

## Deferral, suspension and cancellation policy

### Purpose

The purpose of this policy is to outline the circumstances in which a student can defer, suspend or cancel their enrolment with Chambers Institute and where Chambers Institute can initiate the suspension or cancellation of the student's enrolment.

The policy is in accordance with Standard 13 of the National Code 2007.

### Scope

The policy applies to all international students currently enrolled with Chambers Institute. It covers student initiated deferral, suspension and cancellation of studies, as well as suspension and cancellation initiated by Chambers Institute.

### Definitions

To defer or suspend enrolment means to *temporarily put studies on hold*. A student may request a temporary deferment or suspension to his or her enrolment on the grounds of compassionate or compelling circumstances.

For the purposes of this policy, deferral is defined as postponement of the commencement of enrolment and suspension is a temporary postponement of enrolment.

Note that a retrospective deferment or suspension may be justified if the student was unable to contact Chambers Institute because of a circumstance such as being involved in a car accident.

Deferral and suspension will be granted in 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;
- bereavement of close family members such as a parent, sibling, spouse or child (where possible a death certificate should be provided);
- 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 that has impacted on the student which could include involvement in, or witnessing of a serious accident or witnessing or being the victim of a serious crime. Such cases supported by police or psychologists' reports.
- where Chambers Institute is 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.

Chambers Institute may also initiate suspension or cancellation of a student's enrolment on the grounds of misbehaviour of the student or non-payment of fees. Chambers Institute Student Discipline Policy and Procedures will be followed to investigate the incident. In the case of student plagiarism, cheating or collusion, Chambers Institute Student Plagiarism, Cheating and Collusion Policy and Procedure will be followed.

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Cancellation of the student's enrolment due to unsatisfactory course progress or attendance will be handled as per Chambers Institute Course Progress Policy and Procedures and Attendance Monitoring Policy and Procedures.

Students may also initiate cancellation of their studies. The application must include relevant supporting documentation. If the student is under 18 years of age, evidence of parent or legal guardian has supported the request will be required.

### Policy

#### 1 Change in visa status

1. Deferment, suspension or cancellation of a student's visa may affect the student's visa. When a student's enrolment is deferred, suspended or cancelled, Chambers Institute will notify DEEWR via the Provider Registration and International Student Management System (PRISMS) of the change in enrolment status.
2. Students are to refer to the DIBP web site (<http://www.immi.gov.au/>) or Helpline (131 881) for information and their local DIBP office for advice on how the potential change to enrolment status may impact upon his or her visa.
3. Regardless of whether the suspension of enrolment is the result of a student request for suspension or a suspension imposed by Chambers Institute, the period of suspension of enrolment (as entered in PRISMS) will not be included in attendance monitoring calculations.
4. Chambers Institute will always use its professional judgment to assess each student's case on its individual merits when determining whether compassionate or compelling circumstances exist.
5. In cases, where a student's enrolment is cancelled, the student must leave Australia, obtain enrolment in an alternative course or apply for a different visa within 28 days of cessation. If the student leaves Australia, the student's visa will be cancelled. A student who has left Australia and wishes to return to his or her studies must apply for a new student visa.

#### 2 Complaints and appeals process for deferral, suspension or cancellation.

- 2.1 Where Chambers Institute initiates the suspension or cancellation of a student's enrolment, the student will be notified of this intention and will be informed that they have 20 working days to access Chambers Institute's Complaints and Appeals Policy and Procedure.
- 2.2 Chambers Institute will not notify DEEWR of a change in enrolment status until the internal complaints and appeals process is completed.
- 2.3 Students may choose to access an external appeals process as per Chambers Institute Complaints and Appeals Policy. In the case of an external appeal, Chambers Institute is not required to wait for the outcome of the external appeal before notifying DEEWR of the change to the student's enrolment status.
- 2.4 In most cases, Chambers Institute will continue to provide learning opportunities to students during the appeal process.

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### 3 Informing Students

- 3.1 Chambers Institute provides all students with clear information on the circumstances in which they may defer, suspend or cancel their enrolment and the circumstances in which Chambers Institute can suspend or cancel the student's enrolment.
- 3.2 Chambers Institute provides information on the above in the Student Handbook which are provided to students prior to or upon commencement of a course. These are also available on Chambers Institute's website at [www.chambers.vic.edu.au](http://www.chambers.vic.edu.au).
- 3.3 Standards of behaviour required are stated in the Student Code of Conduct included in the Student Handbook. These standards will indicate to students what is acceptable and unacceptable behaviour and inform them of the circumstances in which Chambers Institute may suspend or cancel their enrolment.
- 3.4 Students will also be reminded of this Policy and the criteria for deferral, suspension and cancellation at their orientation.

### 4 Records

- 4.1 Appropriate records of the assessment of the student's application for deferment, suspension or cancellation will be kept on the student's file. Where a student is suspended or their enrolment cancelled due to misbehaviour, documentary evidence of this decision will also be kept.