

<b>POLICY:</b>	<b>DEFERRING, SUSPENDING OR CANCELLING THE STUDENT'S ENROLMENT</b>
<b>NVR Ref:</b>	<b>Standard 5</b>
<b>IBI Ref:</b>	<b>IBI-2- D2</b>
<b>Purpose</b>	<p>The following procedures will ensure that the Institute follows the required process when a student wishes to defer, suspend, or cancel their enrolment with the Institute.</p> <p>Students are able to initiate deferral, suspension or cancellation of their studies during their enrolment period only in certain limited circumstances as described below.</p> <p>Students may also have their enrolment suspended due to misbehaviour which can also be grounds for cancellation of studies. <i>Refer "Provider Suspension" section of the following Procedure.</i></p> <p>Students have the right to appeal a decision by the Institute to defer, suspend or cancel their studies and the Institute will not notify the regulator of a change to the enrolment status until the internal complaints and appeals process is completed. <i>Refer Appeals and Complaints Policy.</i></p>
<b>Responsibility</b>	The CEO is responsible for the implementation of this Policy/Procedure and to ensure that staff and students are aware of its application and that staff implement its requirements.

<b>PROCEDURE:</b>	<b>DEFERRING, SUSPENDING OR CANCELLING THE STUDENT'S ENROLMENT</b>
<b>NVR Ref:</b>	<b>Standard 5</b>
<b>IBI Ref:</b>	<b>IBI-2- D2</b>
<b>Action/Method</b>	<p><b>Student Deferral</b></p> <ul style="list-style-type: none"> <li>• A student wishing to defer an enrolment must do so prior to the commencement of the course. Students must complete an 'Application to Defer, Suspend or Cancel Enrolment' and submit to the Administration Section.</li> <li>• All applications for Deferral documentation will be kept on the student's file and Skills Victoria of the decision to defer the enrolment as a result of the student's request.</li> </ul> <p><b>Student Suspension</b></p> <ul style="list-style-type: none"> <li>• The Institute is only able to temporarily suspend the enrolment of the student on the grounds of compassionate or compelling circumstances. These circumstances could include but are not limited to: <ul style="list-style-type: none"> <li>- Serious illness or injury, where a medical certificate states that the student was / is unable to attend classes;</li> <li>- Bereavement of close family members such as parents or grandparents (Where possible a death certificate should be provided);</li> <li>- Major political upheaval or natural disaster requiring emergency travel and this has impacted on the student's studies; or</li> <li>- A traumatic experience which could include: <ul style="list-style-type: none"> <li>- involvement in, or witnessing of a serious accident; or</li> <li>- witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologist's reports)</li> <li>- Where the Institute is unable to offer a pre-requisite unit</li> <li>- Inability to begin studying on the course commencement date due to delay in receiving a student visa.</li> </ul> </li> </ul> </li> </ul> <p><b><u>Please Note:</u></b>  <i>The above are only some of examples of what may be considered compassionate or compelling circumstances. The CEO will use his/her professional judgment and to assess each case on its individual merits. When determining whether compassionate or compelling circumstances exist, the Institute will consider documentary evidence provided to support the claim, and retain copies of these documents in the student's file.</i></p>

<p><b>Action/Method</b> (cont)</p>	<ul style="list-style-type: none"> <li>• Students will be required to complete an 'Application to Defer, Suspend or Cancel Enrolment' in and submit to the Administration Section. Students will also be required to provide evidence of the compassionate or compelling circumstances in their application. (ie. a medical certificate, police report, etc.)</li> <li>• Students who would like to defer their studies must first speak to a staff member in the Administration Section to ensure they understand the reasons that deferment may be granted. An application to Defer, Suspend or Cancel Enrolment must be made which will need to be approved by the CEO. This application to defer must include in detail the 'compassionate or compelling circumstances'.</li> <li>• Where a suspension of enrolment is granted, the Institute will suspend an enrolment for an agreed period of time - to a maximum of 12 months. If the suspension is required for longer than 12 months the student shall have to re-apply once the initial suspension period has expired.</li> <li>• Students are to be informed in writing of the outcome of their application for suspension and informed that it may affect their ongoing enrolment.</li> <li>• All application documentation for the suspension will be kept on the student's file of the decision to suspend the enrolment as a result of the student's request.</li> </ul> <p><b>Student Cancellation</b></p> <ul style="list-style-type: none"> <li>• Students wishing to cancel their enrolment must submit an Application to Defer, Suspend or Cancel Enrolment to the Administration Section.</li> <li>• All application documentation for the cancellation will be kept on the student's file of the decision to cancel the enrolment as a result of the student's request.</li> </ul>
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<p><b>Action/Method</b> (cont)</p>	<p><b>Provider Initiated Deferral, Suspension or Cancellation of Enrolment</b></p> <p><b>Provider Deferral</b> The Institute may defer an enrolment where the course is not being offered at the proposed date, site, or any other reason the Institute deems necessary to cancel the course.</p> <p><b>Provider Suspension</b> The Institute has the ability to suspend a student’s enrolment on the grounds of misbehaviour. This misbehaviour may include but is not limited to acts of discrimination, sexual harassment, vilification or bullying as well as acts of cheating or plagiarism. Such acts of misbehaviour will be classified into one of two categories.</p> <p><u>Academic Misconduct</u> The following gives an indication to the types of behaviour that constitute ‘Academic Misconduct’ within the Institute:</p> <p><i>Examinations</i></p> <ul style="list-style-type: none"> <li>• Students must not help or receive assistance from other students.</li> <li>• Students must not request the loan of or lend materials or devices to other students.</li> <li>• Students must not bring any materials into the examination room other than those specified for that examination.</li> <li>• Students must not use computer software or other devices during an examination other than those specified.</li> <li>• A student may be excluded from a final examination in a unit for any of the following reasons: <ul style="list-style-type: none"> <li>- unauthorised absence from class</li> <li>- failure to meet unit requirements, for example non-submission of assignments or failure to attend class or mid-semester tests</li> <li>- academic misconduct</li> <li>- general misconduct (see below)</li> </ul> </li> </ul>
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	<p><i>Other assessment tasks</i></p> <ul style="list-style-type: none"> <li>• Students must not copy or paraphrase any document, audio-visual material, computer-based material or artistic piece from another source except in accordance with the conventions of the field of study.</li> <li>• Students must not use another person’s concepts, results or conclusions and pass them off as their own.</li> <li>• In cases where the assessment task is intended to be individual work not group work, students must not prepare an assignment collaboratively and then submit work that is substantially the same as another student’s assessment.</li> <li>• Students must not ask another person to produce an assessable item for them.</li> </ul>
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<p><b>Action/Method</b> (cont)</p>	<p><u>General Misconduct</u></p> <p>General misconduct is where a student: acts dishonestly; harasses other students or staff; interferes with students or staff; prevents or disrupts learning; disobeys/fails to comply with contractual or legal requirements; misuses, damages or steals Institute property or the property of others; alters/defaces Institute documents or records; prejudices the good name of the Institute, or otherwise acts in an improper manner.</p> <p>The following examples indicate the kinds of behavior which constitute student misconduct. They are for illustrative purposes and are not intended to be exhaustive. Student misconduct occurs when a student:</p> <ul style="list-style-type: none"> <li>contravenes any rules or acts;</li> <li>prejudices the good name or reputation of the Institute;</li> <li>c) prejudices the good order and governance of the Institute or interferes with the freedom of other people to pursue their studies, carry out their functions or participate in the life of the Institute;</li> <li>fails to comply with conditions agreed in the contract;</li> <li>e) wilfully disobeys or disregards any lawful order or direction from Institute personnel;</li> <li>f) refuses to identify himself/herself when lawfully asked to do so by an officer of the Institute</li> </ul> <p>fails to comply with any penalty imposed for breach of discipline;</p>
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	<p>h) misbehaves in a class, meeting or other activity under the control or supervision of the Institute, or on Institute premises or other premises to which the student has access as a student of the Institute;</p> <p>obstructs any member of Institute staff in the performance of their duties;</p> <p>acts dishonestly in relation to admission to the Institute;</p> <p>k) knowingly makes any false or misleading representation about things that concern the student as a student of the Institute or breaches any of Institute rules;</p> <p>l) alters any documents or records;</p> <p>m) harasses or intimidates another student, a member of staff, a visitor to the Institute, or any other person while the student is engaged in study or other activity as a Institute student, because of race, ethnic or national origin, sex, marital status, sexual preference, disability, age, political conviction, religious belief or for any other reason;</p> <p>n) breaches any confidence of the Institute;</p> <p>o) Misuses any facility in a manner which is illegal or which is or will be detrimental to the rights or property of others. This includes the misuse, in any way, of any computing or communications equipment or capacity to which the student has access at or away from the Institute premises while acting as an the Institute student, in a manner which is illegal or which is or will be detrimental to the rights or property of others;</p> <p>p) steals, destroys or damages a facility or property of the Institute or for which the Institute is responsible; or</p> <p>q) Is guilty of any improper conduct.</p>
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<p><b>Action/Method</b> (cont)</p>	<ul style="list-style-type: none"> <li>• Where a student has been identified of Academic or General Misconduct the CEO shall be informed and will make a decision on the penalty and the severity of the penalty. The CEO may take into account the type of misconduct that has occurred and the level of misconduct that occurred when deciding penalties.</li> <li>• Where a student has been identified with Academic or General Misconduct the Institute shall ensure the following:             <ul style="list-style-type: none"> <li>- Students must be treated fairly, with dignity and with due regard to their privacy</li> <li>- Students are to be regarded as innocent of the alleged misconduct until they have either admitted to it or been found by proper inquiry by the CEO to have so behaved.</li> </ul> </li> </ul>
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	<ul style="list-style-type: none"> <li>- Past misconduct is not evidence that a student has behaved in the same manner again.</li> <li>- Each case is dealt with on its own merits and according to its own circumstances with the provision that the first instance of misconduct will be penalised more leniently than subsequent instances of misconduct.</li> <li>• Students are able to access the Complaints and Appeals Procedure if they feel that the decision is unfair or they have other grounds to appeal the decision.</li> <li>• The penalties the CEO can impose are:             <ul style="list-style-type: none"> <li>- Academic Misconduct could include a warning, a reduction in grades, receiving zero for an assessment, deemed NYC (Not Yet Competent) in the unit, or suspension of enrolment</li> </ul> </li> <li>- A charge for any costs that the general misconduct may have caused             <ul style="list-style-type: none"> <li>- Temporary exclusion from the Institute in the form of suspending enrolment for a period of time.</li> </ul> </li> <li>• ASQA’s policy is that if a student’s enrolment is suspended for a period of 28 days or longer, the student must cease their enrolment (unless special circumstances exist). Please refer all questions about whether students may remain in a course during a period of suspension of enrolment to Skills Victoria.</li> <li>• Where the severity of misconduct is severe, the CEO may decide to cancel the enrolment</li> </ul> <p><b>Provider Cancellation</b></p> <p>In some cases where the student’s misconduct is severe, the Institute has the right to cancel the enrolment.</p> <ul style="list-style-type: none"> <li>• Where the CEO has decided the misconduct is severe enough for cancellation the following must occur:             <ul style="list-style-type: none"> <li>○ The student must be informed in person (where possible), and in writing of the decision of the Institute to cancel the student’s enrolment</li> <li>○ Students must be informed of the fact that they have the right to appeal the decision by accessing the relevant procedures and completing this appeal within 20 days of the notification.</li> </ul> </li> </ul>
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<p><b>Action/Method</b> (cont)</p>	<ul style="list-style-type: none"> <li>○ Students must also be informed that the Institute is obliged to inform Skills Victoria after the 20 day period and that they will be at risk of having their enrolment cancelled.</li> </ul> <p><b>Recording And Reporting Deferments, Suspension or Cancellation of Enrolments</b></p> <ul style="list-style-type: none"> <li>● All applications of deferment and outcomes are to be kept on the students file. All reports of misconduct, decisions and actions taken in relation to misconduct, and other related documentation must be kept on file.</li> <li>● Students are to be kept informed of any decisions or outcomes that relate to a deferment, suspension, or cancellation of enrolments. All students are to be given the opportunity to access the complaints and appeals procedure before the initiated suspensions or cancellations of enrolments occurs. The students have 20 days to lodge an appeal in accordance with the Complaints and Appeals Policy and Procedure.</li> <li>● Where a student decides to access this procedure within 20 days of notification the Institute must wait until the process has finished before proceeding with the enrolment changes.</li> </ul> <p><b>RELATED DOCUMENTS:</b></p> <p><b>Application to Defer, Suspend or Cancel Enrolment</b></p> <p><b>Complaints and Appeals Policy and Procedure</b></p>
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## VERSION CONTROL

### Review/ amendment history

**Policy Approved by:** Chief Executive Officer

**Responsible Officer:** Chief Executive Officer

**Next Policy Review Date:** July 2018

Version	Date	Details
1.0	July 2014	Policy issued
2.0	Dec 2014	Updated to reflect Standards for Registered Training Organisations (RTOs) 2015
3.0	April 2015	Updated to reflect NVR 2015 Standards
4.0	April 2016	No material changes
4.0	April 2017	No material changes