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International Students Deferment, Suspension or Cancellation of Enrolment Procedure - Version 2.2

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

Document No.: **AAS-AA-PRO043**

Process Area: **International**



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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
2.2	02/04/2020	Manager, International Student Policy & Monitoring	Minor Administrative change to timelines to align with TEQSA requirements

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.

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3 Scope

This policy applies to all inbound international students enrolled at Box Hill 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 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

5 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

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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
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

6 Procedure

Step	Procedure	International Student	Manager International	Student Life
1.	<p>Student-initiated deferrals, suspensions or cancellations of their enrolment</p> <p>The Institute may defer or suspend the student's studies if there are compassionate or compelling circumstances</p> <p>A maximum period of one academic year applies for all deferrals under compassionate or compelling reasons.</p> <p>All deferral must be assessed in accordance with definition above and/or a professional judgement should be made based on documentary evidence provided by the student.</p> <p>Students must be advised that deferring, suspending or cancelling their enrolment on any grounds may affect their student visa</p>		R	
	<p>a. Student who wishes to defer the enrolment must request in writing to the International Office, detailing the reasons for deferment or suspension. If known, student should provide the intended date of return to their studies.</p>		R	

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	<p>b. If the Institute defers or suspends the student's studies for compassionate and compelling reasons, the responsible staff must ensure the student visa holder has a valid CoE by checking the PRISMS for a start date that reflects the student's intended date of return to studies.</p>		R	
	<p>c. If the deferment or suspension of the student's enrolment will affect the end date of the CoE for a period, then the DET must be notified through PRISMS.</p> <p>The deferral/suspension of the original CoE through PRISMS will immediately offer BHI the opportunity to create a new CoE with a revised end date.</p> <p>If the student's return date is not known, it is appropriate to wait until the international student has notified BHI of the intended date of return before creating a new CoE.</p>		R	
2.	<p>BHI initiated deferrals, suspensions or cancellations of enrolment</p> <p>a. BHI may suspend or cancel an international student's enrolment on the basis of, but not limited to:</p> <ul style="list-style-type: none"> – misbehaviour by the international student; – the international student's failure to pay the required amount to undertake or continue the course as stated in the written agreement; or – a breach of course progress or attendance requirements by the international student. 			R
	<p>b. Where the deferral, suspension or cancellation of enrolment is initiated by BHI, the international student must be given a notice of intention to report.</p> <p>c. In addition, the student must be given 20 working days from the notification of the decision to access BHI's internal complaints and appeals process.</p> <p>Regardless of the nature of Institute initiated deferral, suspension or cancellation of enrolment, (b) and (c) must be applied to the student's enrolment, including immediate expulsion. The only exception to the rule is unless the international student's health or wellbeing, or the wellbeing of others is likely to be at risk.</p>		R	
	<p>d. If the deferral, suspension or cancellation of enrolment is due to misbehaviour or non-payment of tuition, then the Institute may notify DET through PRISMS once the internal complaints handling and appeals process has been completed.</p>		R	
	<p>e. If the deferral, suspension or cancellation of enrolment is due to course progress and/or attendance breaches, the Institute must wait until both the internal (20 working days) and the external complaints handling and appeals processes (20 working days) have been completed.</p> <p>f. Until a final decision is made, all students are to continue attending their classes and remain enrolled.</p>		R	
	<p>The Institute is not required to give the student an opportunity to appeal the individuals' deferral, suspension or cancellation of enrolment, if the student's health or wellbeing, or the wellbeing of others, is likely to be at risk.</p>		R	R

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	<p>The Institute must keep supporting evidence, should this occur. In addition, student is to be referred to Student Life for support and assistance.</p> <p>Examples of student at risk of health or wellbeing:</p> <ul style="list-style-type: none"> – is missing; – has medical concerns, severe depression or psychological issues which lead the provider to fear for the international student's wellbeing; – has engaged or threatens to engage in behaviour that is reasonably believed to endanger the international student or others; or – is at risk of committing a criminal offence. 			
3.	When there is any deferral, suspension or cancellation action taken, BHI must inform the overseas student of the need to seek advice from Immigration (DoHA) on the potential impact on his or her student visa.		R	

7 Related Documents

7.1 Documents

Term	Definition
Nil	

7.2 Risk/Opportunity Assessment

Risk	Likelihood	Severity	Assessment Method (if applicable)	Mitigation
Procedures and processes not communicated to the relevant staff members who need to ensure deferment and cancellation processes are followed.	Possible	Moderate	Audit reports (internal/external); incident reports; interviews/meetings etc.	Review of procedures, processes and practices

8 Process Flowcharts

Nil

9 Approval Body

The CEO is the approval body.

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Signature	Date of Approval
Vivienne King	23 October 2019

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