

Deferment, Suspension and Cancellation Policy

Document Name	Deferment, Suspension and Cancellation Policy		
Approved by	PEO or delegate	Date	29/05/2019
Responsible Officer	Student Services Manager		
This policy applies to	ECA College and APIC Foundation (RTO Code 45012; CRICOS Provider Code 02644C) Australasian College of Care Leadership and Management (RTO Code 40829, CRICOS Provider Code 03637E) ECA Graduate Institute (RTO Code 91423)		
Related Documents	Student Handbook Deferment Request form Absence of Leave Form Complaints and Appeals Policy and Procedure Deferment, Suspension and Cancellation Procedure		
References and Legislation	Standards for Registered Training Organisations (RTOs) 2015 The National Code of Practice for Providers of Education and Training to Overseas Students 2018 Standard 9		
Version	Change description	Approved	Effective Date
V1.5		Compliance Manger	01/03/18
v19.0	Updated for new logo and alignment with ECA Group.	PEO	1/06/19
v19.1	Review and update	PEO	13/11/19

1. Purpose

ECA Group has established this policy to clearly define Student Deferment, Suspension or Cancellation of their enrolment as an International or Domestic student at ECA Group. International students are subject to the requirements of the ESOS Act and this policy is designed to reflect the limitations placed on ECA Group in relation to deferment, suspension or cancellation of an International Student.

2. Scope

This policy applies to international and domestic student (potential or actual) who are enrolled in Education Centre of Australia Pty Ltd (ECA Group) educational institutions including ECA Graduate Institute (EGI), ECA College (ECAC) and Australasian College of Care Leadership and Management (ACCLM). International students are subject to the requirements of the ESOS Act. Domestic students' requests for deferment or cancellation will follow these policies and procedures.

3. Definitions

Item	Definition
Cancellation	Cancellation is to cancel the learner's enrolment and any associated confirmation of enrolment (CoE).
CoE	A confirmation of enrolment

Compassionate or compelling circumstances	<p>Are generally those circumstances beyond the control of the learner which have an impact upon the learner's course progress or wellbeing. These could include, but are not limited to:</p> <ol style="list-style-type: none"> a) serious illness or injury, where a medical certificate states that the learner was unable to attend classes for a stated period of time; b) bereavement of close family members such as parents or grandparents; c) major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the learner's studies; or d) a traumatic experience which could include: <ul style="list-style-type: none"> • involvement in, or witnessing of a serious accident; • witnessing or being the victim of a serious crime and this has impacted on the learner for a (these cases should be supported by police or psychologists' reports); e) where ECA Group was unable to offer a pre-requisite unit; or f) inability to begin studying on the course commencement date due to delay in receiving a student visa.
Deferral	To postpone the start of study or to suspend study during the duration of the CoE.
DET	Department of Education and Training
DHA	Department of Home Affairs
Misbehaviour	Students who display unacceptable behaviour in accordance with the Student Handbook and Code of Conduct.
PRISMS	The Provider Registration and International Students Management System that is used for the management of learner enrolment and student visas.
Suspension	Suspension is to suspend the enrolment of a learner for a period of time, after which time the learner may recommence study.

4. Policy

- 4.1. This policy allows for both International and Domestic students to complete their course within the expected course duration.
- 4.2. Unforeseen and unexpected circumstances can occur beyond the students' control which can affect their ability to complete their course, therefore, this policy is designed to allow for a more systematic process of deferment, suspension and cancellation of students.
- 4.3. Students are informed of their rights and are provided due care and, where relevant, opportunities for appeal. This policy and corresponding procedure are designed to assist ECA Group staff assess, approve (or refuse) and record deferment, suspension and/or cancellation of study during a students' enrolment and for International students, the reporting of such changes to International student's status via PRISMS.
- 4.4. This policy also provides the basis and procedures for students wishing to apply for Leave of Absence on the grounds of compassionate or compelling circumstances, the assessment of those applications and the reporting of the decisions via PRISMS.
- 4.5. ECA is committed to full compliance with these requirements and its procedures and guidelines for reporting International students in compliance with these Standards, and other Standards relating to reporting students.
- 4.6. International students may have their enrolments cancelled and be reported to DET via PRISMS for:
 - Non-commencement of studies
 - Failure to pay course fees and charges
 - Unsatisfactory academic progress (breach of visa conditions)

- Unsatisfactory attendance during an ELICOS course (breach of visa conditions)
 - Early completion of a course
 - Approved Leave of Absence for which there is no established date for the student's return to studies
 - Serious breaches of the ECA Group Student Code of Conduct – academic and/or general conduct (see Student Handbook)
 - Behaviour deemed to be a serious threat to the health and safety of themselves and/or others (staff, trainers and/or students) in ECA Group institutions.
- 4.7. Students may apply for a deferment of commencement of their studies based on compassionate and compelling circumstances preventing their commencement on the scheduled date.
- 4.8. Students may apply for a temporary suspension of their studies (Deferral of studies) based on compassionate and compelling circumstances preventing their attendance at normal classes for a significant period of time.
- 4.9. ECA Group may temporarily suspend a student's enrolment for misbehaviour for significant breaches of the Student Code of Conduct for either academic or general behaviour.

5. Review and Continuous Improvement

The ECA Group is committed to ongoing monitoring and improvement of its policies and procedures, and to this end has an integrated strategy including:

- The ECA Group Management Team conducting reviews of specific elements of the policy and associated procedures when a student or trainer/assessor raises a possible problem to be addressed that has not been factored into the existing policy and/or procedure. This will then be referred to the ECA Group General Manager, Quality Assurance updates the policy and seeks approval from the PEO.
- Staff at ECA Group with responsibilities relating to the managing of student progress are encouraged to submit any concerns about, and suggestions for making improvements to the Policy and associated Procedure related to Enrolment, Deferral or Suspension to the Quality Assurance Manager who is responsible for ensuring that appropriate responses are reported to the ECA Group for development.