

Deferment, Suspension and Cancellation Policy and Procedure

Policy Context

Purpose

The purpose of this policy is to establish the processes by which AUIPT Group PTY LTD trading as Australian Institute of Professional Technique (AUIPT), will assess applications from international students for deferral (delayed commencement), suspension (leave of absence) or cancellation (withdrawal) of their enrolment to ensure compliance with the **National Code 20018 – Standard 13**.

Definitions

- a) Deferment – postpone the start of study
- b) Suspension – temporarily put studies on hold will already enrolled
- c) Cancellation – permanently cancel an enrolment
- d) Non-Commencement – student does not commence on their expected start date of their CoE and has not contacted AUIPT to defer their course.

Deferring

Students wishing to defer or temporarily suspend their enrolment may only do so when there are compelling or compassionate circumstances. Compelling or compassionate circumstances may include, but are not limited to:

- a) Serious illness
- b) Serious illness or death of a family member necessitating a return to the student's home country
- c) Serious injury
- d) Major upheaval in home country requiring the student to return home
- e) Natural disaster
- f) Unavailability of courses
- g) Visa delay.

If a student wishes to defer, they must complete a Deferment, Suspension or Cancellation of Enrolment Form and lodge with AUIPT prior to course commencement. They must also attach any documentary evidence verifying their situation (for example, a medical certificate). AUIPT will assess the application and decide within seven business days. Suspension of studies is allowed for a maximum period of six months. If an international student's application for deferral or suspension is approved, AUIPT will notify the Department of Home Affairs through Provider Registration and International Student Management System (PRISMS). If the application is successful, a new CoE will be issued to the student.

Suspension

If students wish to suspend their studies, they must complete a Deferment, Suspension or Cancellation of Enrolment Form and lodge with AUIPT. They must also attach any documentary evidence verifying their situation. Suspension of studies will only be granted if the application meets specific criteria:

- a) Compelling circumstances such as:
 - i. Serious illness or injury, where a medical certificate states that the student was unable to attend workshops;
 - ii. Bereavement of a close family member such as a parent or grandparent (where possible, a death certificate should be provided);
 - iii. Major political upheaval or natural disaster in the home country requiring emergency travel; or

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- iv. A traumatic experience such as involvement in, witnessing a serious accident, or witnessing or being the victim of a serious crime. Such cases as these should be supported by reports from police or psychologists.
- b) Compassionate grounds

Suspension or cancellation of enrolment by AUIPT

AUIPT has the right to cancel or suspend a student's enrolment in the following circumstances:

- If a student submits fraudulent documents to gain admission to AUIPT
- If a student does not maintain satisfactory course progress in accordance with the Course Progress Policy for international students
- If a student does not commence on their expected start date of their CoE and has not contacted AUIPT to defer their course
- If the student behaves in a way that could potentially bring the Institute into disrepute
- If a student does not pay the required fees
- If a student behaves in a way that threatens their own health and safety and/or threatens the health and safety of another student or staff member.
- If the student has received two formal warnings from the Institute for disobeying Institute rules. A formal warning will be issued if a student:
 - i. Disobeys any Institute rules as set out in the Student Handbook
 - ii. Knowingly engages in material plagiarism, cheating or academic misconduct
 - iii. Does not abide by the email and Internet rules as stipulated by the Institute
 - iv. Engages in any form of harassment (racial, sexual or verbal) or bullying towards another student or staff member
 - v. Misuses or wilfully damages Homestay or Institute facilities, equipment or property.

Cancelling an enrolment

Students wishing to cancel their enrolment must complete a Deferment, Suspension or Cancellation of Enrolment Form and attach all supporting documentation. The student will receive notification in writing of the result of the request. If the student has not completed the first six months of their principal course, they must provide a letter of offer from an alternative provider. See the policy on *"Transfer Between Providers, Policy and Procedure."*

PLEASE NOTE: Deferring, suspending or cancelling your enrolment may affect your student visa.

Non-commencement of studies

If a student (whose visa is already granted) does not commence on their expected start date of their CoE and has not contacted AUIPT to defer their course, they will be contacted by Student Support Team within 2 days of the agreed starting date.

Suppose the student does not commence the course or requests a deferral within 7 days of the agreed starting date. In that case, Student Support Team will send a non-commencement of studies informing the student of the Intention to Cancel due to non-Commencement.

AUIPT will notify the student in writing of its intention to cancel or suspend their enrolment. Students may appeal any decision to cancel or suspend their enrolment. This appeal must be made in writing to the CEO of the Institute

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within 20 business days from the date of the Intention to Cancel or Suspend Notice. Students should refer to AUIPT's Complaints and Appeals Procedures if they wish to lodge an appeal. If an international student's enrolment is suspended or cancelled, AUIPT will notify the Department of Home Affairs through Provider Registered International Student Management System (PRISMS).

NB. If the student accesses the AUIPT internal complaints and appeals process, the suspension and cancellation of the student's enrolment cannot take effect until the internal process is completed unless extenuating circumstances relating to the welfare of the student apply.

Complaints and Appeals

If the student chooses to enact the complaints and appeals process:

- a) This must be lodged within 20 working days from the date of issue;
- b) If the student opts for appeal process, the suspension or cancellation of the student's enrolment will not take effect until the process is completed, unless there are reasonable and compelling circumstances relating to the student's welfare;
- c) Students who are already enrolled will continue to be enrolled and their course progress will continue to be monitored;
- d) If the appeal is not upheld or the student withdraws from the appeal process, then the Institute must report the student to the Department of Home Affairs via PRISMS.

Publication

This policy once approved, will be available to all students and staff by accessing AUIPT Intranet or on request. This policy will also be available through AUIPT's website as well.

This policy and procedure will form part of the information distributed and communicated during staff orientation.

Review Process

The policy and procedure will be reviewed annually by the Operations Manager.

Document Name	Deferment, Suspension & Cancellation Policy	Author	Compliance Consultant
Date Reviewed	June 2024	Reviewed by	Operations Manager
Next Review Date	June 2025	Approved by	CEO