

BARKLY INTERNATIONAL COLLEGE

CRICOS PROVIDER NUMBER 03136D (VIC)
RTO PROVIDER NUMBER 22238

P.13V5-Deferral, Suspension or Cancellation of Enrolment

1.0 PURPOSE

1.1 This policy and procedure is in place for the application, assessment, approval and records management of deferral, suspension, and cancellation of students' studies at Barkly International College herein (BIC). The procedure ensures that students are informed of the grounds on which their enrolment may be deferred, suspended, or cancelled.

1.2 In addition, it is to ensure compliance with Standard 9 of the National Code 2018.

- **Standard 9.1** of the National Code requires the College to have and implement a documented process for assessing, approving, and recording a deferment of the commencement of study or suspension of study requested by an international student, including maintaining a record of any decisions.
- **Standard 9.2** states that the College may defer or suspend the enrolment of the student if it believes there are compassionate or compelling circumstances.
- **Standard 9.3** states that the College may suspend or cancel a student's enrolment including, but not limited to, based on:
 - misbehaviour by the student
 - the student's failure to pay an amount they were required to pay the College to undertake or continue the course as stated in the written agreement
 - a breach of course progress or attendance requirements by the international student, which must occur in accordance with Standard 8 (Overseas student visa requirements).

2.0 RESPONSIBILITY

2.1 The Training and Compliance Manager, Student Services Coordinator and Student Administration Manager is responsible for the implementation of this policy.

2.2 The decision to defer commencement of studies, suspend studies or cancel enrolment will be approved by the Student Support Department. In confirming this decision, Student Support Department may consult with other relevant departments in Barkly International College. The Admission Department will be responsible for confirming all necessary actions required under this procedure including notification on PRISMS and other record keeping.

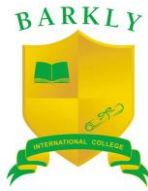
3.0 DEFINITIONS

3.1 **Deferral** means postponement of enrolment in, or the continuation of, a program of study for a period, initiated by the student.

3.2 **Suspension** is when a student, who has already started but has not completed his /her study, is given leave of absence so their training plan is suspended with the clear intention

Document Information

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that the student will recommence at an agreed date in the future (i.e. temporary suspension).

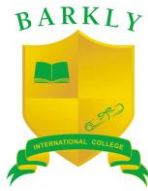
- 3.3 **Cancellation** is when a student is removed from the current students register at Barkly International College before he/she has formally completed the planned training and other current qualifications. This student will not be eligible for any subsequent courses for which they may also be registered.

4.0 REQUIREMENTS / PROCESS

- 4.1 Students wishing to defer the commencement of studies, suspend their studies or cancel their enrolment must apply to do so in writing to Barkly International College. This can be done using the student **F.18V03 Deferral Request Form** or the **F.17V03 Enrolment Cancellation** Form available from Barkly International College or website www.barklycollege.vic.edu.au. Completed forms must be submitted with supporting documents to Reception at the Head Office Level 1, 377 Lonsdale Street, Melbourne VIC 3000, by emailing the forms to info@barklycollege.vic.edu.au or via post. Students are subject to a deferral fee of \$300 for all subsequent deferrals granted.
- 4.2 Application must be submitted 10 working days prior to the requested deferral/suspension date to enable sufficient time for the assessment process. **Please note:** Applications will not be accepted any earlier than 10 working days prior to any deferral or suspension of a course. If the application is submitted less than 5 working days prior to the requested deferral/suspension date (see 4.5 for response time), the processing and response may not be available at the requested time. Therefore, if the student chooses to depart, he/she is at risk of not obtaining approval from the College.
- 4.3 If the student is granted a deferral, suspension, or cancellation then they will be informed in writing and the request will be processed.
- 4.4 If the request is denied, the student will be informed in writing and provided details of the BIC's Complaints and Appeals procedure. Refer to **P.31V8 – Complaints and Appeals Policy**.
- 4.5 This response will be issued within 5 working days after being received by BIC, it will be reported to PRISMS and a renewal of a CoE (if applicable) will be issued within 5 working days after the suspension or deferral date.
- 4.6 BIC will email the student the revised COE and the student can use the COE to inform DHA of the revised end date of the course where their Visa requires extension.
- 4.7 BIC will review the application and if appropriate the current student history, and financial status before deciding. Requests for suspension will be denied for students who are subject to an intervention strategy and are in the process of being cancelled for unsatisfactory course progress, in arrears with the payments due as per their written agreement or flexible payment plan or if the student is in breach of the Student Code of Conduct.

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In breach of the Code of Conduct / Student written Agreement

- 4.8 If a student misbehaves or breaches the student code of conduct (including non-payment of fees) and it is considered is a serious breach or there are extenuating circumstances, then BIC may, at its discretion, immediately suspend the student (see below). The reasons for the suspension and a written notice of suspension must be clearly stated and sent to the student within one working day of the decision.

Retrospective suspension or deferment

- 4.9 Students are expected to apply for deferral or suspension at least 10 working days prior to the leave.
- 4.10 If students have taken unauthorised leave, then they will be recorded as absent. It is a breach of the student code of conduct for students to be absent, other than for medical reasons, without approval.
- 4.11 Retrospective deferment or suspension may only be considered in the most exceptional cases. This may be due to medical emergencies and evidence may be required to support the application. The decision for granting approval is solely at the discretion of BIC.

Suspension or Cancellation - initiated by Barkly International College

- 4.12 BIC may decide to suspend or cancel a student's enrolment on its own initiative as a response to misbehaviour by the student. Student misbehaviour will be deemed to have occurred if the student breaches the requirements of the Student Code of Behaviour as defined in the Student Behaviour procedure.
- 4.13 BIC will inform the student of its intention to suspend or cancel the student's enrolment and inform the student that he or she has 20 working days to access BIC's P.31V6 Complaints and Appeals process.
- 4.14 If the student accesses the complaints and appeals process, the suspension or cancellation of the student's enrolment will not take effect until the internal process is completed.

Acceptable reasons for deferral or suspension – Requested by student

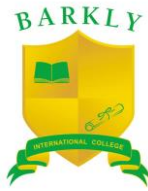
BIC may decide to accept an application from a student for deferral of commencement or suspension of study on the following grounds:

- On medical grounds (with supporting documents). Further documental evidence may be requested at the discretion of BIC; or
- In exceptional compassionate circumstances beyond the students control and which affect the student's course progress or well being,
- such as serious illness,
- death of a close family member,
- major political upheaval or natural disaster,
- a traumatic experience,
- or another exceptional event.

Criteria of accessing an exceptional event would include:

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Nature of the event e.g. that it is exceptional event
Beyond the student's control – it cannot be scheduled at another time
Likelihood to effect student well being e.g. there are compassionate circumstances - if they do not attend it will upset them and impact on their ability to study successfully
Impact on course progress e.g. the impact of the length of time away on course progress and how the student intends ensuring completion within duration.

Independent evidence of the exceptional circumstances is required for the application to be assessed.

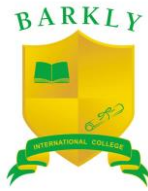
- 4.17 In exceptional circumstances where BIC may be unable to deliver a unit or units because of factors beyond its control. Where this situation exists (or one or more of the units that cannot be delivered is a prerequisite unit) students can have their study load adjusted and a deferral may be applied for. This basis for deferral is only available if the student can schedule units of competency so that they can complete their studies within the approved duration.

CANCELLATION

- 4.18 Application for cancellation will not be processed if a student is undergoing another procedure - student transfer (governed by P.33V3) in accordance with BIC's procedure - student transfer must complete before the cancellation process can take place.
- 4.19 If a student requests cancellation of their enrolment, the refund arrangements in the Written Agreement between the BIC and the student will be initiated.
- 4.20 Students will need to apply for such a refund if they believe they are eligible.
- 4.21 When a student's enrolment is cancelled then the current agreement is terminated. Any application to re-enrol BIC is deemed to be a new application and prices and policies ruling at the time of application will apply. The applicant will have to apply as if it was their first time enrolling at BIC.
- 4.22 If the student does not have satisfactory course progress or an intervention strategy is in place or if student is subject to other process currently underway such as non-payment of tuition fees or breaching Student Code of Conduct, then their application will be denied.
- 4.23 Exceptional circumstances will be considered at BIC's discretion upon the evidence presented to support the circumstance.
- 4.24 The decision whether in the favour of the student or not must be communicated in writing. This will be via email and followed up in writing to the student's nominated address. The email and letter will be recorded in the student's file.
- 4.25 Successful applications for deferment or suspension. The letter must contain the following:
- An agreed date for the student to cease study and join / re-join BIC and inform the student that deferring or cancelling study may affect his or her Visa.

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- ii) Successful applications for Cancellation will be notified in writing that request has been approved and must formally terminate the agreement and provide a date of that it comes into effect.
- 4.26 Unsuccessful applications for Deferment, Suspension or Cancellation. The letter must contain:
- i) The reasons for denial of request for valid and invalid applications.
 - ii) For all valid applications, the decisions that do not meet the applicant's wishes must be informed of their right to appeal and how to access the appeals process under P.31 V6 Complaints and Appeals. For invalid applications, the student is subject to the process currently underway, for example an invention strategy.
- 4.27 Where the BIC approves an application to defer commencement, suspend studies or cancel an enrolment the Admission Department is responsible for ensuring that notification of this on PRISMS and issuing the appropriate letter to students.
- 4.28 All documentary evidence relating to a Deferment, Suspension or Cancellation must be placed in the student's file.
- 4.29 BIC must ensure that the student is informed of following:
- i) The suspending or cancelling his or her enrolment may affect the student visa, and
 - ii) BIC will notify DHA via PRISMS as required under section 19 of the ESOS Act where the student's enrolment is deferred, suspended, or cancelled.

COMPLAINTS AND APPEALS

- 4.30 If the applicant chooses to enact the complaints and appeals process (20 working days from the date of issue) then the decision will be held over until such time as the appeal is heard. Students who are already enrolled will thus continue to be enrolled and their course progress will continue to be monitored.
- 4.31 If the appeal is not upheld or the student withdraws from the appeal process then the BIC will report the student to DHA via PRISMS. The suspension or cancellation of the student's enrolment cannot take effect until the appeal process is completed unless there are extenuating circumstances relating the student's welfare.

Related Documents

- F.18V03 Deferment Request Form
- F.17V02 Enrolment Cancellation Form
- P.31V8 Complaints and Appeals process.
- P.33V4 Student transfer

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