

# Deferral, Suspension & Cancellation Policy

## PURPOSE:

1. The purpose of this policy is to outline the circumstances in which a student can defer, suspend or cancel their enrolment with Quality Training & Hospitality College (QTHC) and where QTHC can initiate the suspension or cancellation of the student's enrolment.

The policy is in accordance with Standard 13 of the National Code 2007.

## SCOPE:

2. The policy applies to all international students currently enrolled with QTHC in a CRICOS approved course. It covers student initiated deferral, suspension and cancellation, as well as suspension and cancellation initiated by QTHC.

QTHC may only enable students to defer or temporarily suspend their studies, during the course through formal agreement in certain limited circumstances.

This policy outlines QTHC 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 the Student Handbook and Code of Conduct

**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 death certificate 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)
- i. The above circumstances are only some examples of what may be considered compassionate or compelling circumstances. The International Student Support Officer together with the

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- ii. Managing Director and/or National Administration Manager will use their professional judgement to assess each case on its individual merits.
- e) Inability to begin studying on the course commencement date due to delay in receiving a Student VISA

## PROCEDURE:

### QUALITY TRAINING & HOSPITALITY COLLEGE INITIATED

3. In accordance with the National Code, QTHC can defer or temporarily suspend a student's enrolment on the grounds of:
  - a) Compassionate or compelling circumstances, or
  - b) Misbehaviour by the student
4. In addition to a deferment or temporary suspension, QTHC may cancel a student's enrolment on the grounds of:
  - a) Serious misbehaviour by the student
  - b) Failure to comply with the Contract Agreement for Course Progress and Attendance, and any formal warning issued by QTHC against these processes, and
  - c) The Non-Payment of Course Fees in accordance with the Contract Agreement and Payment Schedule, or any agreed payment arrangement.
5. In any given situation that leads to a deferment, temporary suspension or cancellation of studies, instigated by QTHC, formal written notification will be provided to the student. In turn, the student shall have 20 working days to access QTHC Internal Complaints and Appeals process.

The deferment, temporary suspension or cancellation of studies cannot take effect until the Internal Complaints and Appeals process has been completed, unless extenuating circumstances relating to the welfare of the student apply.

6. 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 hearing, QTHC will inform the Secretary of the Department of Education (DoE) via PRISMS as required under the ESOS Act.

### Misbehaviour

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

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

- a) Continuously interrupting the trainer.
- b) Smoking in non-smoking areas.
- c) Being disrespectful to other participants.
- d) Bullying or harassment including sexual harassment
- e) Using offensive language.
- f) Acting in an unsafe manner that places themselves and others at risk.

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- g) Refusing to participate when required, in group activities.
- h) Continued absence or late arrival at required times.

## STUDENT INITIATED

8. In accordance with the National Code, students may through formal agreement with QTHC, 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, or
  - b) Student VISA delay

## Deferral

9. Applications for deferral of the commencement of the course must be made by completing a Deferral, Suspension and Cancellation Form (DSC) with any additional evidence and submitting it to QTHC International Student Support Officer prior to the course commencing.
  - a) The DSC Form can be submitted via Email, Fax and Mail or in Person.
10. Once QTHC has processed the deferral request, the student will receive written correspondence of the outcome.
  - a) An updated Confirmation of Enrolment letter and Enrolment Agreement will be provided to reflect the new schedule.
  - b) QTHC will inform the Secretary of DoE via PRISMS as required under the ESOS Act.

## Suspension

11. Applications for Suspension of enrolment must be made by completing a DSC Form with any additional evidence and submitting it to QTHC International Student Support Officer.
  - 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 QTHC.
  - c) Student needs to be aware that suspending enrolment for any length of time may impact their timetable or the finish date of their course. The student will need to meet with the International Student Support Officer prior to suspension, to discuss any changes to schedule required due to the suspension of enrolment.
12. Once QTHC has processed the Suspension request, the student will receive written correspondence of the outcome.
  - a) QTHC will inform the Secretary of DoE via PRISMS as required under the ESOS Act.

## Cancellation

13. Applications for Cancellation of enrolment must be made by completing a DSC Form with any additional evidence and submitting it to the International Student Support Officer.
  - a) The DSC Form can be submitted via Email, Fax, Mail or in Person.

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14. Once QTHC has processed the Cancellation request, the student will receive written correspondence of the outcome.
  - a) If the request is granted and the student is within the first 6 months of their principle course, the student will receive a written Letter of Release.
    - i. Once the Cancellation has been processed, QTHC will inform the Secretary of DoE via PRISMS as required under the ESOS Act.
  - b) If the request is denied, then the student may appeal the outcome in accordance with the Complaints and Appeals Policy.

## **GUIDELINES AND IMPLICATIONS OF DEFERRAL, SUSPENSION OR CANCELLATION**

15. Should a student enrolment be temporarily suspended for a period of 28 days or longer, the student must return home, unless special circumstances exist.
16. Students are to be made aware that:
  - a) Students can only temporarily suspend enrolment for a maximum period of six months,
  - b) Deferral, Suspension or Cancellation of enrolment may affect the student's VISA, and;
  - c) If the enrolment is suspended for a period greater than six months, the student's visa may be cancelled by DIBP.
  - d) Cancellation fees or additional charges may apply as outlined in QTHC's Refund Policy.

## **ROLES AND RESPONSIBILITIES**

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

## **REPORTING PROCESS**

### **Quality Training & Hospitality College Initiated**

- a) International Student Support Officer to bring to the attention of the Director and/or the National Administration Manager any instance warranting QTHC initiated deferment, suspension or cancellation.
- b) Director will then assess the case and evaluate any supporting evidence, taking into account the current attendance and academic progress of the student
- c) Director will inform the student of the decision and intended course of action along with the student's right to appeal the decision in accordance with the Complaints and Appeals Policy
  - i. 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 hearing, or 'extenuating circumstances relating to the welfare of the student apply', then QTHC will inform the Secretary of DoE via PRISMS as required under the ESOS Act
- d) International Student Support Officer to file all documents in the student's file.

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## Student Initiated

- a) Student completes and submits a DSC Form with any supporting evidence to QTHC International Student Support Officer
- b) International Student Support Officer together with Managing Director and/or National Administration Manager will then assess the request and evaluate any supporting evidence, taking into account the current attendance and academic progress of the student
- c) International Student Support Officer will then respond in writing to the advise the student of the outcome
  - i. The student has the right to appeal the decision in accordance with the Complaints and Appeals Policy
- D) International Student Officer to file this letter in the students file.

## APPENDIX

### National Code

Standard 13 – Deferring, suspending or cancelling the student’s enrolment

Outcome of Standard 13

Registered providers 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.

13.1 The registered provider must have in place documented procedures for assessing, approving and recording a deferment of the commencement of study or suspension of study for the student, including keeping documentary evidence on the student’s file of the assessment of the application.

13.2 The registered provider can only defer or temporarily suspend the enrolment of the student on the grounds of:

- a) Compassionate or compelling circumstances (e.g. illness where a medical certificate states that the student is unable to attend classes), or
- b) Misbehaviour by the student.

13.3 The registered provider must:

- a) Inform the student that deferring, suspending or cancelling his or her enrolment may affect his or her student visa, and
- b) Notify the Secretary of DoE via PRISMS as required under section 19 of the ESOS Act where the student’s enrolment is deferred, temporarily suspended or cancelled.

13.4 The registered provider must 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 registered provider’s internal complaints and appeals process as per Standard 8.1. If the student accesses the registered provider’s internal complaints and appeals process, the 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.

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