

1 PURPOSE

To ensure all students and staff are aware of Axial International College's obligations and policy on deferring, suspending or cancelling enrolments for international students.

2 POLICY

- a) Students may request a deferment or suspension of their studies during the course in limited circumstances as per the National Code of Practice for Providers of Education and Training to Overseas Students 2018, standard 9.
- b) Axial International College may also suspend or cancel a student's enrolment against student's wish for misconduct, provided such suspension is in accord with the college's policies.
- c) Before suspending or cancelling a student's enrolment, Axial must notify the student of its intention in writing, and allow student 20 working days to access the complaints and appeals process (see: Complaints and Appeals policy). If accessed, the college will not notify the Department of Home Affairs of a change to the enrolment until the appeal process is completed and the appeal is not a successful one.
- d) In all cases, Axial International College is responsible for notifying students that deferment, suspension or cancellation of their enrolment may affect their visa status.
- e) It is also Axial's responsibility to notify the Department of Home Affairs via Provider Registration and International Student Management System (PRISMS) whenever a student's enrolment is deferred, suspended or cancelled.
- f) Students must be aware that a deferment or suspension of enrolment may affect his/her student visa, and are advised to contact the Department of Home Affairs website (www.homeaffairs.gov.au) or helpline (131 881) for further information;
- g) Documentary evidence must be kept in Axial's student file.
- h) A student may only request a deferral or suspension on the grounds of illness or compassionate / compelling circumstances beyond the control of the student. Students are made aware via the Student Handbook and this policy that deferral, suspension or cancelation of their enrolment may affect their student visa. Compelling and compassionate circumstances may 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, siblings or grandparents (a death certificate should be provided);
 - Major political upheaval or natural disaster in the home country requiring emergency travel; or

- A significant traumatic experience (supporting documentation must be provided).
- i) Where a student is granted a long period of suspension and remains in Australia for the duration of suspension, Axial International College may decide to make the suspension conditional upon regular communication and meetings with the College. This is done in case there are concerns about student's welfare and support network.
- j) Axial International College may impose conditions on any suspension and deferrals granted, and may offer a reduced study workload instead of a suspension in case it finds more appropriate.
- k) Students must apply to Axial International College for deferral/ suspension of their studies and in doing so acknowledge that Axial International College may choose to grant or decline any such request.

3 CANCELLATION OF ENROLMENT

In some situations, Axial may choose to cancel a student's enrolment. These situations could include but are not limited to:

- Failure of the student to pay all applicable tuition fees;
- The student's behaviour is unacceptable as defined by Axial International College's Student Code of Conduct;
- The student's attendance and course progression does not meet the standards as set out in the Course Progress and Attendance Policy;
- The student's inability to begin studying on the course commencement date due to delays in receiving a student visa;
- The student is missing;
- The student is deemed to have abandoned studies (please refer below to "Non-resumption of studies").

4 NON-RESUMPTION OF STUDIES

A student is deemed as having abandoned his/her studies if:

- Student does not return to study within 10 days of the course resumption date after a scheduled course break (term start date) without informing the college about the need for a delay.

Students deemed to have abandoned their studies will have their enrolment cancelled and their Confirmation of Enrolment (CoE) will be marked as "Inactive/Cancelled" on PRISMS. Students who return to study after a cancellation of enrolment will need to reapply for their

course and a new application process needs to be activated. Axial is not obliged to accept a student back after having cancelled their enrolment for non-resumption of studies.

5 HOW STUDENT'S COES WILL BE AFFECTED WITH A SUSPENSION/DEFERMENT/CANCELLATION REQUEST

- When the deferment or suspension doesn't affect the end date of the CoE, there is no change to its enrolment status on PRISMS. The CoE's status will still be listed as "Studying", but the notice of suspension/deferment will be recorded in the system and the Department of Home Affairs is informed for their reference.
- When the deferment or suspension affects the end date of the CoE, PRISMS cancels the original CoE and takes the user to create a new one with updated end dates and information.
- When the student's enrolment is cancelled, so is the CoE.

6 PROCEDURE TO APPLY FOR A DEFERMENT/SUSPENSION/CANCELLATION OF ENROLMENT

- Complete the Deferment/Suspension/Cancellation application form with relevant supporting documentation (medical/death/police/court certificates or a statutory declaration certified by a Justice of Peace when other documentation is unavailable);
- Axial International College Administration will log the receipt of the application in the VETtrak student management system;
- Axial International College Administration will assess the students application and supporting documentation and forward to the Administration Manager for approval prior to granting any request;
- Axial International College Administration Manager will assess the application and advise on the outcome and action to be taken;
- Axial International College Administration will advise the student of the decision via the an outcome letter;
- The final decision will be logged in the VETtrak student management system. Copies of all documentation will be stored in the student file;
- All applications for deferment or suspension will be considered and the decision conveyed to the student within 10 working days from the date of application by the student;
- In cases of suspensions granted, Axial International College will provide student with a new study plan that best reflects on student's new end of course date;

7 PROCEDURE TO CANCEL AN ENROLMENT

Where Axial International College makes the decision to cancel a student's enrolment, an Axial International College staff member will:

- Complete the Cancellation Advice form;
- Axial International College Administration will log the receipt of the advice in the VETtrak student management system;
- Axial International College Administration will assess the cancellation advice and supporting documentation and forward to the Administration Manager for approval
- Axial International College Administration Manager will assess the cancellation advice and advise on the outcome and action to be taken;
- Axial International College Administration will advise the student of the decision via the Cancellation Letter and give the student the chance of appealing the decision if applicable;
- The final decision will be logged in the VETtrak student management system. Copies of all documentation will be stored in the student file.