

Name of the Policy	PPI43 International Student Deferment, Suspension or Cancellation Policy and Procedure
Distribution	All Staff and Students
Entity relating to	Stirling Institute of Australia Pty Ltd trading as <ul style="list-style-type: none"> • Academy of Hypnotic Science • Stirling Institute of Counselling • Stirling Institute • Stirling Institute of Hypnotherapy • Stirling Institute of Business • Stirling Institute of Children's Services
Related Documents	PP02 International Fees Refunds Policy and Procedure PP47 Student Code of Conduct Policy and Procedure Form 43 Refund Application Form Form 53 Amendment of Enrolment International Student Handbook Written Agreement PP07 International Student Complaints, Grievance and Appeals Policy and Procedure Stirling Feedback, Complaints and Grievance Register
Statutory References	National Vocational Education and Training Regulator Act 2011 Standards for Registered Training Organisations (RTOs) 2015 National Code of Practice 2018 Standard 3 ESOS Act 2000
Legislative Context	Equal Opportunity Act 2010 Victorians Occupational Health and Safety Act 2004 Work Health and Safety Act (2011) Victorian Racial and Religious Tolerance Act 2001 Migration Act 1958

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1. Policy

This policy describes the international students' deferment, suspension or cancellation processes to ensure that Stirling Institute of Australia (TOID: 21132 CRICOS: 03797M) (Stirling Institute) meets the requirements of the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code).

2. Purpose

Stirling Institute is accountable for ensuring that this policy meets the requirements of the National Code of Practice for Providers of Education and Training to Overseas Students 2018 and is consistent with Stirling Institute's obligations in regard to its legislative requirements as a CRICOS Provider.

3. Scope

This policy and procedure will apply to all international students currently enrolled at Stirling Institute who wish to defer, suspend or cancel their enrolment. This policy and procedure does not apply to non-international (domestic) students studying at Stirling Institute.

This policy applies to all staff of Stirling Institute who are involved in the process of deferment, suspension and cancellation of a student's enrolment.

Before deferring, suspending or cancelling from a course, we encourage students to consider:

- Their current situation and to identify reasons for considering this action – moving to a new house, struggling financially, being unwell, struggling academically, personal difficulties.
- Their prospects – the students are encouraged to get advice from a range of people including student support services like counselling, family and or the course coordinator, their trainer.
- The potential impact on their visa and should seek advice from the Department of Home Affairs www.homeaffairs.gov.au

4. Definitions

Cancellation refers to a permanent interruption to a student's study program and can be either initiated by Stirling Institute or the student.

eCoE is an Electronic Confirmation of Enrolment.

Compassionate or Compelling Reasons are generally those beyond the control of the student and have an impact upon the student's course progress and wellbeing.

CRICOS is the Commonwealth Register of Institutions and Courses for Overseas Students.

Deferral refers to the postponement of commencement date of the course and is initiated by the student.

DHA is the Department of Home Affairs.

ESOS is the Educational Services for Overseas Students.

International Student is a person (whether within or outside of Australia) who holds a student visa as defined by the ESOS Act, but does not include students of a kind prescribed in the ESOS Regulations.

Misbehaviour may include but is not limited to acts of discrimination, sexual harassment, vilification, bullying, criminal offence, cheating or plagiarism.

National Code refers to National Code of Practice for Providers of Education and Training to Overseas Students 2018.

PRISMS is the Provider Registration and International Student Management System (PRISMS) used to process information given to the Secretary of DET by registered providers.

Student refers to an active, on-campus student with a current course of enrolment with Stirling Institute and includes a person (whether within or outside Australia) who holds a student visa as defined by the ESOS Act, but does not include students of a kind prescribed in the ESOS Regulations.

Suspension refers to a temporary interruption to the study program or the student, and can be initiated by either Stirling Institute or the student

5. Requirements, Process and Procedures

Guidelines

- 1 An International Student is able to initiate deferral, suspension or cancellation of their studies during their stay in Australia only in certain limited circumstances as described in this policy
- 2 Students may also have their enrolment suspended due to misbehaviour, and in some cases this can also be grounds for cancellation of studies.
- 3 Students have the right to appeal a decision by Stirling Institute to defer, suspend or cancel their studies and Stirling Institute will not notify DHA of a change to the enrolment status until the internal complaints and appeals process is complete

Procedure for Student Initiated Deferral of Enrolment

- 1 A student wishing to defer an enrolment must do so prior to the commencement of the course.
- 2 Students who would like to defer their studies must first speak to a staff member of Stirling Institute Student Support to ensure they understand the reasons that deferment may be granted.
 - a. Serious illness or injury, where a medical certificate states that the student was / is unable to attend classes;
 - b. Bereavement of close family members such as parents or grandparents (Where possible a death certificate should be provided);
 - c. Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies;
 - d. A traumatic experience which could include:
 - e. involvement in, or the witnessing of a serious accident; or
 - f. witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists' reports)
 - g. Where Stirling Institute is unable to offer a pre-requisite unit (a specific unit required to be complete prior to commencing the qualification)
 - h. Inability to begin studying on the course commencement date due to delay in receiving a student visa.
- 3 Students must complete Form 53 Amendment of Enrolment and submit to Student Support for processing.
- 2 All Form 53 Amendment of Enrolment will be kept in the Students file and recorded on VETtrak by the Data and Finance Manager.
- 3 The Department of Home Affairs (DHA) will be notified via PRISMS of the decision to defer the enrolment as a result of the student's request.
- 4 The student will be informed in writing by the Data Manager once the deferment has been approved.
- 5 Students may defer their studies for up to one (1) year. Deferment will be subject to availability and may affect their visa.
- 6 Once the student re-enrols, after the period of deferment, a new written agreement and acceptance will be signed and dated by both the student and Stirling Institute.

Procedure for Student Initiated Suspension of Enrolment

- 1 Stirling Institute is only able to temporarily suspend the enrolment of a student on the grounds of compassionate or compelling circumstances. These circumstances could include but are not limited to:
 - a. Serious illness or injury, where a medical certificate states that the student was / is unable to attend classes;
 - b. Bereavement of close family members such as parents or grandparents (Where possible a death certificate should be provided);
 - c. Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies;

- d. A traumatic experience which could include:
- e. involvement in, or the witnessing of a serious accident; or
- f. witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists' reports)
- g. Where Stirling Institute is unable to offer a pre-requisite unit (a specific unit required to be complete prior to commencing the qualification)

2 Students who feel the need to suspend the course will be encouraged to speak to Student Support and/or Training Manager. They may refer the student to other support services to assist them during this time.

3 Students will be required to complete a Form 53 Amendment of Enrolment (AoE) with evidence of the compassionate or compelling circumstances and submit to the Student Support for processing.

4 Where a suspension of enrolment is granted, Stirling Institute will suspend an enrolment for an agreed period of time - to a maximum of six (6) months. Stirling Institute will notify the DHA that a suspension has been granted. This may affect the student's visa and students are advised to contact the DHA on how their visa may be affected. If the suspension is longer than six (6) months, the student will need to reapply to the course and sign a new Written Agreement and Letter of Acceptance. A new CoE will be required to be issued via PRISMS.

5 Students are to be informed via email within 5 business days of the outcome of request to Defer, Suspend or Cancel/Withdraw Enrolment and the intention to inform DHA of the suspension.

6 All Form 53 Amendment of Enrolment (AoE) and documentation for the suspension will be kept in the Student File and recorded on VETtrak.

7 DHA shall be notified via PRISMS of the decision to suspend the enrolment as a result of the student's request.

8 If a student does not return after the six (6) month period, the student will be notified by Stirling Institute of the intention to cancel their enrolment and notification to DHA. If students do not respond to the notification within 10 business days Stirling Institute will cancel their enrolment and notify DHA via PRISMS.

Procedure for Student Initiated Cancellation of Enrolment

1 Students wishing to cancel their enrolment must complete a Form 53 Amendment of Enrolment (AoE) and submit to Student Support for processing.

2 Students will be notified via email within 5 business days advising them their cancellation has been complete and DHA has been notified. Any pre-paid tuition fees will be refunded where applicable (see the Fees and Refund policy for further information on this).

3 Students wishing to cancel their enrolment prior to completing six (6) months of study in their principal course must provide a Letter of Offer from an alternative education provider. This is required under Standard 7 of the National Code and further information can be gained from PP44 Transfer of Students Between Provider's Policy and Procedure. Cancellation of enrolments in the first 6 months are at the discretion of Stirling Institute and need to be in the best interests of the student.

4 All Form 53 Amendment of Enrolment (AoE) and supporting documentation for the cancellation of enrolment will be kept in the Student's File and recorded on VETtrak.

5 Stirling Institute will notify DHA via PRISMS of the decision to cancel the enrolment as a result of the student's request.

6 If the student decides to return to Stirling Institute and continue studying the course, the student must complete the enrolment process again and meet all entry requirements.

Procedure for Provider Initiated Deferral of Enrolment

1 Stirling Institute may defer an enrolment where the course is not being offered at the proposed date, site, or any other reason Stirling Institute deems necessary to defer the course.

2 Students will be notified via email no later than 2 weeks prior to the commencement of the course, and DHA will be notified via PRISMS. This will not affect the students visa.

Procedure for Provider Initiated Suspension of Enrolment

- 1 Stirling Institute has the ability to suspend a student's enrolment on the grounds of misbehaviour. This misbehaviour may include but is not limited to acts of discrimination, sexual harassment, vilification, bullying, criminal offence, cheating or plagiarism. Such acts of misbehaviour contradict the Student Code of Conduct.
- 2 Where a student has been identified of a breach of the Student Code of Conduct the Training Manager shall be informed by and enact the PP47 Student Code of Conduct Policy and Procedure to arrive at a decision.
- 3 Students are able to access the PP07 Complaints and Appeals Policy and Procedure if they feel that the decision is unfair, or they have other grounds to appeal the decision.
- 4 Where the severity of misconduct is severe, the Training Manager may decide to cancel the enrolment. Students will be notified in person and email, and DHA via PRISMS. Students should be aware that cancellation of enrolment for misconduct may affect their visa.
- 5 For information about what constitutes misconduct, consequences and penalties of misconduct, refer to PP47 Student Code of Conduct Policy and Procedure and the Student Code of Conduct in the Student Handbook - International.

Provider Initiated Cancellation of Enrolment

- 1 In some cases, where the student's misconduct is severe, Stirling Institute has the right to cancel the enrolment.
- 2 Where the Training Manager has decided the misconduct is severe enough for cancellation the following must occur:
 - a. The student must be informed in person (where possible), and in writing of the decision of Stirling Institute to cancel the student's enrolment
 - b. They must be informed of the fact that they have the right to appeal the decision by accessing the PP07 Complaints and Appeals Policy and Procedure and completing this appeal within 20 working days of the notification
- 3 International students must also be informed that Stirling Institute is obliged to inform DHA via PRISMS after the 20 business day period and that they may be at risk of having their Visa cancelled.

Recording and Reporting Deferrals, Suspension or Cancellation of an Enrolment

- 1 All Form 53 Amendment of Enrolment (AoE) and outcomes are to be kept in the Student's File and on the student record on VETtrak.
- 2 All reports of misconduct, decisions and actions taken in relation to misconduct, and other related documentation must be kept in the Student's File and on the student record on VETtrak.
- 3 Any decisions to initiate deferral, suspension or cancellation of an international student's enrolment must be reported to DHA via PRISMS and recorded in the Student's File and on the student record on VETtrak.
- 4 Students are to be kept informed in writing via email sent from VETtrak of any decisions or outcomes that relate to a deferment, suspension, or cancellation of enrolments.

Appeal

- 1 All students are to be given the opportunity to access the PP07 Complaints and Appeals Policy and Procedure.
- 2 Students have 20 business days to lodge a Complaint or an Appeal before any action of their enrolment status is finalised.
- 3 Where an international student decides to access the PP07 Complaints and Appeals Policy and Procedure within 20 business days of notification, Stirling Institute must wait until the internal process has finalised before going ahead with the reporting of the student's enrolment changes via PRISMS.

6. Responsibility

The Quality and Compliance Manager is to ensure all requirements of this Policy and Procedure are met.

The Training Manager along with the Data and Finance Manager are responsible for determining the process and approval of the student's application in consultation with the Director of Learning.

Training Managers are responsible for all course delivery staff being aware of their obligations to advise students regarding processes which are consistent with the requirements of this policy.

All staff and clients adhere to Stirling Institute of Australia Policies and Procedures.

The Quality and Compliance Manager, with direct access to the Director of Learning, has the responsibility to ensure that Stirling Institute of Australia complies with all of the statements and processes included in this document. They must also maintain these standards across all of the areas of operation of Stirling Institute of Australia.

Any complaints or breaches in relation to this policy should be reported to the Director of Learning in person or by email to: info@sia.edu.au

7. Review Date

12 months from the date of this version, or as required.

8. Version History

Version	Date	Reason for change	Prepared By	Approved By
2018_v1	Dec 2018	Initial version	Quality and Compliance Manager	CEO
2019_V1.1	April 2019	Minor changes	Alison Marriage	
2020_V1.2	January 2020	Introduced Form 53 Amendment of Enrolment (AoE).	Quality and Compliance Manager (GDS)	CEO (DY)
V1.3	March 2021	Review for currency.	Quality and Compliance Manager (GDS)	CEO (DY)
V1.4	December 2023	Review for currency. Reviewed Job titles. Corrected typos.	Quality and Compliance Manager (GDS)	Director of Learning (DY)