



# **Deferral, Suspension & Cancellation Policy (International Students)**

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## Purpose

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

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

## Definitions

**CoE** means Confirmation of Enrolment

**DHA** means Department of Home Affairs

**Deferral** means to postpone commencement of studies

**Suspension** is a temporary postponement of studies

**SCV** is a Student Course Variation which is lodged against a Confirmation of Enrolment in PRISMS. More information about SCV categories is available here: [https://internationaleducation.gov.au/Regulatory-Information/Provider-Registration/Fees-And-Charges/Documents/SCV\\_QuickReferenceGuide.pdf](https://internationaleducation.gov.au/Regulatory-Information/Provider-Registration/Fees-And-Charges/Documents/SCV_QuickReferenceGuide.pdf)

**PRISMS** means Provider Registration and International Student Management System (PRISMS).

**The College** or **Sheffield** means **Sheffield College**



## Policy

### 1. Deferral and suspension of studies

- Requests from students for deferral and suspension of studies will only be granted in compassionate or compelling circumstances which are generally those beyond the control of the student and which have an impact on the student's course progress or wellbeing. These could include, but are not limited to:
  - o serious illness or injury, where a medical certificate states that the student was unable to attend classes.
  - o bereavement of close family members such as parents or grandparents (supported by a death certificate where possible).
  - o major political upheaval, pandemic, or natural disaster either requiring emergency travel or making it dangerous or impossible to travel to Australia.
  - o 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 must be supported by police or psychologists' reports.
  - o inability to begin studying on the course commencement date due to delay in receiving a student visa.
  - o where Sheffield is unable to offer a pre-requisite unit

These circumstances are an example of what may be considered compassionate or compelling circumstances; however, each case will be assessed on its individual merits.

- When determining whether compassionate or compelling circumstances exist, Sheffield considers documentary evidence provided to support the claim, and stores copies of these documents in the student's file.
- Sheffield will inform all students that deferment, suspension of enrolment may affect his or her student visa.
- Students wishing to suspend their enrolment must apply in writing to Sheffield a minimum ten (10) working days prior to the requested suspension date unless evidence of extenuating circumstances preventing them from contacting Sheffield is provided. A retrospective deferment or suspension may be justified if the student can show that he/she was unable to contact Sheffield due to circumstances.
- Where a student-initiated deferral or suspension of enrolment is granted, Sheffield will suspend an enrolment for an agreed period of time - to a maximum of 12 months. If the deferral is required for longer than 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.
- Students falling into this category will be reported as a Student Course Variation in PRISMS in accordance with Section 19 (1) of the ESOS Act.

### 2. Provider initiated suspension, cancellation or non-commencement of studies

- Sheffield may suspend or cancel a student's enrolment including, for a number of reasons, including but not limited to:
  - o Misconduct by the student such as breach of Student Code of Conduct including plagiarism, collusion or cheating
  - o The student's failure to pay an amount he or she was required to pay Sheffield as stated in the written agreement.
  - o 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 Sheffield's *Course Progress Policy & Procedures*.
  - o Where Sheffield suspends or cancels a student's enrolment, before imposing a suspension or cancellation, Sheffield 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 Sheffield's internal complaints and appeals process, in accordance with Standard 10 (Complaints and Appeals), within 20 working days.
- Where a student chooses to access Sheffield's internal appeals process in relation to this decision, the cancellation or suspension will not take effect or be reported in PRISMS until the internal appeals process is completed, unless the student's health or wellbeing, or the wellbeing of others, is likely to be at risk. Where a student chooses to access an external appeals process, DHA will still be notified via PRISMS.





### 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 months of their course to transfer to another provider will be processed as per Sheffield's *Course Transfer Policy and Procedure*.
- Students will need to submit an Application for Deferral, Suspension and Withdrawal.
- Students must ensure that their fee account is not in arrears prior to filing their withdrawal application.

### 4. Reporting and Student Visa

- Sheffield will inform students that deferment, suspension or cancellation of enrolment may impact their student visa and will ask the student to seek advice from DHA on how any potential changes to enrolment may impact their visa.
- Any changes to the student's enrolment will be reported as a Student Course Variation and a Student Default in PRISMS in accordance with Section 19 (1) and (2) of the ESOS Act

### 5. Records

- All records relating to deferrals, suspensions and cancellations will be kept on the student's file. This will include all decisions made.
- All cases will be logged on the *Deferral, Suspension and Cancellation Register* and forwarded to the Director/CEO upon updating.

### 6. Publication

- This policy is provided to students in the International Student Handbook, which is provided to students prior to or upon commencement of a course, and also via Sheffield's website.





## Document Control

<b>Document No. &amp; Name</b>	Deferral, Suspension and Cancellation Policy
Quality Area	Students and Clients
Author	Compliance Department
Status	Approved
Approved By	CEO
Standards (SRTOs)	Standard 9
Standards (National Code)	ESOS Code 19 (1) and (2)

### Related forms:

1. Application for Leave of Absence
2. Application for Withdrawal form
3. Course Transfer form
4. Complaints and Appeals Policy
5. Fee Refund Policy
6. Course Transfer Policy and Procedure
7. Deferral, Suspension or Cancellation Register
8. Course Progress Policy and Procedure