to the **General Misconduct & Harassment Policy** or other company policy or to generally acceptable social or academic standards, BCA National may activate a suspension of study for misconduct.

Where BCA National intends to suspend the enrolment of an international student as a result of misconduct, the student will be issued with a *Notice of Intention to Suspend Enrolment* notifying the intention to suspend, the reasons for the decision and the student's right to appeal within twenty working days in accordance with Standard 8.1 of the *National Code 2007*. BCA National will hold the student's place in their course of study for the period of suspension. It is the student's responsibility to observe the re-enrolment process in line with the dates as stipulated in the *Notice of Intention to Suspend Enrolment*. BCA National will report the suspension of enrolment to the Secretary via PRISMS in accordance with Standard 13.3 of the *National Code 2007*. Students must provide a copy of the new visa to the International Student Officer or Training Coordinator for the student records before they are re-enrolled for their return to study at the date agreed.

Students wishing to make an appeal against suspension for academic misconduct should refer to the company *Student Complaints & Appeals Policy*. A student's enrolment will be maintained for the duration of the internal appeals process and BCA National will not report any changes in PRISMS during this time.

A copy of all decisions and outcomes, including the new student visa where applicable, will be kept on the student file.

9. Cancellation of Enrolment for Misconduct

Activated by BCA National.

9.1 International Students

Where an international student has displayed or participated in behavior contrary to the **General Misconduct & Harassment** or other company policy or to generally acceptable social or academic standards, BCA National may activate the cancellation of their enrolment at the company. In accordance with Standard 13.2 of the *National Code 2007*, BCA National may cancel an international student's enrolment on the grounds of misconduct which may include one or more, but not limited to, the following circumstances:

- a) Unsatisfactory course progress, in accordance with Standard 10 of the *National Code 2007*,
- b) Plagiarism, cheating or collusion,
- c) Harassment or bullying of students, staff or others persons,
- d) Causing or threatening the safety or health of students, staff or other persons,
- e) Non-payment of tuition fees.

Where BCA National intends to cancel the enrolment of an international student as a result of misconduct, the student will be issued with a *Notice of Intention to Cancel Enrolment* notifying the intention to cancel, the reasons for the decision and the student's right to appeal within twenty working days in accordance with Standard 10 of the *National Code 2018*. BCA National will report the cancellation of enrolment to the Secretary via PRISMS in accordance with Standard 10.3 of the *National Code 2018*.

Students wishing to make an appeal against the cancellation of their enrolment for academic misconduct should refer to the company *Student Complaints & Appeals Policy*. A student's enrolment will be maintained for the duration of the internal appeals process and BCA National will not report any changes to DHA via PRISMS during this time.

A copy of all decisions and outcomes will be kept on the student file.

9.2 Domestic Students

For domestic students enrolled in a course with VET Student Loans approval, BCA National will issue the student with an initial Letter notifying the student that they have fallen behind in their studies and a plan to get back on track. A follow up letter notifies of the intention to cancel should the milestones specified not be met, the reasons for the decision and the student's right to initiate grievance procedures within 28 days before the cancellation takes final effect. Where a student initiates a grievance procedure (following BCA National's Complaints, Grievances and Appeals Policy), BCA National will not proceed with the decision to cancel until the grievance procedure has been finalised. Depending on the circumstances, students may be eligible for a fee refund. Refunds will be dealt with in accordance with BCA National's Refund Policy.

10. Cancellation or Withdrawal from a Course

Activated by Student on Request (Application).

10.1 International Students

If an international student is unable to continue their course of study at BCA National they may apply to withdraw or cancel their enrolment at BCA National.

When an international student wishes to withdraw from their course of study at BCA National, the student must lodge an *'Application to Withdraw and Cancel Enrolment'* form with the Training Coordinator or International Student Officer outlining the reasons for the request. An *'Application to Withdraw and Cancel Enrolment'* form can be downloaded from the Student Resources page of the company website.

In accordance with the company **Refund Policy** there are no tuition fee refunds after commencement of studies.

An international student applying to cancel their enrolment to transfer to a course at another registered provider, and has not completed six months of their principal course of study at BCA National, should refer to the *International Student Transfer between Registered Providers Policy* which outlines the DHA imposed conditions by which BCA National must abide in accordance with Standard 7 of the *National Code 2018*.

BCA National will grant approval to withdraw from a course of study on the grounds of compassionate or compelling circumstances, in accordance with Standard 9.2 of the *National Code 2007*.

BCA National will only consider an application complete and eligible for assessment when all sections have been completed, the form signed with documentary evidence attached ('completed application'), such as but not limited to:

- a) Medical certificate from a registered medical practitioner,
- b) Statement of support from a counsellor or psychologist,
- c) Certified personal statement of exceptional hardship,
- d) Activation orders for compulsory overseas military service.

BCA National will assess and respond to all completed applications within ten working days. A longer time may be required during peak admission and enrolment times but the process will not exceed fifteen working days.

BCA National may grant approval to withdraw (cancel enrolment) on the grounds of compassionate or compelling circumstances, in accordance with Standard 9.2 of the *National Code 2007*. The applicant will be advised of the decision in writing.

Where an 'Application to Withdraw and Cancel Enrolment' is successful, BCA National will issue an *Approval of Withdrawal Request Letter*. BCA National will report the cancellation of enrolment to the Secretary via PRISMS in accordance with Standard 9. of the *National Code 2018*.

Where an 'Application to Withdraw and Cancel Enrolment' is denied, the student will be notified in writing of the reasons for refusal and their right to appeal within twenty working days as per Standard 9. of the *National Code 2018*. Students wishing to make an appeal should refer to the company *Complaints & Appeals Policy*. A student's enrolment will be maintained for the duration of the internal appeals process and BCA National will not report any changes to DHA via PRISMS during this time.

A copy of all applications, decisions and outcomes will be kept on the student file.

10.2 Domestic Students

For Domestic students enrolled in a course with VET Student Loans approval, BCA National will manage their voluntary withdrawal from their course using the steps outlined in *P0015 Student Initiated Withdrawal* process.

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<i>Approved by</i>	Rachel Burke	Date : 19/04/2018
<i>Approver signature</i>		
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