Universal English College

Enrolment Deferral, Suspension and Cancellation Policy and Procedure

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1. PURPOSE

1.1 The purpose of this document is to set out the policy and procedure adhered to Universal Education Centre Pty Ltd (trading as Universal English College and herein referred to as "the College") and its staff with respect to student the management of enrolment deferrals, suspensions and cancellations.

2. SCOPE

2.1 This document applies to all staff and students in the College.

3. DEFINITIONS

3.1 *Deferral* is a student led process to postpone the start of study in a new course.

3.2 *Leave of Absence* is a student led process to suspend their commenced studies for a period of time greater than two weeks, after which time the student may recommence study.

3.3 *Suspension* is a college led process to suspend the enrolment of a student for a period of time, after which time the student may recommence study.

3.4 *Cancellation* is to cancel the student's enrolment and any associated confirmation of enrolment (CoE).

3.5 *Compassionate or compelling circumstances*: are generally those circumstances 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:

3.5.1 serious illness or injury, where a medical certificate states that the student was unable to attend classes for a stated period of time;

3.5.2 bereavement of close family members such as parents or grandparents;

3.5.3 major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies;

or

3.5.4 a traumatic experience which could include:

a) involvement in, or witnessing of a serious accident;

b) 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);

3.5.5 where the College was unable to offer a pre-requisite unit; or

3.5.6 inability to begin studying on the course commencement date due to delay in receiving a student visa.

3.6 *PRISMS* is the Provider Registration and International Students Management System that is used by the College and the Department of Home Affairs (formerly the Department of Immigration and Border Protection) for the management of student enrolment and student visas.

3.7 *CoE* is a confirmation of enrolment.

3.8 *Course(s) of Study*: refers to all courses and education services on the College scope of registration.

4. DEFERMENT OF STUDIES (STUDENT INITIATED) FOR OVERSEAS STUDENTS

4.1 An overseas student may only apply to postpone (defer) the start of their studies on the grounds of compassionate or compelling reasons.

4.2 An overseas student must complete the Change of Enrolment Form available on the College website, and must attach any applicable supporting documentation.

4.3 A $75 fee applies to all deferral requests.

4.4 If the overseas student is in Australia, they must meet with the applicable Academic Manager or delegated college representative, to further discuss the reason(s) for the application to defer.

4.5 If the overseas student is not in Australia, they must provide via email or through an arranged video call to the applicable Academic Manager or delegated college representative, further information related to the application to defer.

4.6 The applicable Academic Manager or delegated college representative will decide if the deferment of studies application is to be approved.

4.7 The applicable Academic Manager or delegated college representative will only approve the deferral on the grounds of compassionate or compelling circumstances (e.g. illness where a medical certificate states that the student is unable to attend classes)

4.8 The College allows a maximum length of deferment of studies of 6 months. Therefore, the applicable Academic Manager or delegated college representative must consider availability of student placement and the student's ability to continue studies on resumption when making the determination.

4.9 Please note: PRISMS processes for CoEs with 'Approved' and 'Visa granted' status will differ:

- 4.9.1 If a student *has* been granted a visa on this CoE (the status of the CoE is 'Visa granted'), the College may enter a deferment of commencement of enrolment through PRISMS. If the period of deferment is short and will not affect the end date of the CoE, the deferment will be recorded on PRISMS as a period of deferment. However, if the period of deferment is so long that it will affect the end date of the CoE, the effect of the deferment will be to *cancel* the student's CoE. PRISMS will then offer the College the chance to create a new CoE for the student with revised start and end dates. The deferment will be recorded in PRISMS.
- 4.9.2 If a student *has not* been granted a visa on this CoE (CoE status is 'Approved'), the College must advise the Department of Education through PRISMS that the student has not commenced studies ('non-commencement of studies'). PRISMS will cancel the CoE and immediately give the College the option to create a new CoE for the student (with the revised starting date). The non-commencement of studies notification will be recorded in PRISMS.

4.10 The applicable Academic Manager or delegated college representative will inform the student that approving an application to defer commencement of their studies may affect their student visa. The student will be advised to contact the Department of Home Affairs for further information.

4.11 If the deferment application is approved, the College admissions team will make the required changes to the student's enrolment in PRISMS, including by entering the following information within 31 days as prescribed by subsection 19(1A) of the *ESOS Act*:

- 4.11.1 The day the deferment starts; and
- 4.11.2 The expected duration of the deferment; and
- 4.11.3 The student's residential address, phone number and email address.

4.12 If, at any point during the deferment, the end date of the deferment is changed, a member of the College admissions team will make the required change in PRISMS.

4.13 The applicable Academic Manager or delegated college representative will maintain a record of all communication with the student regarding their deferral application, along with all relevant documentation, in the student's file.

5. LEAVE OF ABSENCE (STUDENT INITIATED) FOR OVERSEAS STUDENTS

5.1 An overseas student may only apply for a leave of absence from their studies for exceptional circumstances, such as compassionate or compelling reasons.

5.2 An overseas student must complete the Change of Enrolment Form available on the College website, and must attach any applicable supporting documentation.

5.3 In some instances, a $75 change of enrolment fee will be applicable. This will be discussed with the student.

5.4 The student must then meet with the applicable Academic Manager or delegated college representative to further discuss the reason(s) for the application to take a leave of absence from their enrolment.

5.5 The applicable Academic Manager or delegated college representative will decide if the leave of absence request is to be approved.
The applicable Academic Manager or delegated college representative will only approve the leave of absence request on the grounds of compassionate or compelling circumstances (e.g. illness where a medical certificate states that the student is unable to attend classes).

5.6 The College allows a maximum length of a leave of absence from studies of 6 months. Therefore, the applicable Academic Manager or delegated college representative must consider availability of student placement and the student's ability to continue studies on resumption when making the determination.

5.7 Please note: The effect on the student's CoE varies according to whether the CoE end date will be affected by the leave of absence.

5.7.1 If a student's CoE end date is affected by the leave of absence, the College will create a new CoE through PRISMS when prompted after entering the student's return to study date.

5.7.2 If the leave of absence is short and will not affect the end date of the CoE (the student is able to catch up on the required work in the required time), the College will enter the period of suspension through PRISMS but will not be required to issue a new CoE.

5.8 The applicable Academic Manager or delegated college representative will inform the student that approving an application for a leave of absence from their studies may affect their student visa. The student will be advised to contact the Department of Home Affairs for further information.

5.9 If approved, a member of the College admissions team will make the required changes to the student's enrolment in PRISMS, including by entering the following information within 31 days as prescribed by subsection 19(1A) of the *ESOS Act*:

5.9.1 The day the suspension starts; and

5.9.2 The expected duration of the suspension; and

5.9.3 The student's residential address, phone number and email address.

5.10 If, at any point during the leave of absence, the end date of the leave of absence is changed, a member of the College admissions team will make the required change in PRISMS.

5.11 The applicable Academic Manager or delegated college representative will maintain a record of all communication with the student regarding their leave of absence application, along with all relevant documentation, in the student's file.

6. CANCELLATION OF STUDIES (STUDENT INITIATED) FOR OVERSEAS STUDENTS

6.1 At any time after accepting the College's enrolment terms and conditions, an overseas student may cancel their studies, i.e. cancel their enrolment.

6.2 An overseas student must complete the Change of Enrolment Form available on the College website.

6.3 An application to cancel an enrolment will be treated as an application to withdrawal from all elements of the associated course.

6.4 The cancellation of enrolment is effective from the date of receipt of the completed form.

6.5 The student must meet with the applicable Academic Manager or delegated college representative to further discuss the reason(s) for the application to cancel their enrolment, and that the cancellation of enrolment will affect their student visa. The student will be advised to contact the Department of Home Affairs for further information. This step is designed to better understand how the College can improve any aspect of its operations, and to understand if the student is experiencing personal difficulties that the College may be able to provide assistance for. It is not designed to be a barrier to the cancellation of enrolment application.

6.6 The College will notify the Department of Home Affairs when a student cancels their enrolment, including by providing the following information within 31 days as prescribed by subsection 19(1A) of the *ESOS Act*:

6.6.1 The day the student's studies are terminated (whether or not the termination takes effect on that day); and

6.6.2 The last day of the student's studies; and

6.6.3 The student's residential address, phone number and email address.

6.7 The Department of Home Affairs may cancel the student's student visa within 28 days of the withdrawal.

6.8 Once a student's application to cancel their enrolment becomes effective, the student must contact the Department of Home Affairs as soon as possible to discuss their options.

6.9 A student that cancels their enrolment will be refunded in accordance with the College Management of Tuition Fees Policy.

6.10 The applicable Academic Manager or delegated college representative will maintain a record of all communication with the student regarding their enrolment cancellation application, along with all relevant documentation, in the student's file.

7. DEFERRMENT, SUSPENSION OR CANCELLATION OF STUDIES (COLLEGE INITIATED) FOR OVERSEAS STUDENTS

7.1 The College may decide to defer, suspend or cancel a student's enrolment. Example reasons for doing this include:

7.1.1 misconduct of the student; or

7.1.2 non-payment of tuition fees by due date;

7.1.3 non-commencement of studies when the student has not notified the College of their intention to defer commencement, or have not provided evidence of compassionate or compelling reasons for deferring the commencement date; or

7.1.4 a breach of course progress or attendance requirements by the overseas student, which will occur in accordance with Standard 8 (overseas student visa requirements).

7.2 In this instance, the applicable Academic Manager or delegated college representative, will notify the student, in writing, of its intention and allow the student 20 working days to access the College's internal complaints and appeals process, unless extenuating circumstances relating to the welfare of the student apply, such as the student:

7.2.1 refuses to maintain approved care arrangements (only for student under 18 years of age);

7.2.2 is missing;

7.2.3 has medical concerns, severe depression or psychological issues which lead the provider to fear for the student's wellbeing;

7.2.4 has engaged or threatens to engage in behaviour that is reasonably believed to endanger the student or others; or

7.2.5 is at risk of committing a criminal offence.

7.3 Where misconduct by the student has or would be likely to have a serious adverse impact on the safety and/or wellbeing of other students and/or staff of the College, the student will be immediately notified that they are temporarily suspended from access to any premises, services or activities of the College while a process of investigation is carried out to reach a decision to further suspend or cancel the students enrolment or return to normal enrolment status.

7.4 The applicable Academic Manager or delegated college representative, will inform the student that a deferment, suspension or cancellation of their studies may affect their student visa. The student will be advised to contact the Department of Home Affairs for further information.

7.5 If, after 20 working days, the student does not access the College's internal complaints and appeals process, a member of the College admissions team will notify the Department of Education of the change to the student's enrolment status through PRISMS.

7.6 The applicable Academic Manager or delegated college representative, will notify the student in writing of the outcome and will keep records of the correspondence in the student's file.

7.7 If, within 20 working days, the student does access the College's internal complaints and appeals process, the applicable Academic Manager or delegated college representative will apply the College's normal complaints and appeals process within 10 working days of the formal lodgement of the complaint or appeal.

7.8 The College will maintain a student's enrolment until the complaints and appeals process has been completed.

7.9 If the outcome of the complaint or appeal is successful for the student, the student's enrolment is maintained and the applicable Academic Manager or delegated college representative will determine an appropriate management plan to allow the student to continue their studies.

7.10 If the outcome of the complaint or appeal is unsuccessful for the student, the student's enrolment is deferred, suspended or cancelled. A member of the College admissions team will make the required changes to the student's enrolment in PRISMS and inform the student in writing.

7.11 If the student's enrolment is deferred or suspended, the College will make the changes to the student's enrolment via PRISMS, including by providing the following information within 31 days as prescribed by subsection 19(1A) of the *ESOS Act*:

7.11.1 The day the deferral or suspension starts; and

7.11.2 The expected duration of the deferral or suspension; and

7.11.3 The student's residential address, phone number and email address

7.12 If, at any point during the deferral or suspension, the end date of the deferral or suspension is changed, a member of the College admissions team will make the required change in PRISMS.

7.13 If the student's enrolment is cancelled, the College will notify the Department of Home Affairs via PRISMS, including by providing the following information within 31 days as prescribed by subsection 19(1A) of the *ESOS Act*:

7.13.1 The day the student's studies are terminated (whether or not the termination takes effect on that day); and

7.13.2 The last day of the student's studies; and

7.13.3 The student's residential address, phone number and email address.

7.14 The applicable Academic Manager or delegated college representative will maintain a record of all communication with the student regarding their suspension application, along with all relevant documentation, in the student's file.

8. RESPONSIBILITIES

8.1 The Admissions Unit is responsible for the implementation of this policy and procedure.

9. REVISION HISTORY

Date	Version	Description of modifications	Approved by
15.03.24	2.0	Reformatting of version 1.1 to new template	Dan Wortley
30.08.24	2.1	Reduction of maximum period for student deferment or suspension for compassionate or compelling circumstances to 6 months	Dan Wortley
04.08.25	2.2	Remove mention of AISI and UEC Business	Dan Wortley