



RTO No. 31736 | CRICOS Provider No. 03010G

Differing, suspending, withdrawing or cancelling student's enrolment policy

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Contents

1. Purpose.....	4
2. Scope	4
3. Responsibility.....	4
4. Compliance/legislations.....	4
5. Definition.....	4
6. Policy.....	5
7. Procedure	6
7.1 Student's Initiated Deferral, Suspension or Cancellation	6
7.2 College initiated Deferral, Suspension or Cancellation.....	6
7.3 Additional guidelines for overseas students.....	7
8. Complaints and Appeals	7
9. Associated documents.....	7

1. Purpose

This policy establishes the requirements for Queensford College and overseas students to defer, suspend and cancel the course under eligible circumstances in accordance with the standard 9 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

2. Scope

This policy applies to all overseas students enrolled with Queensford College's courses of study and outlines the process for assessing and documenting requests for deferral, suspension or cancellation of studies, in line with obligations under Standard 9 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

3. Responsibility

Student Administration Manager will be responsible for the implementation of this policy.

4. Compliance/legislations

Clause/standard	Requirement
Standard 9 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018	Deferring, suspending or cancelling the overseas student's enrolment

5. Definition

Cancellation	cessation of enrolment in course
Deferral	postponement of commencement of course by prospective students who have been offered a place in courses offered by the Institute and have not yet commenced studies.
Compassionate and Compelling circumstances	circumstances beyond the control of the student and which have an impact on the student's course progress or wellbeing.
Suspension	A temporary interruption to the study program of the student, and can be initiated by either college or student.
Student Misbehaviour	Cheating or plagiarism, swearing, fighting, displays of aggressive behaviour, abusive language, engaging in discriminatory or threatening behaviour
Student Visa	Non-immigrant visa that any student from another country must obtain to study in the country

PRISMS	Provider Registration and International Student Management System
VEVO	Visa Entitlement Verification Online

6. Policy

- 6.1 Queensford College ensures it has a documented process for assessing, approving and recording a deferment, suspension or cancellation of study and that is accessible for the students.
- 6.2 Queensford College allows international students to initiate deferral, suspension or cancellation of their studies only in certain limited circumstances below:
- Student has a reasonable compassionate ground supported with evidence,
 - there has been serious misbehaviour and breaches of college rules including General and Academic misconduct by the student,
 - a student fails to pay the agreed fees as clearly indicated in the Written Agreement signed by the student
 - a student fails to make course progress in accordance with the Course Progress Policy & Procedure
 - a student fails to meet the required attendance requirements of the course as described in the Course Progress Policy & Procedure
- 6.3 Queensford College may suspend or cancels students' enrolment under defined conditions described in the procedure.
- 6.4 College holds its discretion to cancel the enrolment of a student in case of non-payment of tuition fees. College does not have to wait to cancel the enrolment after the internal appeal has been conducted (negative outcome) or the time period for internal appeal has been expired.
- 6.5 College will ensure that the process for assessing, approving/rejecting and recording of the deferment, suspension and cancellation of students' enrolment is documented.
- 6.6 The change in enrolment status will not be reported to Department of Education until the internal appeals process is completed unless extenuating circumstances relating to the welfare of the student apply.
- 6.7 College will ensure that its Access and Equity Policy plays a key role in its operation and decision-making process that everyone is treated fairly and without prejudice.
- 6.8 Queensford College honours students right to appeal a decision that college will not notify DHA of a change to the enrolment status until the internal complaints and appeals process is completed.

7. Procedure

7.1 Student's Initiated Deferral, Suspension or Cancellation

Students wishing to defer, cancel, suspend (i.e., take a leave of absence or withdraw) from their studies, should submit a [Enrolment Variation Form](#) to reception or send via email xxxxxx at least 10 (ten) working days prior to the suspension date.

The Student Administration Manager assesses the application, supporting evidence, the timing of a request and academic progress (if submitted during a period of study) according to this policy.

College responds to the student about the outcome in writing. In the event of rejection of the application, College advise the student about their rights to appeal the decision within 20 working days from receiving the notification of outcome.

If the application is approved, the student will be informed (in writing) of the outcome as follows:

Deferral:

- (i) Student Admin Department will send a copy of revised [Letter of Offer](#) and [Student Agreement](#).
- (ii) Student accepts and signs off a new agreement copy. College will also advise the student in writing that changes to their course duration will be recorded on PRISMS and that this may have implications for their student visa.

Cancellation:

- (i) For a successful cancellation application, College will notify the student in writing and cancel the CoE and subsequently report the cancellation on PRISMS within 31 days.
- (ii) If the students advise College that they no longer wish to remain enrolled in the course or trigger a cancellation of their enrolment through their conduct, College will advise the DHA via PRISMS, and their CoE will be cancelled. However, college will provide students an opportunity to appeal the decision before finalising on the PRISMS.
- (iii) College will retain copies of all written material related to deferrals, suspensions or cancellations in the student's file as per its record management policy.

7.2 College initiated Deferral, Suspension or Cancellation

- (i) Whether College determines there is a substantial ground to defer/cancel/suspend the student's enrolment in accordance with this policy, the Student Admin Manager will notify the student in writing of its intention to suspend or cancel the student's enrolment. The notification will include a clear explanation of the reasons for the intended cancellation and outline the appeals process available to the student.
- (ii) The student is required to respond to the notification within 5 working days.
- (iii) Based on the student's response, College will decide whether or not to proceed ahead with the process or reconsider the intention to cancel the student's enrolment.
- (iv) Where the College considers the suspension or cancellation should proceed, the student will be given 20 working days to access the internal appeal process.

7.3 Additional guidelines for overseas students

- If an international student's enrolment is temporarily suspended for a period of 28 days or longer, the student must return home (unless special circumstances exist).
- The student will be required to prove that they are returning home, such as by providing their airline ticket.
- The Student Administration Manager will take a copy of the airline ticket for the student's file.
- International students can suspend enrolment for a maximum period of 12 months. In case of exceptional circumstances (supported by documented evidence), longer suspensions may be granted at the discretion of College management.
- Deferral, temporary 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 the DHA.

8. Complaints and Appeals

Queensford College honours the rights of students to make complaints and access appeals.

9. Associated documents

- Access, Equity and Fair Treatment Policy
- Complaints and Appeals Policy
- College website information content
- Enrolment Variation Form
- International Student Prospectus
- Manual Template- Enrolment Variation
- Student Handbook
- Student Agreement