

## **Deferring, Suspending or Cancelling a Student's Enrolment Policy**

### **Purpose**

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This policy outlines the guidelines for staff and students of Greenwich College Pty Ltd with respect to deferring, suspending or cancelling a student's enrolment and ensures all requirements comply to the relevant legislation and regulations, including the ESOS Act and the National Code 2018, are met.

### **Scope**

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This policy relates to all staff involved in student admissions and enrolment and all students.

### **Policy**

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Any application from a student to defer, suspend or cancel their enrolment must be made in writing and should, where practical be made 10 working days prior to the effective date. This will be considered by the Student Services Manager and/or the General Manager.

Greenwich College Pty Ltd may cancel a student's enrolment due to:

- a) Failure to arrive to commence the course
- b) Failure to pay fees
- c) Failure to make satisfactory course progress
- d) Failure to meet minimum attendance requirements
- e) Misbehaviour, including academic misconduct
- f) Cancellation of the student's visa by Department of Home Affairs (DHA) and hence their right to study in Australia

Students may also have their enrolment suspended due to serious misbehaviour during which time a case for cancellation of studies may be considered.

Any decision by Greenwich College Pty Ltd to move to cancel or suspend a student's enrolment must be preceded by a process of communication with the student. This

process must be made in writing and in a manner accessible to the student and must include:

- fair and reasonable warnings to a student for not meeting one of the above listed requirements in the maintenance of their enrolment where such a warning is appropriate
- communication of reasons for the intention by Greenwich College Pty Ltd to cancel or suspend the student's enrolment
- communication of timeframes for repair or completion of said processing
- the availability and process through which the student can appeal any such decision, both internally and externally
- the timeframe within which Greenwich College Pty Ltd will report the cancelation via PRISMS
- any right the student has to refund of fees paid and the process whereby said refund can be pursued

Greenwich College Pty Ltd can only defer or temporarily suspend the enrolment of a student on the grounds of compassionate or compelling circumstances and must provide supporting documents as follows:

- for 1 term/up to 8 weeks - e.g. a medical certificate states that the student is unable to attend classes; or a death in the family
- for an extended suspension (4 to a maximum of 6 months) - sufficient medical evidence must be provided (e.g. in the case of a 'mental illness', this must be supported by a psychologist or psychiatrist report and the GP must reference the patient's DASS scores in their report).

Students have the right to appeal a decision by Greenwich College Pty Ltd to defer, suspend or cancel their studies. Except in cases of misconduct by the student which is deemed to have significant negative impact on the safety, security, or rights of any staff or other students of Greenwich College Pty Ltd, the enrolment of the student will be maintained throughout the internal and external appeals process period.

Students will have 20 working days to access the internal appeals process and, in those cases in which it applies, 5 working days to access the external appeals process.

Greenwich College Pty Ltd will not notify Department of Education of a change to the enrolment status until the internal complaints and appeals process is completed along with any external appeal in such cases, except in cases of misconduct as identified above.

Any deferment, suspension or cancelation of a student's enrolment by Greenwich College, for any reason whatsoever, must have the written approval of the Student Services Manager and/or the General Manager.

In all cases of deferment, suspension or cancelation of a student's enrolment by Greenwich College or by the student themselves, records will be maintained of all communications and other relevant information, such as written evidence of compelling and compassionate circumstances.

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