

Deferment, Suspension or Cancellation Policy and Procedure

Purpose

1. This Policy outlines the principles governing the deferment, suspension, or cancellation of the enrolment of an overseas student by Global Higher Education (GHE) courses in accordance with the ESOS Act 2000 (ESOS Act) and Standard 9 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (The National Code).

Scope

1. This Policy applies to all enrolment conditions for all students in GHE higher education courses.

Definitions

2. Definitions for key terms are presented in the Glossary of Terms which may be accessed on the GHE website at <https://www.globalhe.edu.au/policy>

Suite documents

3. This Policy is linked to the Admissions Policy and Procedure, the Enrolment Policy and Procedure.

Policy

Principles

4. GHE in accordance with the ESOS Act and the National Code (Standard 9), has the authority to defer, suspend or cancel the enrolment of a student. This authority can be exercised based on the following criteria:
 - a) If GHE deems there to be compassionate and compelling circumstances (such as serious illness, injury or death in the family, political upheaval or natural disaster in the students' home country, a traumatic experience, or other documented serious matters),
 - b) If GHE deems that there has been serious misbehavior by the student,
 - c) If a student fails to pay the agreed fees as clearly indicated in the Written Agreement signed by the student,
 - d) If a student fails to make sufficient academic progress in accordance with the Academic Progress Policy and Procedure.
5. If GHE initiates the process of suspension or cancellation of a student's enrolment, before any action is taken GHE will:
 - a) Inform the student in writing of its intention to suspend or cancel the student's enrolment
 - b) Include an explanation as to why this action is being initiated, and
 - c) Advise the student of their right to appeal through the GHE Student Complaints, Grievances

and Appeals Policy and Procedure within 20 working days.

6. When GHE actions the deferral, suspension, or cancellation of a student's enrolment, GHE will:
 - a) Inform the student that they must seek advice from the Department of Home Affairs regarding any potential impacts on their student visa, and
 - b) Report the change of enrolment in PRISMS within 31 days.
7. GHE will ensure that the suspension or cancellation of the student's enrolment will not take place until all internal avenues for appeal have been exhausted unless there are extenuating circumstances that negatively impact on the student's safety and wellbeing, which may put the student at risk.
8. GHE will ensure that the process for assessing, approving/rejecting, and recording of the deferment, suspension and cancellation of students' enrolment is documented.

Procedure

Student Initiated Deferral, Suspension and Cancellation

9. Students wishing to defer, suspend or cancel (i.e. take a leave of absence or withdraw) from their studies, should apply to do so, using the Withdrawal from Studies Application Form, available on the GHE website. Students must submit the completed Form to Student Services.
10. Upon receipt of the completed Form, the Head of Student Services will assess the application.
11. The assessment will consider the ground(s) on which the application has been made, the evidence provided to support the application and the timing of the request and academic progress.
12. If the application is rejected, the student will be informed, in writing, of the outcome and the reasons for that outcome. The student will be advised that they can access GHE's complaints and appeals process in accordance with the Student Complaints, Grievances and Appeals Policy and Procedure. Students will be advised that they have 20 working days in which to access this process.
13. If the application is approved, the student will be informed, in writing, of the outcome as follows:
 - a) Deferrals: A revised offer letter and Written Agreement will be issued by Student Services. The student will be required to sign and accept the new Agreement. The student will be advised in writing that changes to their course duration will be recorded on PRISMS and that this may have implications for their student visa.
 - b) Cancellations: The student will be notified in writing that their eCoE will be cancelled and informed of the need to seek advice from the Department of Home Affairs on the potential impact on their student visa. GHE will subsequently report this on PRISMS within 31 days
14. GHE will retain copies of all written material related to deferrals, suspensions, or cancellations in the relevant student file located on the Institute's student management system.

Institute initiated suspension or cancellation

15. If GHE determines that a student should be suspended or cancelled based on the criteria listed in this policy (Clause 4), the Head of Student Services will inform the student in writing of its intention to suspend or cancel the student's enrolment. That notification will include a clear explanation of the reasons for the proposed suspension or cancellation, the suspension period and returning to the Institute (if applicable), outline the appeals process available to the student and the impact the suspension or cancellation may have on their student visa.
16. The student is required to respond to the notification within 5 working days.

17. Based on the student's response, GHE will either initiate the suspension or cancellation process or reconsider the decision to intend to suspend or cancel the student's enrolment.
18. If the Academic Director deems the suspension or cancellation should proceed in accordance with the Student Complaints, Grievances and Appeals Policy and Procedure, the Academic Director will report the suspension or cancellation of the student in PRISMS, unless the student's health or wellbeing, or the wellbeing of others, is likely to be at risk, in which case the suspension or cancellation will take effect immediately.
19. If the Academic Director reconsiders the decision to suspend or cancel the student's enrolment, the Academic Director will inform the student, in writing, of this outcome.

Associated information

Related Internal Documents	Admissions Policy Admissions Procedure English Language Proficiency Policy Enrolment Policy Enrolment Procedure Academic Progress Policy Privacy Policy Records and Data Management Policy Student Academic Integrity and Academic Misconduct Policy Student Complaints, Grievances and Appeals Policy Student Appeals Procedure Student Disability Policy Student Non-Academic Conduct and Misconduct Policy Student Fees, Charges and Refunds Policy and Procedure Student Wellbeing, Orientation and Support Policy Withdrawal from Studies Application Form Glossary of Terms
Related Legislation, Standards and Codes	<i>Tertiary Education and Quality Standards Agency Act 2011</i> <i>Higher Education Standards Framework (Threshold Standards) 2021</i> <i>Education Services for Overseas Students Act 2000</i> <i>National Code of Practice for Providers of Education and Training to Overseas Students 2018</i>
Date Approved	05 February 2024
Date of Effect	05 February 2024
Date of Review	February 2030
Approval Authority	Board of Directors
Policy Custodian	Chief Executive Officer
PinPoint DocID	XXXX (once uploaded)

Change history

Version Control		Version 1.0
Change Summary	04-Jan-24	V1.0 Draft for approved by Board of Directors (BoD) 05-February-24

Warning - Document uncontrolled when printed! The current version of this document is maintained on the GHE website at <https://www.globalhe.edu.au/policy>