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International Inbound Students
Deferment, Suspension or Cancellation
of Enrolment Policy
Version 2

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Document: **International Inbound Students
Deferment, Suspension or
Cancellation of Enrolment Policy**

Document No.: **AAS-AA-POL043**

Process Area: **International**



1 Document Control

Version	Date	Amended by	Changes Made
1	10/07/2014	Executive Director	Initial document
1.1	30/01/2018	Student Recruitment & Marketing Senior Coordinator International	Update policy to new template. Reflect changes to staff titles. Update requirements of National Code 2018
1.2	25/7/2019	Manager, International Student Policy & Monitoring	Update requirements of Standard 9
2	23/10/2019		Final

2 Purpose

To document Box Hill Institute's policy for the deferment, suspension and cancellation of inbound international student enrolments in accordance with Standard 9 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

3 Scope

This policy applies to all inbound international students enrolled at Box Hill Institute (the Institute) and in the case of deferment, all students who have been issued with a confirmation of enrolment (CoE) by the Institute. It also applies to all employees dealing with deferment, suspension or cancellation of enrolment for inbound international students.

4 Policy Statement

International students are able to defer the commencement of their studies at Box Hill Institute or temporarily suspend their studies during their course through formal agreement due to compassionate and/or compelling circumstances.

Students may also have their enrolment suspended or cancelled due to misconduct, non-payment of fees, unsatisfactory attendance, unsatisfactory course progression, or due to a breach of visa conditions.

Students have the right to appeal a decision taken by Box Hill Institute to suspend or cancel their enrolment. Where enrolment is suspended or cancelled, the Department of Home Affairs will not be notified until any internal grievance or appeal processes instigated by the student have been completed.

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5 Code of Conduct

All employees are expected to conduct themselves in a manner consistent with the BHI Staff Code of Conduct.

All students are expected to conduct themselves in a manner consistent with the BHI Student Code of Conduct.

6 Definitions

Term	Definition
Cancellation	is where enrolment is terminated, and Confirmation of Enrolment (CoE) is cancelled
Compassionate or compelling circumstances	these are generally those beyond the control of the international student and which have an impact upon the international student's course progress or wellbeing. These could include, but are not limited to; <ul style="list-style-type: none">▪ serious illness or injury, where a medical certificate states that the international student was unable to attend classes▪ bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)▪ major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the international student's studies; or▪ a traumatic experience, which could include:<ul style="list-style-type: none">• involvement in, or witnessing of a serious accident; or• witnessing or being the victim of a serious crime, and this has impacted on the international student (these cases should be supported by police or psychologists' reports) where the Institute is unable to offer a pre-requisite unit, or the international student has failed a prerequisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol
Confirmation of Enrolment (CoE)	document issued by the provider on PRISMS that is the accepted evidence of enrolment by Department of Home Affairs for processing a student visa or for the change of providers
Deferral	to delay commencement of studies
DoHA	Department of Home Affairs
DET	Department of Education and Training
ESOS	Education Services for Overseas Students Act 2000
Formal Grievance	a complaint made in writing about a process, decision or provision of service at Box Hill Institute

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Misconduct	is as defined in the Student Conduct Management Policy and can be of a general nature or related to academic misconduct
National Code 2018	National Code of Practice for Providers of Education and Training to Overseas Students 2018
PRISMS	Provider Registration and International Student Management System
Suspension of enrolment or Leave of Absence	to put studies on hold for a specified period

7 Related Procedures

The following procedures are linked below:

- International Inbound Students Deferment, Suspension or Cancellation Procedure
- International Inbound Students Monitoring of Course Progression Procedure
- Student Conduct Management Procedure
- Complaint Procedure: Student, Client, Customer and Stakeholder
- Student Code of Conduct

8 Related Operating Guidelines

Work Instructions: Monitoring Course Progression Intervention Strategy for International Students

9 Related Forms

- International Inbound Student Request for Leave of Absence Form

10 Related Legislation and Registration

10.1 Box Hill Institute

10.2 External

- Education Services for Overseas Students Act 2000
- National Code 2018
- ELICOS Standards 2018

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11 Records

Records will be maintained in accordance with the requirements of Box Hill Institute's Records Management Policy and Procedures.

Where the privacy of individuals may otherwise be compromised, records will be kept secure and confidential.

12 Review

This policy must be reviewed no later than three years from the date of CEO endorsement. The policy will remain in force until such time as it has been reviewed and re-approved or rescinded. The policy may be withdrawn or amended as part of continuous improvement prior to the scheduled review date.

13 Responsibilities

General Manager/Vice President – International or delegate is responsible for assessing, approving and recording a deferment of the commencement of study or suspension of study requested by international student, including maintaining a record of any decisions.

Manager, International Student Policy & Monitoring is responsible for the implementation of the International student refund policy and procedure.

14 Policy Owner

Owner	Author
Deputy Chief Executive Officer	Manager, International Student Policy and Monitoring

15 Approval Body

The CEO is the approval body.

Signature	Date of Approval
CEO	23/10/2019

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