



## Deferral, Suspension and Cancellation Policy and Procedure

### Purpose

The purpose of this policy is to outline Sydney International Business College approach in assessing, approving and recording a deferral, suspension and cancellation of an overseas student's enrolment initiated by the student and/or the college.

The practices followed will be in compliance with Standard 9 of National Code 2018.

### Scope

This policy applies to all prospective and current overseas students enrolled in the college.

### Definitions

|                           |                                       |
|---------------------------|---------------------------------------|
| College                   | Sydney International Business College |
| CoE                       | Confirmation of enrolment             |
| Student Management System | Axcelerate                            |

### Policy

#### 1. Student-Initiated Request

- It may only defer or suspend an overseas student's enrolment on the basis of compassionate or compelling circumstances and documentary evidence will be required to support such claim.

Compassionate and/or compelling circumstances may include but not restricted to the following:

- Are generally beyond the control of the overseas student and which have an impact upon the overseas student's course progress or wellbeing. This may include, but not restricted to the following:
  - Serious illness or injury, where a medical certificate is provided that states that the overseas student is unable to attend classes
  - Bereavement of close family members such as parents or grandparents, supported by a death certificate where possible
  - Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the overseas student's studies
  - 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 this has impacted on the overseas student, supported by police or psychologists' reports
  - Where the college is unable to offer a pre-requisite unit or the overseas student has failed a pre-requisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol.

Professional judgement will be used to assess each case on its individual merits.

- When there is an approval of deferral, suspension or cancellation, it will:



- Notify the overseas student to seek advice from the Department of Immigration on the potential impact on their visa
- Report the change to the overseas student's enrolment as per the requirements outlined in section 19 of the ESOS Act.
- It will maintain a record of any decision to defer, suspend or cancel the overseas student's enrolment for two years after the overseas student has ceased to be an accepted student.

## 2. College-Initiated Request

- It may only suspend or cancel an overseas student's enrolment on the following basis (inclusive but not limited to the following):
  - Misbehaviour by the student
  - Failure to pay tuition and non-tuition fees as stated in the offer letter and written agreement.
  - A breach of course progress or attendance requirements as set out in Standard 8 (overseas student visa requirements)
  - When fraudulent evidence or documents are provided to the college.
  - There are reasons other than compassionate or compelling circumstances.
- Prior to imposing a suspension or cancellation initiated by the college, it will:
  - Notify the overseas student in writing of its intention and the reasons for doing so
  - Inform the overseas student of their right to dispute by accessing the college's internal complaints and appeals process within 20 working days
- The suspension or cancellation of the overseas student's enrolment will not take effect until the internal appeals process is completed unless the overseas student's health or wellbeing, or the wellbeing of others, is likely to be at risk. Circumstances may include:
  - The overseas student refuses to maintain their approved care arrangements if they are under 18 years of age.
  - The overseas student is missing
  - The overseas student has medical concerns, severe depression or psychological issues which lead the college to fear for the overseas student's wellbeing.
  - The overseas student has engaged or threatened to engage in behaviour that is reasonably believed to endanger the overseas student or others
  - The overseas student is at risk of committing a criminal offence.

Evidence of any of the above will be retained by the college.

- When there is an approval of deferral, suspension or cancellation, it will:
  - Notify the overseas student to seek advice from the Department of Immigration on the potential impact on their visa
  - Report the change to the overseas student's enrolment as per the requirements outlined in section 19 of the ESOS Act.
- It will maintain a record of any decision to defer, suspend or cancel the overseas student's enrolment for two years after the overseas student has ceased to be an accepted student.



## Procedure

| Student-initiated deferrals, suspension or cancellation before course commencement  | Responsible Person |
|---|--------------------|
| 1. Require the student to complete Deferral/Suspension/Cancellation form.   | Admission Team     |
| 2. Require the student to send the completed form along with the documentary evidence to <a href="mailto:info@sibc.nsw.edu.au">info@sibc.nsw.edu.au</a> or in person.<br><br>If the request relates to change of a course, a new enrolment form will need to be completed.  |                    |
| 3. Assess the request along with its documentary evidence. Contact the student if further clarification is required.<br><br>Reasons for the request may include, but not restricted to the following: <ul style="list-style-type: none"> <li>• Visa rejection</li> <li>• Delay in visa approval/grant</li> <li>• Change of course</li> <li>• Compassionate and/or compelling reasons</li> <li>• The inability to acquire an airline ticket</li> </ul> |                    |
| 4. Advise the student of the outcome in writing within 20 working days.   |                    |
| 5. If relevant, send a revised Offer Letter and Written Agreement to sign to indicate acceptance. Confirmation of enrolment (CoE) is issued following the acceptance.<br><br>This only applies to the student wanting to change their course.   |                    |
| 6. If applicable, arrange a refund in line with Refund Policy and Procedure.  |                    |
| 7. Secure all records, including the decision and documentary evidence, in the Student Management System under the student's profile for two years after the student has ceased to be an accepted student.  |                    |

| Student-initiated deferrals, suspension or cancellation after course commencement   | Responsible Person |
|---|--------------------|
| 1. Require the student to complete Deferral/Suspension/Cancellation form.   | Admission Team     |
| 2. Require the student to send the completed form along with the documentary evidence to <a href="mailto:info@sibc.nsw.edu.au">info@sibc.nsw.edu.au</a> or in person.               |                    |
| 3. Assess the request along with its documentary evidence. Contact the student if further clarification is required.  |                    |
| 4. <b>A. For Deferral/Suspension Request</b><br><br>Determine the outcome of the request and approve only if compassionate and/or compelling circumstances exist as outlined above. |                    |



## B. For Cancellation Request

Determine the outcome of the request. Reasons for cancellation approval may include but not restricted to the following:

- Early completion
- Student transfer to another provider, which is assessed in line with the Overseas Student Transfer Policy and Procedure
- Student deciding to leave Australia and returning to their home country
- Student has passed away and the family is requesting for a refund.
- Student no longer holds a student visa.

*Note: professional judgement will be exercised to assess each case on its individual merits & evidence provided by the student to support such claim will also be assessed.*

5. Advise the student of the outcome in writing within 20 working days.

6. If approved, notify the student in writing to seek advice from the Department of Immigration on their potential impact on visa and report the change to the overseas student's enrolment in PRISMS.

Issue a new confirmation of enrolment (CoE) when the end date of existing CoE is impacted. If a new date is not known, create the new CoE when the information is received from the overseas student.

*Use Approval Outcome Email Template.*

7. If rejected, notify the student in writing and their right to dispute the decision by accessing the Complaints and Appeals Policy and Procedure within 20 working days.

*Use Rejection Outcome Email Template.*

8. Ensure the periods of deferral or suspension are not included in the attendance monitoring calculations.

9. Arrange a refund if applicable, in line with Refund Policy and Procedure.

9. Secure all records, including the decision and documentary evidence, in the Student Management System under the student's profile for two years after the student has ceased to be an accepted student.

## College-initiated deferral, suspension or cancellation of enrolment

## Responsible Person

1. Determine if deferral, suspension or cancellation should be initiated by the college.

Circumstances that grant the above may include, but not restricted to the following:

- Misbehavior by the student
- Failure to pay tuition and non-tuition fees as stated in the offer letter and written agreement.





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|--|--|
| <ul style="list-style-type: none"> <li>• A breach of course progress or attendance requirements as set out in Standard 8 (overseas student visa requirements)</li> <li>• When fraudulent evidence or documents are provided to the college.</li> <li>• There are reasons other than compassionate or compelling circumstances.</li> </ul>  |  |
| <p>2. Notify the student in writing of the following prior to imposing the initiated action:</p> <ul style="list-style-type: none"> <li>• Its intention to defer/suspend/cancel</li> <li>• Its reason/s</li> <li>• Their right to dispute such intention by accessing the college's internal Complaints and Appeals Policy and Procedure within 20 working days.</li> </ul> <p>Use <i>College-Initiated Action Email template</i>.</p> |  |
| <p>3. Ensure the deferral/suspension/cancellation is only finalised after the internal appeal is completed unless the health and wellbeing of student or others are at risk as set out above. Evidence of such is to be retained by the college.</p>   |  |
| <p>4. If approved, notify the student in writing to seek advice from the Department of Immigration on their potential impact on visa and report the change to the overseas student's enrolment in PRISMS.</p>  |  |
| <p>5. Secure all records, including the decision and documentary evidence, in the Student Management System under the student's profile for two years after the student has ceased to be an accepted student.</p>  |  |

### Related Documentation

- Deferral/Suspension/Cancellation Form
- Approval Outcome Email Template
- Rejection Outcome Email Template
- College Initiated Action Email Template



## Document Control

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|--|---------------------------------------|
| Policy Owner:                          | Sydney International Business College |
| Endorsed By:                           | CEO                                   |
| Person Responsible for Implementation: | Admission Manager                     |
| Date:                                  | November 2022                         |
| Version:                               | 1.0                                   |

