Swann College

Deferring, suspending or cancelling the student's enrolment

Purpose	The purpose of this policy is to outline the circumstances in which student can defer, suspend or cancel their enrolment. Standard 13 of the National Code allows the provider to defer the commencement of studies, cancel or temporarily suspend the studies of a student in limited circumstances.
Scope	This policy applies to all Swann College students currently enrolled and Swann's staff who are responsible for assessing student applications for deferral, suspension or cancellation of the student enrolment
Policy	Students may apply for deferral of their studies, where we recognises that unforeseen circumstances may necessitate temporary interruption to a student's study. Students who wish to withdraw from their program of study may do so, within the conditions specified below. Swann College can reinstate any student who has withdrawn. A student may have his or her enrolment suspended or cancelled by Swann in defined circumstances below. The deferral, withdrawal, suspension or cancellation of enrolment for student visa holders must comply with the requirements of the ESOS framework. Students wishing to apply for deferral, withdrawal or release of enrolment must complete the Intention to Withdraw/Release/Defer application. Students then submit this form, along with supporting evidence, to Swann's administration. - Students are to refer to our refund policy for information on eligibility of a tuition fee refund. - Students need to be aware that any deferral or suspension of enrolment for any length of time may impact their student visa duration or finish date for their enrolled course. The students are encouraged to meet with the RTO Manager as part of the application process for deferral/withdrawal and release. - Once we has received a student's Intention to Withdraw/Defer/Release application; Administration and the RTO Manager will process the application and notify the student the outcome of his/her application within 10 working days. - Swann will inform the CoE Officer via PRISMS for all successful deferrals and the suspension or cancellation of students under the ESOS Act. - If the request is denied for deferral/withdrawal or release then the student may appeal the outcome in accordance with the Complaints and

Appeals Policy

Suspension

Swann may initiate a suspension of studies for a student on the grounds of misbehaviour by the student. Suspension may occur as the result of any behaviour outlined in the Student Disciplinal Policy

Cancellation of Enrolment

Swann will cancel the enrolment of a student under the following conditions;

- Failure to pay course fees
- Any behaviour identified as resulting in cancellation as outlined in the Student Code of Conduct Policy
- Failure to maintain satisfactory course progress and
- Failure to maintain satisfactory attendance
- Compassionate and Compelling grounds

Student Responsibilities

- A student enrolment may be temporarily suspended for a period of 28 days. If longer, the student must return home, unless special circumstances exist. Students can only temporarily defer their enrolment for a maximum period of six months.
- Deferral, Suspension or Cancellation of enrolment may affect the student's VISA, and;
- If the enrolment is suspended or deferred for a period greater than six months, the student VISA may be cancelled by DIBP. Students should visit the Immigration Department for any further information.
- Before applying for deferral, withdrawal or release, students must review Swann's refund policy.
- An updated confirmation of Enrolment (CoE) and written agreement will be provided to reflect the new duration. Swann will hold all documents relating to deferment/suspension, withdrawal cancellation in the student file on the Student Management System
- The application outcome letter or Letter of Release relating to the deferment/suspension, withdrawal or cancellation of studies will be recorded and placed in the student file on the Student Management System. Administration receives the completed Intention to Withdraw/Defer/Release application form from the student.
- Administration with the RTO Manager will assess the case and evaluate any supporting evidence, taking into account the current attendance and academic progress of the applicant.
- The RTO Manager will inform the student of the decision and intended course of action along with the outcome letter, and their right to appeal the decision in accordance with Swan's Complaints and Appeals Policy.
- Administration files all documents in the student file on the Student Management System.

	Compassionate or Compelling Circumstances Compassionate or compelling circumstances are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to: • Serious illness or injury, where a medical certificate states that the student was unable to attend classes • Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; or • A traumatic experience which include; involvement in, or witnessing a serious accident; witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists reports) • Where the registered provider was unable to offer a pre-requisite unit; or • Inability to begin studying on the course commencement date due to delay in receiving a student visa
Related Policy and Procedure	Refund Policy Complaints and Appeal Policy
Policy Delegated Authority	RTO Manager CEO
Approved by and Responsibility Authority	CEO RTO Manager
Approved Date:	XX/XX/XXX
Forms and Documents	Deferral/Suspension Form Complaints and Appeal Form
Definitions (if any)	
Suspension	Temporarily postpone the student's enrolment
Cancellation	Cancel the student's enrolment