

## COURSE DEFERRALS, SUSPENSION AND CANCELLATION POLICY AND PROCEDURE

### 1. PURPOSE

The purpose of this policy is to ensure that The Lan-Grove Office Training Centre Pty Ltd trading as They Sydney Business and Travel Academy and The Sydney English Language Academy herein known as “The Academy” has a documented process for assessing, approving and recording deferment suspension or cancellation of study as per Standard 9 of The National Code of Practice 2018.

### 2. POLICY STATEMENT

The Academy’s courses have defined structures and students are expected to undertake these studies without interruptions, however, some students may choose to defer their studies due to unforeseen circumstances, which may interrupt their studies. Therefore, students may choose to defer their studies or temporarily suspend their studies.

### 3. PROCEDURES

#### 3.1 Student initiated deferral of enrolment prior to course commencement

- a) If a student wishes to defer their course prior to their course commencement and after a eCOE has been issued, the student is required to apply in writing to The Academy for course deferment.
- b) The deferment will be referred to the Marketing team who will establish the reasons for the deferment, which could include:
  - ✓ delay in granting of student visa.
  - ✓ Visa granted close to the intake date.
  - ✓ Compassionate or compelling circumstances
- c) Based on the evidence, the student will be sent a new Letter of Offer with new commencement date.
- d) Once the new Letter of Offer is accepted and signed by the student, a new eCOE will be issued by the Registrar’s office.
- e) First deferral is at no cost to the student however student is charged \$100 for the second deferral.

#### 3.2 Student initiated deferral or suspension after course commencement

Students can apply to The Academy to defer or temporarily suspend their studies if they have evidence of compassionate or compelling circumstances. To defer or suspend their course, students must follow the steps below:

- a) Complete the “Defer, Suspend, Cancel Enrolment Form” which can be accessed from The Academy’s website, from the reception desk or requesting the form by sending an email to [studentservices@sbta.com.au](mailto:studentservices@sbta.com.au).
- b) Email the completed form to the Student Services Coordinator at [studentservices@sbta.com.au](mailto:studentservices@sbta.com.au) with all supporting documentation demonstrating compassionate or compelling circumstances.

- c) The Student Services Coordinator will evaluate and assess the student's request for deferment or suspension. Student might also be requested to attend a meeting with the Student Services Coordinator.
- d) If deferral or suspension is approved, the student will be notified in writing by the Student Services Coordinator.
- ❖ Deferrals and suspension will only be granted to students under compassionate or compelling circumstances, which may be beyond the student's control for a maximum of 6 months only.

Compassionate or compelling circumstances are generally those beyond the control of the student and which may have an impact upon the student's course progress or wellbeing. These could include, but are not limited to serious illness or injury, where a medical certificate states that the student was unable to attend classes

- bereavement of close family members such as parents or grandparents (Where possible a death certificate should be provided)
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; or
- a traumatic experience which could include:
  - involvement in, or witnessing of a serious accident; or
  - 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)
  - where the registered provider was unable to offer a pre-requisite unit; or
  - inability to begin studying on the course commencement date due to delay in receiving a student visa.

- ❖ The above are only some of examples of what may be considered compassionate or compelling circumstances. The Academy will use its own professional judgement and will assess each case on its individual merits. When determining whether compassionate or compelling circumstances exist, The Academy will consider certified documentary evidence provided to support the claim.

- e) All documentary evidence will be kept on the student's file in the Student Management System (ACAS).
- f) The Academy will notify the student that deferring or suspending their course may affect his or her student visa
- g) The Academy will also notify Australian Border Force – DIBP via the PRISMS systems that it is deferring or suspending a student's enrolment for a period, which will affect the end date of the COE.
- h) The student's original COE will be cancelled in PRISMS and The Academy will be offered the opportunity to create a new CoE with a more appropriate end date. If the end date of the CoE is not affected, then a new CoE does not have to be issued but the information regarding student's deferral and/or suspension is recorded in PRISMS for future reference.

- i) If The Academy is not able to determine when the student will return, The Academy may choose not to create a new CoE at that point, but to wait until the student has notified The Academy of the intended date of return before creating the new CoE.
- j) Application for leave which includes deferment from an existing student will be charged at \$200 per application.

### 3.3 Course cancellation by the student

- a) A student may choose to cancel their course at any time either before or after the course start date if they have a good reason to cancel their course. To cancel their course, students must follow the process below:
  - ❖ Complete the “Defer, Suspend, Cancel Enrolment For” and email it to the Student Services Coordinator” at [studentservices@sbta.com.au](mailto:studentservices@sbta.com.au) with all supporting documentation.
  - ❖ Attend an interview to discuss their reasons for cancellation.
- b) Whilst a determination is being made, the student is required to attend all scheduled classes until they have been notified of the outcome of their application for cancellation.
- c) Cancellation request by students who have not yet completed six (6) months of their principal course will be assessed against The Academy’s “Transfer Between Registered Providers Policy and Procedure”.
- d) The Academy will notify the Department of Home Affairs via PRISMS within 7 days after the event date of course cancellation. The student will be notified that this may affect their student visa.
- e) The Academy is under no obligation to reinstate any student’s enrolment if they have cancelled their enrolment. Student may reapply at a later date if they have cancelled their enrolment, following normal admissions processes and are subject to any relevant Department of Home Affairs’ restrictions that may apply.

### 3.4 Course deferral, suspension or cancellation initiated by The Academy

- a) The Academy may choose to defer, temporarily suspend or cancel a student’s enrolment as a result of unsatisfactory academic progress, non-payment of tuition fees, academic misconduct or misbehaviour by the student.
- b) The Academy will notify students of its intention to suspend or cancel their enrolment and students will be advised that they have 20 working days to access The Academy’s complaints and appeals process before reporting any provider initiated suspensions or cancellations of enrolments via PRISMS. Examples of misbehaviour but are not limited to, include:
  - Continuous interruptions of the trainer
  - Smoking in non-smoking areas
  - Being disrespectful to trainers, other participants or staff members
  - Harassment by using offensive language or behaviours
  - Sexual harassment
  - Acting in an unsafe manner that places themselves and others at risk
  - Refusing to participate when required, in group activities

- Continued absence or late arrival at required times
  - Non-adherence to The Academy's Code of Conduct as outlined in the Student Handbook.
- c) If a student decides to access The Academy's internal complaints and appeals process the suspension or cancellation will not take effect until any internal appeal process is completed, unless extenuating circumstances relating to the welfare of the student apply.
- d) The student has 20 days to lodge an appeal.
- e) Whereas a student decides to access this procedure within 20 working days of notification, the reporting of the student's enrolment changes via PRISMS must not occur until the internal appeals process is completed.
- f) Students are informed that cancellation of their enrolment may affect their student visa status.
- g) All documentation relating to the assessment of student cancellation applications will be kept in the student's file and recorded in the student's diary in ACAS.

#### 4. Associated documents

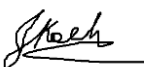
Student Handbook  
 Website  
 Transfer between Registered Providers Policy and Procedure

#### 5. Related Standards

- Standard 5, Clauses 5.3
- National Code of 2018 Standard 9
- ESOS Act 2000
- Privacy Act 1988
- The Migration Act 1958
- Student Visa Conditions 8202

#### 6. Responsibility

- Principal
- Student Services Coordinator
- Technical Administrative Systems Officer
- Registrar
- Marketing Team
- Reception

Approved by: Jane Koch  
 Position: Chief Executive Officer  
 Signature:   
 Date: 19 January 2018

#### Appendix A: History

Version	Authorised by	Modification date	Effective Date
1	CEO	October 2014	October 2014
2	CEO	November 2017	22 November 2017

3	CEO	8 January 2018	19 January 2018
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