


Austech Institute for Further Education

Enrolment Cancellation Policy (and Procedure)

 <p>Austech Institute for Further Education</p>	Title	
	Enrolment Cancellation Policy	
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1.0 Policy Statement

Austech Institute for Further Education (AIFE) is committed to ensuring fair and equitable policies and procedures are in place. Standard 13 of the National Code allows students to defer commencement of studies, take a leave of absence or temporarily suspend their studies during their course. This must be completed through a formal agreement with their registered provider. As these absences may affect the student's VISA the students must be advised of this.

The registered provider may also seek to cancel or suspend the student's enrolment.

The purpose of this procedure is to provide a process for assessing, approving and recording a deferment of the commencement of study, suspension or cancellation of study for the student, including keeping documentary evidence on the student's file of the assessment of the application or evidence of the initiation of the deferment, suspension or cancellation of enrolment procedures or status. This process may have been instigated by either student or registered provider and subsequent reporting requirements via PRISM's.

2.0 Scope

This procedure applies to any staff involved in the process of deferral, suspension or cancellation of study for international students. The Compliance Officer is responsible for the subsequent notification to international students and to ensure that staff and students are aware of its application and that the staff implement its requirements.

3.0 Definitions

3.1 Deferral

To defer or suspend enrolment means to temporarily put studies on hold (adjourn, delay, postpone). Providers do this by notifying DEEWR via PRISMS of the deferment or suspension of enrolment. Temporary deferment may be requested by a student on the

grounds of compassionate or compelling circumstances. AIFE may initiate suspension due to misbehaviour of the student.

3.2 Suspension

This is temporary postponement of enrolment during a course.

3.3 Cancellation

This is the permanent termination of the student's enrolment. Once this process is complete, the student's COE status will be listed as 'cancelled'.

3.4 Compassionate or compelling circumstances

Compassionate or compelling circumstances may include serious illness, injury, involvement in a serious accident for the student or serious illness, critical injury or bereavement of a close family member.

4.0 Policy

4.1 In accordance to the National Code standards, AIFE have implemented a policy regarding Enrolment Cancellation.

ESOS Standard 2 – Student Engagement before Enrolment

The National Code Standard 2.1 states:

"Prior to accepting a student, or an intending student, for enrolment in a course, the registered provider must provide, in print or through referral to an electronic copy, current and accurate information regarding the following...(2.1f) information about the grounds on which the student's enrolment may be deferred, suspended or cancelled".

ESOS Standard 13 – Deferring, Suspending or Cancelling the Students Enrolment

The National Code Standard 13 states:

13.1 The registered provider must have in place documented procedures for assessing, approving and recording a deferment of the commencement of study or suspension of study for the student, including keeping documentary evidence on the student's file of the assessment of the application.

13.3 The registered provider must:

- a. inform the student that deferring, suspending or cancelling his or her enrolment may affect his or her student visa; and
- b. notify the Secretary of DEEWR via PRISMS as required under section 19 of the ESOS Act where the student's enrolment is deferred, temporarily suspended or cancelled.

13.4 The registered provider must inform the student of its intention to suspend or cancel the student's enrolment where the suspension or cancellation is not initiated by the student and notify the student that he or she has 20 working days to access the registered provider's internal complaints and appeals process as per Standard 8.1. If the student accesses the registered provider's internal complaints and appeals process, suspension or cancellation of the student's enrolment under this standard cannot take effect until the internal process is completed, unless extenuating circumstances relating to the welfare of the student apply.

4.3 Students must use approved forms of communication to inform AIFE of their change in enrolment or enrolment status. Forms of communication may include:

- Hardcopy forms and supporting documents can be submitted to reception.
- Forms and supporting documents can be emailed to a relevant staff member or compliance@aife.edu.au

4.4 All changes to your enrolment are effective from the date your written notification is received and acknowledged by AIFE. It is not sufficient just to notify an AIFE staff member that you are cancelling/withdrawing from a course. Non attendance at classes does not automatically cancel your enrolment, nor does it cancel your student debt liability.

4.5 A student or AIFE Management personnel is required to formally complete the 'Request for Enrolment Cancellation / Withdraw Form', located at AIFE Reception or on our website.

4.6 Students enrolments are conditional upon fees being paid in full by the due date. Failure to do so will result in the students enrolment being cancelled. The cancellation of a students enrolment may affect their visa. Students who have their enrolment cancelled for any reason are advised to contact DIAC to ascertain any impact on their visa.

4.7 AIFE will assess the request and make a decision within seven business days. If an application for deferral, suspension or cancellation is approved, AIFE will notify DIAC through the DEEWR reporting system of PRISMS.

4.8 AIFE must inform the student that deferring, suspending or cancelling his or her enrolment may affect his or her student visa and notify the Secretary of DEEWR via PRISMS as required under section 19 of the ESOS Act where the student's enrolment is deferred, temporarily suspended or cancelled.

4.9 Documented evidence is to be placed in the Students Administration File. Evidence also needs to be provided, showing that AIFE have informed the affected student their visa may be affected. Appropriate notification of changes to enrolment status must also be lodged with PRISMS.

5.0 General Information

There are two major categories covered under this policy:

- (i) Deferral, Suspension or Cancellation Initiated by AIFE
- (ii) Deferral, Suspension or Cancellation initiated by student

Regardless of whether the deferral, suspension or cancellation of enrolment is the result of a student request or instigated by AIFE, the period of suspension of enrolment (as entered in PRISMS) will not be included in attendance monitoring calculations.

Regardless of the reasons for notifying DEEWR, reporting through PRISMS of a change of enrolment status, AIFE will always inform the student in writing that deferment, suspension or cancellation of enrolment may affect his or her student visa.

6.0 Deferral, Suspension or Cancellation Initiated by Student

6.1. International students are allowed to defer commencement of a course only in the following circumstances:

- (i) on the grounds of compassionate or compelling circumstances
- (ii) student visa delay.

6.2 AIFE can only defer or temporarily suspend the enrolment of the student on the grounds of:

- (i) compassionate or compelling circumstances; or
- (ii) misbehavior by the student.

6.3 Students will have to fill in request to Defer Course Form and must submit through the approved forms of communication.

6.4 Student will receive a new enrolment agreement written to reflect the new starting date.

6.5 Students who wish to **cancel** enrolment in their course must submit the enrolment cancellation format AIFE Reception.

6.6 Student must complete a Request for Enrolment Cancellation / Withdraw Form, along with any required supporting documents, and must submit through the approved forms of communication.

6.7 The Compliance Officer will follow the process of enrolment cancellation. Once the cancellation is processed the student will receive formal written notification of outcome and a Release Letter (if applicable to the case) from the Officer.

6.8 Only after the deferral or cancellation is processed, will the Compliance Officer notify DEEWR via PRISMS.

6.9 Student initiated deferral, suspension or cancellation of enrolment cannot be granted retrospectively (after the event) or if it was taken by the student without authorisation. If students have taken unauthorised leave then they will be recorded as absent and reported to DIAC if their attendance falls below the College requirements.

6.10 Students must be aware that any deferrals, suspension of studies or cancellation of enrolments may affect their student visa and AIFE will notify DEEWR via PRISMS as required under section 19 of the ESOS Act. For further information, the student should visit the DIAC website: <http://www.immi.gov.au/>.

For further details on fees or refunds applicable, please refer to AIFE Fees Policy and Procedure and AIFE Refund Policy.

7.0 Deferral, Suspension or Cancellation Initiated by AIFE

7.1 AIFE may **defer** commencement of a course when a course is not offered.

7.2 AIFE may **suspend** a student enrolment when

- (i) student misbehaves as outlined in the AIFE Student Code of Conduct;
- (ii) intervention strategy for unsatisfactory course progress is implemented;
- (iii) there are compassionate and compelling circumstances

7.3. AIFE may **cancel** a student enrolment when

- (i) student demonstrates serious misconduct as outlined in AIFE Student Code of Conduct;
- (ii) there is evidence of consistent unsatisfactory course progress in nonconsecutive semesters or continuous absence from class;
- (iii) outstanding fees are not paid.

7.4 When suspension or cancellation of the student's enrolment is initiated by AIFE, students will be notified and 20 working days will be given to the student to access AIFE internal complaints and appeals process refer to AIFE Complaints and Appeals Policy and Procedure.

7.5 The change in enrolment status will not be reported to DEEWR until the external appeals process is completed unless extenuating circumstances relating to the welfare of the student apply.

7.6 Extenuating circumstances can include the following:

Evidence and reasons for AIFE to believe that the student

- is missing;
- shows severe depression or psychological imbalance that may threaten the student's well being;
- has acted in a way that endangers others or his or her own life;
- is likely to commit a criminal offence.

7.7 Only when the deferral, suspension or cancellation is processed, will AIFE notify DEEWR via PRISMS.

7.8 The decision to defer commencement of studies, or cancel enrolment will be made by the Compliance Officer. In making this decision the Compliance Officer may consult with other staff in the College.

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

- on medical grounds (a medical practitioner's certificate indicating the student is unable to attend class);

- delay in student visa;
- in exceptional compassionate circumstances beyond the students control, (independent evidence of the exceptional circumstances is required).
- in the event of the unavailability, in a particular study period, of key or prerequisite units resulting in a significantly reduced study load. This ground is only available if the deferral allows the student to return to the college with a fuller load in a subsequent study period.

7.10 AIFE 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 guidelines of the AIFE Student Code of Conduct.

7.11 Non-commencement of studies where the student does not commence studies in a program when they are due to commence and they have not notified AIFE in writing; or where the student requested deferment, but there were no compassionate or compelling reasons for granting a deferment.

7.12 When a student who has not completed his or her program does not return to studies after a break and has not notified AIFE of any reason. In this case, by not re-enrolling the student has 'inactively' advised AIFE that they will not be continuing their studies.

7.13 In circumstances covered by grounds 7.10; 7.11 and 7.12, AIFE will notify the student in writing of its intent to suspend or cancel enrolment and inform the student that he or she has 20 working days in which to access our internal appeals process. Please refer to AIFE Complaints and Appeals Policy and Procedure.

7.14 Should the student choose to access AIFE's appeals process, AIFE will maintain the student's enrolment until the external appeals process is completed (and has supported AIFE's intention to suspend or cancel the student's enrolment) unless extenuating circumstances relating to the welfare of the student apply.

7.15 Extenuating circumstances relating to the welfare of the student may include, but are not limited to those listed on 7.6

7.16 Any claim of extenuating circumstances by AIFE will be supported by appropriate documented evidence.

7.17 Student initiated deferral of commencement or suspension of enrolment cannot be granted retrospectively (after the event) or if it was taken by the student without authorisation.

8.0 Additional Guidelines and Implications

8.1 Students will be informed that deferral, suspension or cancellation of enrolment may affect the student's visa. If an international student's enrolment is suspended for more than six months, the student's visa may be cancelled by DIAC.

8.2 When a student is deferred, suspended or enrolment cancelled the course fees, which are scheduled in the student's contract, will remain due on the scheduled dates.

8.3 A copy of all documentation related to the assessment of student's deferral, suspension and cancellation application will be kept in the student's file.

8.4 By signing AIFE International acceptance Form (Agreement), you are agreeing to abide by AIFE Enrolment and Cancellation policies.

8.5 All courses offered by AIFE are subject to entry requirements. International students are required to meet the English and academic requirements.

8.6 Student should understand that they are governed by both the educational goals of AIFE and the laws of Australia.

9.0 Cancellation of Enrolment for Non-Payment of tuition Fees

This section has been formulated to provide a clear statement of AIFE's processes for canceling the enrolment of an international student following non-payment of tuition fees.

International students are considered to be enrolled when they have paid, by the prescribed instalment date, all fees owed to AIFE. International students who have

made a part payment, in good faith, by the prescribed date or who have been granted an extension of time to pay, will be considered enrolled, but may be subject to certain sanctions pending receipt of full payment.

9.1 Payment and Extensions

International students who are unable to pay their tuition fees by the prescribed instalment date must seek a request for fee extension, by completing the Request for Fee Extension Form.

9.2 Cancellation Process

9.2.1 AIFE Accounts Officer will send a first fee reminder to an international student who has not paid his or her tuition fees by the prescribed instalment date. The reminder will contain information regarding the consequences of non-payment. AIFE will allow the student 14 days from the date of the reminder letter to pay the outstanding amount.

9.2.2 AIFE Accounts Officer will send a second reminder to an international student who has not paid his or her tuition fees by the prescribed instalment date. AIFE will give the international student 14 days from the date of the reminder letter to pay the outstanding amount

9.2.3 AIFE Accounts Officer will send a list of all international students who have been issued a second notice to the Compliance Officer, for permission to cancel enrolment if payment is not received by the 14 days.

9.2.4 AIFE Compliance Officer will then send a Final Notice to an international student who has not paid his or her tuition fees by 14 days from the date of the second reminder letter. The Final Notice will state that AIFE has approved the student's cancellation of enrolment, the student has 20 working days to access AIFE internal complaints and appeals procedure should the student wish to submit an appeal, in accordance with the policy below, and cancellation of enrolment may affect the student's student visa.

9.2.5 Where the student has not accessed AIFE internal complaints and appeals procedure within 20 working days after the Final Notice was issued, and has not paid the tuition fees by the end of that period, AIFE will:

- (a) Email the Student to cancel the international student's enrolment;
- (b) Advise the Compliance Officer to record the cancellation on internal student database system;
- (c) Notify DIAC within 14 days that the international student is not enrolled and is in breach of his or her student visa;
- (d) Advise the co-ordinators of all the units of study in which the international student was enrolled that the international student's enrolment has been cancelled, and that the international student is not permitted to continue in those units.

9.2.6 However, if the student accesses AIFE internal complaints and appeals process in the 20 working day period after the Final Notice was issued, the suspension or cancellation of the student's enrolment under this policy cannot take effect until the internal and external process is completed, unless extenuating circumstances relating to the welfare of the student apply.

10.0 Procedures for Pursuing Student Debt

Students who default on their payment i.e. do not pay fees when due; will receive initial written notification to their AIFE email account. A two week time period within which to settle their account or to contact AIFE will be given. If no action is taken, a second letter will be sent setting out the possible penalties for non-payment and giving a seven day deadline for settlement or to contact AIFE. If neither payment nor contact is made, students will be sent a final letter informing them that steps will be taken to cancel their enrolment and provide their details to a debt collection agency.

11.0 Procedure

Student:

1. Student is required to submit completed 'Request for enrolment Cancellation / Withdraw from Course Form', along with any required supporting documents by the approved forms of communication.

Student Service Receptionist:

2. Student Service Receptionist must complete 'Admin Use Only' section and place the form in processing tray.

Data Entry Personnel

3. Collect the forms on a daily basis, and enter all details provided on the form into AIFE intranet system – Sharepoint – Enrolment Cancellation page.

- Student ID
- Student Name
- Intake
- Course Name
- Course Start Date
- Course End Date
- Status
- Reason
- Request Date
- Data Entry Processed By
- Data Entry Processed Date

4. Acknowledgement email will be sent to the student, once application form for Enrolment Cancellation has been received.

5. Scan all records of Request for Enrolment Cancellation/Withdraw Forms and supporting documents into a PDF file onto Sharepoint system; and place original hard copy in student administration file.

Accounts Officer:

5. Conduct a finance check. Needs to complete the following fields on Sharepoint Enrolment Cancellation page:

- Finance Verified By

- Finance Verification Date
- Fees Paid
- Fees Due
- Fees Overdue
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6. If a student has any overdue fee, system email will send out to remind students to pay the pending invoices. If the fees can't be collected, two weeks after the email generated from system about the overdue account, student details will be sent to debt collection agency.

Compliance Officer

9. Contact the student to arrange a counseling session.

10. Details of counseling to be recorded in Wisenet Client Journal.

11. The following fields need to be completed on Sharepoint Enrolment Cancellation page:

- Nationality
- Reported to Immigration
- Agent Name
- Admin Use section [Cancel Wisenet status (internal student database); inform DEEWR via PRISMS;
- Compliance Processed Date
- Comments

12. Student will be informed in writing most commonly via email about the outcome of the decision of enrolment cancellation.

If cancellation approved

13. Issue Release Letter (if required).

14. Provide student details to Student Service Officer who will prepare any Certification, Academic Transcript or Statement of attainment which the student is eligible to receive. Please note that as per AQTF Condition of Registration 6, student is eligible to receive

the AQF Qualification or Statement of Attainment, once he/she has been assessed competent. If student has Fee Overdue, AIFE cannot hold the AQF Qualification or Statement of Attainment, however, AIFE still has a right to take legal action to collect the overdue Fees.

Accounts Officer

15. Update fees in Finance System;
16. Waive off the invoices.