Deferral, Suspension and Cancellation Policy

Purpose

The purpose of this policy is to outline the circumstances in which a student can defer, suspend or cancel their enrolment with Clinton Institute and where Clinton Institute can initiate the suspension or cancellation of the student's enrolment.

This ensures compliance with National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018, Standard 8&9.

Definitions

CoE: Confirmation of Enrolment

Cancellation: Course enrolment is cancelled

DET: Department of Education and Training

DHA: Department of Home Affairs

Deferral: postpone commencement of studies

Suspension: temporary postponement of studies after commencement.

PRISMS: Provider Registration and International Student Management System (PRISMS)

Policy

1. Deferral and suspension of studies

- Orientation is compulsory for students to commence course learning, if students could not attend the orientation, should contact Clinton Institute ASAP to reschedule the date. Failure to attend the orientation by the intake date will lead to deferring the intake and changing enrolment accordingly. $260 admin is applied.
- Requests from students for deferral and suspension of studies could be granted in compassionate or compelling circumstances which are generally those 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:
    - serious illness or injury, this must be supported by a doctor specialising medical care following an illness or medical intervention. The medical report should be cover the started date and anticipated end date, and comment how the illness/ injury prevent students from performing in class(es).
    - 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 student's studies
    - a traumatic experience that has impacted on the student which could include involvement in, or witnessing of a serious accident or witnessing or being the victim of a serious crime. Such cases supported by police or psychologists' reports
    - where Clinton Institute is unable to offer a pre-requisite unit
    - inability to begin studying on the course commencement date due to delay in receiving a student visa

  The circumstances listed are example of what may be considered compassionate or compelling circumstances without admin fee charged.
- When determining whether compassionate or compelling circumstances exist, Clinton Institute considers documentary evidence provided to support the claim, and stores copies of these documents in the student's file.
- A retrospective deferment or suspension may be justified if the student was unable to contact Clinton Institute because of a circumstance such as being involved in a car accident.
- Where a student initiated deferral or suspension of enrolment is granted, Clinton Institute will suspend an enrolment for an agreed period of time - to a maximum of twelve (12) months. If the deferral is required for longer than twelve (12) months, the student's application will be re-assessed. If the suspension period has expired and the student does not return, the student's enrolment will be cancelled.

2. Provider initiated suspension or cancellation

- Clinton Institute may suspend or cancel a student's enrolment including, but not limited to, on the basis of:
    - misbehaviour by the student (including plagiarism, collusion and cheating)
    - the student's failure to pay an amount he or she was required to pay the registered provider to undertake or continue the course as stated in the written agreement
    - a breach of course progress or attendance requirements by the overseas student, which will occur in accordance with Standard 8 (Overseas student visa requirements) and as specified in Clinton Institute *Course Progress and Attendance Policy and Procedures*.
- Standards of behaviour required are outlined in the International Student Handbook.
- Where Clinton Institute suspends or cancels a student's enrolment, before imposing a suspension or cancellation Clinton Institute will inform the student in writing of that intention and the reasons for doing so and advise the overseas student of their right to appeal through Clinton Institutes *Complaints and Appeals Policy*, within twenty (20) working days.

- Under no circumstances will the suspension or cancellation of the overseas student's enrolment take effect until the internal appeals process is completed, unless the overseas student's health or wellbeing, or the wellbeing of others, is likely to be at risk.

3. Student initiated cancellation of studies

- Students may initiate cancellation of their studies at any time during their course.
- Students who wish to withdraw within six (6) months of their course to transfer to another provider will be processed as per Clinton Institute *Student Release/ Transfer Request Policy and Procedure*.

3. Visa status

- When there is any deferral, suspension or cancellation action taken under this standard, Clinton Institute will inform the student of the need to seek advice from DHA on the potential impact on their student visa, as well as the report the change to the overseas student's enrolment under section 19 of the ESOS Act i.e. notification via PRISMS.
- Students are referred to the DHA web site at https://www.homeaffairs.gov.au/ or Helpline (131 881) for information and their local DHA office for advice on how the potential change to enrolment status may impact upon his or her visa.

4. Complaints and appeals

- Where a student accesses the Complaints and Appeals process, Clinton Institute will not notify DET via PRISMS until the internal appeals process is complete unless the student's health or wellbeing, or the wellbeing of others, is likely to be at risk. Where the student chooses to access an external appeals process, DET will still be notified via PRISMS.

5. Records

- All records relating to deferrals, suspensions and cancellations will be kept on the student's file. This will include all decisions made.