

Student Deferral, Suspension and Cancellation Policy and Procedures

Scope

This Student Deferral, Suspension and Cancellation Policy and Procedures applies to all Headmasters Academy Pty Ltd (hereafter referred to as HeadMasters) students.

Purpose

This Policy provides information on:

- How and when students enrolment patterns can be varied, and
- The processes that need to be followed in varying a student's enrolment.

Definitions

In this policy the following terms have the outlined meanings:

- Deferral, that is a postponement of commencement of a course
- Suspension, that is the temporary postponement of enrolment during a course
- Cancellation, referring to a cessation of enrolment in a course.

Policy Statements

The following must occur for a student's enrolment to be deferred, suspended or cancelled:

- 1) Students wishing to defer, suspend or cancel their enrolment must apply in writing on the "Student request to defer suspend or cancel a course form" which must be supported by supporting evidence.
- 2) The student must also meet one of the following conditions:
 - Unavailability of a course/ pre-requisite subject
 - Visa delay
 - Evidenced compassionate and compelling circumstances. Compassionate or compelling circumstances are situations generally beyond the control of the student which have an impact on the student's course progress or wellbeing. These could include but are not limited to:
 - Serious illness or injury, where medical certificate states that the student was or will be unable to attend classes;
 - Bereavement of close family members such as parents or grandparents (where possible, death certificates should be provided);
 - Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; or

- 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 student (these cases should be supported by police or psychologists' reports).

NB - Supporting documents verifying the compassionate and compelling circumstances must be provided together with the application e.g. Medical Certificates or police reports and be kept on the student's file.

Once an application is received, HeadMasters will:

- Acknowledge the application, and
- Assess the application and make a decision within seven (7) business days.
 - Where an application is successful HeadMasters will notify the student of the outcome in writing and update enrolment information in the Providers Registration and International Student Management System (PRISMS) database. The overseas student will also be advised to seek advice from the Department of Home Affairs (DHA) of the potential impact on their visa.
 - Where an application is unsuccessful, HeadMasters will notify the student of the outcome in writing and inform them of the reason for the decision as well as their right to access HeadMasters' complaints and appeals process within 20 days of the decision.
- All decisions to defer, suspend or cancel an overseas student's enrolment will be recorded in PRISMS and the student's file.

Procedural Statements

A. Student initiated deferral, suspension or cancellation Deferral

prior to commencement

- New students may defer their enrolment only once, subject to HeadMasters' prior approval.
- HeadMasters will generally allow new students to defer the start of their course to the following intake.
- Students should note that tuition fees and administrative fees may change when and if a new offer of enrolment is provided.
- When the deferral is processed the student will receive a revised Letter of Offer and Confirmation of Enrolment (CoE).

Suspending an enrolment

While it is not advised, in some situations students may need to, or may request to, take leave of absence during a study period. Students should contact HeadMasters if they:

- wish to take leave of absence from class for 5 or more consecutive days; or

- expect to miss the start of a course of study.

If a student needs to be absent for an extended period and is unable to maintain their academic progress, they may need to discuss suspending their studies with an HeadMasters representative.

- All applications to suspend study should be submitted at least 14 days prior to the proposed suspension date.
- The maximum suspension period is six (6) months. Extensions beyond this time will only be granted in exceptional circumstances and on HeadMasters' complete discretion.

Cancelling an enrolment

- A student can cancel their enrolment with HeadMasters in writing. NB – financial consequences may apply in accordance with the student's written agreement (signed Offer Acceptance) and HeadMasters' Refund Policy.
- Generally, a student will be granted a release if the student has completed the first six months of their principal course or where they meet other conditions outlined in Standard 7 of the National Code. See Student Transfer and Release Policy.

U18 Students variation of enrolment

- All students under 18 years of age wishing to defer, suspend or cancel their course must in addition to the above requirements supply a written request from their parent or legal guardian at the time of application.
- Adequate welfare and accommodation arrangements must be in place before any modification of their enrolment will occur.

Deferring, suspending or cancelling an enrolment may affect an international student's visa where applicable. All international students should contact their nearest DHA office or refer to <https://www.homeaffairs.gov.au/> for further information.

B. Situations when HeadMasters may defer, suspend or cancel a student's enrolment

- HeadMasters may defer the commencement of a course when a course is not offered.
- HeadMasters may cancel or suspend your enrolment for:
 - Misconduct – where behaviour of a student:

- Has been in serious breach of a college rule
- Is in breach of enrolment conditions
- Is considered to provide a threat to the wellbeing of other students or staff
- Failing to meet the requirements of the Course Progress and Monitoring Policy (and Standard 8 of the National Code).
- Non-payment of tuition fees
- Non-commencement or non re-enrolment in a compulsory study period.

Headmasters' obligations when varying an U18 student's enrolment

When HeadMasters seeks to vary an U18 student's enrolment, a copy of the notice of Intent to Defer, Suspend or Cancel Enrolment will be forwarded to the parents or legal guardian. HeadMasters will liaise with the parents or legal guardian to achieve the best possible outcome.

HeadMasters will continue to check the suitability of accommodation and welfare arrangements until:

- The student has been accepted by another registered provider and that the registered provider takes over responsibility for approving the student's accommodation, support and general welfare arrangements;
- The student leaves Australia; or
- Other suitable arrangements are made that satisfy migration regulations; or
- HeadMasters reports to DHA via PRISMS that it can no longer approve the arrangements of the student.

Cancelling enrolment

Where a suspension or cancellation is initiated by HeadMasters, affected students will receive a notice of Intention to Report. This notice will clearly identify that a student has 20 working days to access HeadMasters' internal complaints and appeals process. When the appeals process is initiated, HeadMasters will maintain the student's enrolment until the internal appeals process is complete.

The suspension or cancellation of a International student's enrolment initiated by HeadMasters will be entered into PRISMS on completion of the 20 working days or at the end of the appeals process if the appeal is not upheld.

If a student does not commence a course or does not reenrol in a compulsory study period (without prior approval) the student will be deemed to have notified cessation of studies and the relevant COE/s will be cancelled without further notice.

International Students should note that a suspension or cancellation of a CoE may impact the student's visa. Students should thus seek advice from the Department of Home Affairs on the potential impact to their visa as a result of this change in course.

VET Student Loans Withdrawals

Students who have accessed VET Student Loans, can withdraw from the course or part of the course. Once the student's intention is determined, HeadMasters will inform the student in writing of the debt they have incurred for any units of study which census dates have passed.

The date the student contacts HeadMasters requesting withdrawal, will be considered as the "date for withdrawal" for the determination of the student's debt.

If the reason for withdrawal stated by the student could be considered as special circumstances, the student will be provided with the recrediting procedure for their consideration. Please refer to HeadMasters VET Student Loans Re Credit Policy

Withdrawal prior to Census Date

- An eligible student withdrawing from a unit of study on or before the census date will be refunded all applicable tuition fees paid up front. The Campus Manager may approve a refund of incidental fees paid.
- An eligible student who receives a Commonwealth student loan who withdraws from a unit of study on or before the census date will not incur a debt for the tuition fees for that unit.
- An eligible student who withdraws from a unit of study on or before the census date will be entitled to a recredit/refund of the tuition fees. Exceptions to this will be in circumstances covered by the Tuition Assurance

Withdrawal from a unit of study after the Census Date

- An eligible student who withdraws from a unit of study after the census date will be liable for the full debt for tuition fees for this unit of study.
- Once a unit of study has been graded, no refund will be given.
- A remittance of a Commonwealth student loan will only be given under special circumstances.. Please refer to HeadMasters VET Student Loans Re Credit Policy

HeadMasters VSL Initiated Cancellation:

Where HeadmMasters intends to cancel a student's enrolment in a VSL approved course, or a part of an approved course, after the census day for the course, HeadMasters will:

- Inform the student of the proposed cancellation; and
- Provide the student with at least 28 days to initiate grievance procedures before the cancellation takes final effect as per the Complaints and Appeals Policy.
- provide for the cancellation to take final effect only after any grievance procedures initiated by the

student have been completed; and

- set out the circumstances in which fees for the course, or the part of the course concerned will, or will not be, refunded.

VSL Re-enrolment after Withdrawal

If a student withdraws from an approved course, or a part of an approved course, HeadMasters will not enrol the student in an approved course or a part of an approved course without the written permission of the student (which must be given after the withdrawal).

If a student wishes to re-enrol in a part of an approved course with HeadMasters in circumstances where the student had earlier withdrawn from a part of the course undertaken with HeadMasters, they will need to complete the enrolment process and will be required to discuss the impact of the previous loan, (if applicable) as well as the reason for reenrolment.

Students who have accessed VSL and already passed at least one census date, will be provided with 28 days to initiate the Complaints and Appeals Policy prior to the withdrawal being finalised. The communication will also include the debt incurred and any other fees which may or may not be refunded.