

DEFERRAL, SUSPENSION AND CANCELLATION POLICY

Effective Date: December, 2024

Objective:

The objective of this policy is to provide clear guidelines for the deferral, suspension, and cancellation of enrolment for both domestic and overseas students at TPC. It outlines the processes, responsibilities, and conditions under which these actions may occur, ensuring compliance with relevant legislation, including the National Code and the ESOS Act, and safeguarding the welfare of students.

By adhering to this policy, TPC ensures compliance with Australian legislation and provides a transparent and fair process for students requesting deferral, suspension, or cancellation of their enrolment.

Scope:

This policy applies to all students enrolled at TPC, both domestic and overseas, and covers the processes for deferring, suspending, and cancelling enrolments. The policy includes specific provisions for overseas students regarding visa implications and reporting to the Department of Home Affairs through PRISMS.

Definitions:

- **Agreed Starting Date:** The date on which a student's course is scheduled to commence, or a later date agreed upon and recorded in the Letter of Offer or student management system.
 - **Cancellation:** The permanent termination of a student's enrolment at TPC.
 - **Compassionate or Compelling Circumstances:** Circumstances beyond the student's control that impact their course progress or well-being, such as serious illness, bereavement, natural disasters, or traumatic experiences.
 - **Deferral:** The temporary postponement of a student's enrolment before course commencement.
 - **DHA (Department of Home Affairs):** The Australian government department responsible for immigration, including student visas.
 - **Extenuating Circumstances:** Situations that significantly affect the student's ability to study or their well-being, including health concerns, threats of harm, or criminal investigations.
 - **National Code:** The National Code of Practice for Providers of Education and Training to Overseas Students 2018.
 - **Overseas Student:** A student holding a valid student visa as defined by the ESOS Act.
 - **PRISMS:** Provider Registration and International Student Management System used to report enrolment changes for overseas students to the Department of Home Affairs.
 - **Suspension:** The temporary suspension of a student's enrolment after studies have commenced.
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Policy Details:

1. **Student Requested Deferral or Suspension:**

- Both domestic and overseas students may request deferral or suspension of their studies on the grounds of compassionate or compelling circumstances.
- TPC will assess each request on a case-by-case basis and grant deferral or suspension if the circumstances justify it.
- Overseas students will be informed that deferral or suspension may affect their student visa, and TPC will notify DHA via PRISMS.

2. **TPC-Initiated Suspension or Cancellation:**

- TPC may suspend or cancel a student's enrolment for reasons such as non-payment of fees, breach of academic or attendance requirements, or misconduct as outlined in the Student Code of Conduct.
- Prior to suspension or cancellation, TPC will notify the student in writing of its intention and provide 20 working days to access the TPC's complaints and appeals process.
- Suspension or cancellation for overseas students will be reported to DHA via PRISMS after the internal process is completed.

3. **Exclusion from Class:**

- TPC may exclude students from class for misbehaviour, but this exclusion is not recorded on PRISMS.
- Excluded students are required to meet academic requirements and abide by the conditions of their exclusion.

4. **Abandonment of Studies:**

- An overseas student who does not return to study within 10 days after a scheduled course break and fails to inform TPC will be considered to have abandoned their studies.
- The student's enrollment will be cancelled.

5. **Non-Commencement of Studies:**

- If an overseas student does not commence their studies within 2 weeks of the Agreed Starting Date, they will be deemed not to have commenced their course. Their enrolment will be cancelled, and their CoE will be reported as "ceased study."

6. **Student Complaints and Appeals:**

- Requests for deferral or suspension are not subject to TPC's Student Complaints and Appeals Policy.
- However, exclusion from class, as well as TPC-initiated suspension or cancellation of enrolment, are subject to the TPC's complaints and appeals process.

7. **Visa Status Information:**

- Overseas students must be informed that any change in their enrolment status (deferral, suspension, or cancellation) may affect their visa status. TPC will direct them to the Department of Home Affairs for further guidance.

8. **Impact on CoE (Confirmation of Enrolment):**

- If the deferral or suspension does not affect the course end date, the CoE will remain unchanged. If the deferral or suspension changes the course end date, a new CoE will be created and reported to PRISMS. If the enrollment is cancelled, the CoE status will be updated to "cancelled."

Responsibilities:

● **Students:**

- Submit the Enrolment Variation Form and all supporting evidence when requesting deferral or suspension.

- Adhere to the conditions of any granted deferral or suspension.
 - Maintain communication with TPC regarding their enrolment status.
 - **CEO:**
 - Review and assess all requests for deferral or suspension on a case-by-case basis.
 - Inform students of the decision and ensure compliance with the policy.
 - Report deferral, suspension, and cancellation decisions for overseas students via PRISMS.
 - **Student Services Team:**
 - Assist students with the completion of the Enrolment Variation Form and ensure all necessary documentation is provided.
 - **Administration Team:**
 - Ensure proper documentation and records of deferral, suspensions, and cancellations are maintained.
 - Ensure all PRISMS updates are completed accurately and in a timely manner.
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Procedures:

1. **Requesting Deferral or Suspension:**
 - Students complete the Enrollment Variation Form and attach supporting evidence.
 - The completed form is submitted via email to the designated address.
 - The CEO reviews the request and notifies the student of the decision within 10 working days.
 2. **TPC-Initiated Suspension or Cancellation:**
 - TPC notifies the student of the intention to suspend or cancel enrolment, outlining the reasons.
 - The student is provided with 20 working days to access the complaints and appeals process.
 - If the process is not accessed or the appeal is unsuccessful, suspension or cancellation is implemented and reported to PRISMS.
 3. **Exclusion from Class:**
 - Students may be excluded from class for misconduct.
 - The exclusion will be recorded but not reported on PRISMS.
 - Excluded students must continue to meet academic requirements during their exclusion period.
 4. **Reporting on PRISMS:**
 - TPC will update PRISMS to reflect deferrals, suspensions, and cancellations that affect overseas students' enrolment status.
 - TPC will ensure that all CoE updates are completed and reported accurately.
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Policy Review

This Policy will be reviewed as part of the TPC's yearly policy review cycle or as required by regulatory changes.

Relevant Legislation

This document references the following legislation, regulations, codes and standards:

- National Code of Practice for Providers of Education and Training to Overseas Students 2018 (Cth)

- Education Services for Overseas Students Act 2000 (Cth)
 - Migration Act 1958
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Policy Owner: Director