



Defer, Suspend, Cancellation Application Process

Regulation and Standards	National Code 2018 Standard 9
Policy	Students must complete the <i>Defer, Suspend, Cancellation Application</i> form (available from reception or Director of Studies). Once the application is completed it must be submitted to the DIRECTOR / Director of Studies through the Student Services Officer, a formal response will be provided within 5 business days from the Director of Studies. Applications must be submitted at least 10 business days before the deferral, suspension or cancellation date for the application to be processed.
Procedure	<p>Student request for deferral and / or suspension of studies</p> <p>Where a student has applied for deferment or suspension of their studies due to compassionate or compelling circumstances, POLLARD ENGLISH will in accordance with its policy assess the circumstances and grant or decline the student's request.</p> <p>POLLARD ENGLISH will only defer or temporarily suspend the enrolment of the student on the grounds of:</p> <ul style="list-style-type: none"> • compassionate or compelling circumstances (for example, illness where a medical certificate states that the student is unable to attend classes); or • misbehaviour by the student <p>The following is a list of acceptable circumstances (not exhaustive) where we would approve an application:</p> <ul style="list-style-type: none"> • Unavailability of the Course • Inability to commence study on commencement date due to student visa delay • Serious illness or injury, (a medical certificate must be provided stating that student is unable to attend class) • Bereavement of close family members such as parents, grandparents, brother, sister, (a death certificate must be provided) • A traumatic experience such as witnessing a serious accident or witnessing or being victim of a serious crime (police report must be provided) • A major political upheaval in the student's home country which requires emergency travel that will affect student studies • A natural disaster in the student's home country which requires emergency travel that will affect student studies. <p>Students may defer or suspend their studies for up to one term (one study period) for compelling or compassionate circumstances. Documented evidence is required.</p> <p>The DIRECTOR / Director of Studies will convene a meeting with the student to discuss the application. Documented evidence must be provided by the student to validate the claim. A formal response will be provided within 5 business days.</p> <p>Regardless of whether the suspension of enrolment is the result of a student request for suspension or provider-imposed suspension of enrolment due to misbehaviour, the period of</p>



suspension of enrolment (as entered in PRISMS) should not be included in attendance monitoring calculations.

Student Visa

Deferment, suspension or cancellation of enrolment may affect the students Visa. As such, we will refer the student to the Department of Home Affairs (DHA) website or helpline (131 881) for information, and the local DHA office for advice, on how the potential change to enrolment status may impact upon his or her visa.

In the case that a student's enrolment is deferred, suspended or cancelled we will notify Department of Education (DE) via PRISMS of the change in enrolment.

Please note that misbehaviour of the student may also be grounds for cancellation of studies.

Student request for cancellation of enrolment

Students who request cancelling their enrolment to go to another college must follow the 'Student Transfer Policy' and complete the appropriate documentation.

Students cancelling enrolment to return to their home country must complete the "Defer, Suspend, Cancellation Application" form and supply supporting evidence such as airline ticket and departure date.

POLLARD ENGLISH will notify DE via PRISMS of changes to a student's enrolment within 10 business days of duly received, signed and dated documents provided by the student.

Should POLLARD ENGLISH reject the cancellation application, the student will receive a refusal letter and have the right to access POLLARD ENGLISH internal complaints and appeals process within 20 working days of date on refusal letter (allow extra 3 days for postage).

Fees will be refunded (if applicable) in accordance with our Refund Policy.

Provider initiated suspension or cancellation of student's enrolment

Misbehaviour by the student may result in the suspension or in the worst-case scenario the cancellation of enrolment. POLLARD ENGLISH may suspend further study or cancel enrolment for both academic and non-academic misconduct.

Misbehaviour

The DIRECTOR / Director of Studies will convene a meeting with the student to discuss the misbehaviour of the student.

If POLLARD ENGLISH initiates the suspension or cancellation of a student's enrolment, POLLARD ENGLISH will formally notify the student of its intention and allow the student 20 working days to access the college internal complaints and appeals process, unless extenuating circumstances relating to the welfare of the student applies. The severity of the individual case will decide whether the enrolment should be suspended or cancelled.

In cases of student misbehaviour of a criminal nature: POLLARD ENGLISH will inform the police of any suspected or alleged criminal activity. And to assist DHA, POLLARD ENGLISH will give as much information as possible regarding any criminal activity when it suspends or cancels the enrolment of the student.

Non-Payment of tuition fees



Student's enrolment can also be suspended or cancelled for not paying tuition fees as per the payment schedule. The college will give two warnings to student(s) whose fees are due and will also provide a good support mechanism in terms of a flexible payment option if the student is having financial constraints. However, if this non-payment problem persists for a month from the date of the first warning letter the student is given a final intention to report letter and as per the date stipulated in this letter the student will be reported to DE/DHA for non-payment of tuition fees.

Procedural fairness

In the case where a student has been regarded as misbehaving, until all due investigation is completed the student must be treated as innocent until they have admitted liability or via other evidence such as bona fide witnesses.

Provider's grounds for deferment of commencement studies

This may be granted on the grounds of compassionate or compelling circumstances.

Non-Commencement reporting by POLLARD ENGLISH

POLLARD ENGLISH can report students for non-commencement of studies on PRISMS in following two scenarios:

- If the student cannot start their course on the course commencement date the college will report all students under this category for non-commencement of studies on PRISMS after 14 working days. 14 days will be calculated from the course commencement date. This action will cancel the student's current eCoE.
- During the course of study, the college can also report students as an inactive student (student notifying cessation of studies) and cancel their eCoE on PRISMS if they fail to come back after a scheduled holiday. The college will report all students under this category after 14 days from the date of course/term commencement. This is applicable to students who are in the middle of the course and is also applicable to students who have completed one course and are due to start a new course.

Recording a Deferment, Suspension or Cancellation - eCoE Outcomes

There are three different outcomes for the student's Confirmation of Enrolment (CoE):

- The provider notifies DET/DHA through PRISMS that it is deferring or suspending a student's enrolment for a period without affecting the end date of the eCoE. In this case there is no change to the eCoE or the student's enrolment status on PRISMS i.e. the student's eCOE status will still be listed as 'studying'. However, the notice of deferment or suspension will be recorded in PRISMS and sent to DHA. This information will be kept in the student admin file for future reference.
- The provider notifies DET/DHA through PRISMS that it is deferring or suspending a student's enrolment for a period which will affect the end date of the eCoE. In such situations, PRISMS will cancel the original eCoE, and immediately offer the provider the opportunity to create a new eCoE with a more appropriate end date. If the provider does not know when the student will return, it can choose not to create a new eCoE at



	<p>that point, but to wait until the student has notified the provider of the intended date of return before creating the new eCoE.</p> <ul style="list-style-type: none">• The provider notifies DET/DIBP through PRISMS that it wishes to permanently cancel (terminate) the student's enrolment. Once this process is complete, the student's eCoE status will be listed as 'cancelled'.
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