



Version 190110

POLICY AND PROCEDURE- Deferment, suspension and cancellation policy and procedures

Purpose

The policy sets out the limited circumstances whereby a student or Acknowledge Education may defer, suspend or cancel a student's enrolment with the Colleges.

Application

The policy covers deferment, suspension and cancellation of enrolment in any course whether initiated by a student or by Acknowledge Education.

Policy and procedures

1. Deferment or Suspension of Studies Initiated by Student

1.1 Deferment of commencement of studies requested by student

- a. Acknowledge Education will only grant a deferment of commencement of studies for compassionate and compelling circumstances. These include but are not limited to:
 - i) illness, where a medical certificate states that the student was unable to attend classes
 - ii). bereavement involving close family members such as parents or grandparents (where possible, a death certificate should be provided)
 - iii) major political upheaval or natural disaster in the home country requiring emergency travel that has impacted on studies
 - iv) a traumatic experience which has impacted on the student (these cases should be, where possible, supported by police or psychologists' reports)
- b. The final decision for assessing and granting a deferment of commencement of studies lies with the Principal/the course coordinator.

1.2 Suspension of study requested by student

- a. Once the student has commenced the course, Acknowledge Education will only grant a suspension of study for compassionate and compelling circumstances. These include but are not limited to:
 - i) illness, where a medical certificate states that the student was unable to attend classes
 - ii) bereavement involving close family members such as parents or grandparents (where possible a death certificate should be provided)
 - iii) major political upheaval or natural disaster in the home country requiring emergency travel that has impacted on studies
 - iv) a traumatic experience which has impacted on the student (these cases should be, where possible, supported by police or psychologists' reports)
- b. The final decision for assessing and granting a suspension of studies lies with the Principal/the course coordinator.



1.3 Assessing requests for deferment or suspension of studies

- a. Applications will be assessed on their merit by the principal.
- b. All applications for deferment or suspension will be considered within 14 working days.

2. Exclusion, Suspension or Cancellation Initiated by Acknowledge Education

2.1 Exclusion from class

- a. Acknowledge Education may exclude a student from class studies on the grounds of misbehaviour by the student. Exclusion may occur as the result of any behaviour identified as resulting in exclusion in Acknowledge Education's Codes of Conduct as provided in the Student Handbook.
- b. Excluded students must abide by the conditions of their exclusion from studies which will depend on the welfare and accommodation arrangements in place for each student and which will be determined by the Principal/course coordinator.
- c. The length of the exclusion will be determined by the Principal or the course coordinator, taking into consideration students' continued access to educational programs, progress and assessments.
- d. Excluded students will be provided with study materials or homework during the period of exclusion. This will be determined by the course coordinator.
- e. Where the student is under 18, the guardian and parents will be notified of the intended exclusion and they will be responsible for the student whilst the period of exclusion is completed.
- f. [International students only] If the exclusion is short-term it will not be recorded on PRISMS. If the exclusion is long term (28 days and above) then Acknowledge Education may initiate a suspension of studies according to (5)(i).

2.2 Suspension of studies for misbehaviour

- a. Acknowledge Education may initiate a suspension of studies for a student on the grounds of misbehaviour by the student. Suspension will occur as the result of any behaviour identified as resulting in suspension in Acknowledge Education's Codes of Conduct.
- b. Suspended students must abide by the conditions of their suspension from studies, which will depend on the welfare and accommodation arrangements in place for each student, and will be determined by the Principal.
- c. [International students only] Students who have been suspended for more than 28 days are required to return to their home country by DHA unless special circumstances exist (e.g. the student is medically unfit to travel).
- d. If special circumstances exist, the student must abide by the conditions of his or her suspension which will depend on the welfare and accommodation arrangements in place for each student and which will be determined by the Principal/course coordinator.
- e. [International students only] Suspensions will be recorded on PRISMS.

2.3 Suspension of studies in compassionate and compelling circumstances

Acknowledge Education may also initiate a deferment or suspension for compassionate and compelling circumstances. These include but are not limited to:

- a. illness, where a medical certificate states that the student was unable to attend classes
- b. bereavement involving close family members such as parents or grandparents (where possible, a death certificate should be provided)
- c. major political upheaval or natural disaster in the home country requiring emergency travel that has impacted on studies
- d. a traumatic experience which has impacted on the student (these cases should be, where possible, supported by police or psychologists' reports)



2.4 Cancellation of enrolment

- a. Acknowledge Education will cancel the enrolment of a student under the following conditions:
 - i) failure to pay course fees
 - ii) [International students only] failure to maintain approved welfare and accommodation arrangements (visa condition 8532)
 - iii) any behaviour identified as resulting in cancellation in Acknowledge Education's Codes of Conduct
 - iv) non-commencement of studies without an accompanying application to defer studies (this will be done within 14 days of the student not showing up)
- b. [International students only] Acknowledge Education is required to report failure to maintain satisfactory course progress to DHA, which will result in automatic cancellation.
- c. [International students only] International students who do not commence a course within five days of the scheduled commencement date will be reported for student default.

3. Complaints and Appeals

- a. The student will receive notice of school-initiated suspensions or cancellations of enrolment and granted 20 business days to appeal the decision in accordance with the Acknowledge Education's Complaints and Appeals Policy.
- b. For the duration of the appeals process, the student is required to maintain his or her enrolment and attendance at all classes as normal. The course coordinator/Principal will determine if participation in studies will be in class or under a supervised arrangement outside of classes.

The following procedures apply for international students only:

- c. School-initiated suspension and cancellation, where the suspension is to be recorded in PRISMS, are subject to Acknowledge Education's Complaints and Appeals Policy.
- d. If students access Acknowledge Education's complaints and appeals processes regarding a school-initiated suspension (where the suspension is recorded in PRISMS) or cancellation, the suspension or cancellation will not be reported in PRISMS until the complaints and appeals process is finalised, unless extenuating circumstances relating to the welfare of the student apply.
- e. Extenuating circumstances include:
 - i) the student refuses to maintain approved welfare and accommodation arrangements (for students under 18 years of age)
 - ii) the student is missing
 - iii) the student has medical concerns, or severe depression or psychological issues which lead the school to fear for the student's wellbeing
 - iv) the student has engaged or threatened to engage in behaviour that is reasonably believed to endanger the student or others
 - v) the student is at risk of committing a criminal offence

4. Notification and Record-keeping

Acknowledge Education will inform the student of its intention to suspend or cancel the student's enrolment where the suspension or cancellation is not initiated by the student, and notify the student that he or she has 20 working days to access the Complaints and Appeals Policy.

The following procedures apply for international students:

- a. Acknowledge Education will notify the Department of Immigration and Border Protection through PRISMS of deferment, suspension or cancellation of enrolment. The information will be electronically transferred to DHA.
- b. Acknowledge Education will also inform the student of the potential effect of the deferment, suspension or cancellation on his or her visa. The student should be advised to contact DHA.



- c. If the student accesses the registered provider's 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.
- d) Extenuating circumstances include:
 - i) the student refuses to maintain approved welfare and accommodation arrangements (for students under 18 years of age)
 - ii) the student is missing
 - iii) the student has medical concerns, or severe depression or psychological issues which lead the school to fear for the student's wellbeing
 - iv) the student has engaged or threatened to engage in behaviour that is reasonably believed to endanger the student or others
 - v) the student is at risk of committing a criminal offence

5. **Template Deferment, Suspension or Cancellation Notification**

DATE:

Dear [Student],

Acknowledge Education would like to inform you of its decision to (defer/suspend/cancel) your enrolment with us. The reason behind the (deferment/suspension/cancellation) is: (delete all that do not apply)

- a. due to compassionate grounds
- b. due to misbehaviour
- c. due to failure to pay course fees
- d. due to failure to maintain approved welfare and accommodation arrangement
- e. due to failure to maintain satisfactory course progress
- f. due to failure to maintain satisfactory attendance

You have the right to access the College's Complaints and Appeals Policy within 20 days of receiving this notification.

It is also important for you to contact the Department of Immigration and Border Protection because deferment, suspension or cancellation of enrolment may affect your student visa.

Should you have any other questions, please do not hesitate to contact your course coordinator/Principal or the Registrar of Acknowledge Education on 03 9663 3399 or at 168 Exhibition Street, Melbourne 3000.

Yours sincerely,

[Signed]

[Name]

Course Coordinator/Principal (delete that which does not apply)



Document approval

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Review due date: 1 January 2021
Related documents: Plagiarism and Collusion Policy and Procedure
Complaints and Appeals Policy
Student Code of Conduct
Responsibilities: Dean of Studies, VET program co-ordinators, Registrar

Document change and review log

Date	Version	By	Notes
19/04/2012	1.3		Last review/edit
17/04/2013	2.0	RF	New format, reviewed, made notice requirements more explicit
20/06/2014	2.1	BS	Change to AE, change gov. dep. names
30/06/2016	2.2	BS	Change logos, format document
190110	190110	BS	Remove DIPB