



Inbound International Students Deferment, Suspension or Cancellation of Enrolment Policy

This database of policies and procedures contains the current, official version of policies and associated procedures. Printing a policy or procedure or transferring a policy or procedure into another electronic format will result in the document being an uncontrolled copy that might not be current.

Purpose

To document the Institute's policy for the deferment, suspension and cancellation of Inbound International Student enrolments in accordance with Standard 13 of the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007.

Scope

This procedure applies to all Inbound International Students enrolled at Box Hill Institute and, in the case of deferment, all students who have been issued with an electronic confirmation of enrolment (eCoE) by the Institute. It also applies to all employees dealing with deferment, suspension or cancellation of enrolment for inbound international students.

Policy

International students are able to defer the commencement of their studies at the Institute or temporarily suspend their studies during their course through formal agreement in certain limited circumstances.

Students may also have their enrolment suspended or cancelled due to misconduct or non-payment of fees.

Students have the right to appeal a decision taken by the Institute to suspend or cancel their enrolment. Where enrolment is suspended or cancelled, the Commonwealth Department of Immigration and Citizenship (DIAC) will not be notified of a change to the enrolment status until any internal grievance or appeal processes instigated by the student have been completed.

In the case of students of under the age of 18, deferment or suspension of studies initiated by the student will only be approved with the permission of the student's parent or guardian. Where a decision is taken by the Institute to suspend a student who is under 18, appropriate welfare arrangements will be put in place any student who is suspended.

Definitions:

Deferral means to delay commencement of studies.

Suspension of enrolment or **Leave of Absence** is to put studies on hold for a specified period.

Cancellation is where enrolment is terminated.

Compassionate or compelling circumstances are generally those beyond the control of the students and which have an impact on the student's course progress or well-being. These include but are not limited to: serious illness, death in the family, major political upheaval or natural disaster in the home country which requires the student to return home or a traumatic incident.

A **Formal Grievance** is a complaint made in writing about a process, decision or provision of service at the Institute.

An **Electronic Confirmation of Enrolment (eCoE)** is the document issued by the provider on PRISMS that is the accepted evidence of enrolment by DIAC for processing a student visa or for the change of providers.

DIAC is the Commonwealth Department of Immigration and Citizenship.

DEEWR is the Commonwealth Department of Education, Employment and Workplace Relations.

Misconduct is as defined in the Student Conduct Management Policy and can be of a general nature or relate to academic misconduct.

PRISMS is DEEWR's Provider Registration and International Students Management System.

Code of Conduct

All employees are expected to conduct themselves in a manner consistent with the Code of Conduct for the Victorian Public Sector and in accordance with the Box Hill Institute Code of Conduct for Staff.

All students are expected to adhere to the Institute Student Code of Conduct and Institute policies and procedures.

Responsibilities

International Student Services Staff are responsible for:

- receiving assessing and recording applications from students for deferral or leave of absence,
- documenting the evidence to support such requests on the student file,

- advising student of the impact of a deferral on their VISA,
- referring applications to the Centre Manager for approval,
- recording details of deferrals and decisions taken on the student's file, and
- where required by the nature of the deferral, referring a student to DIAC, informing DIAC of deferrals and recording details of deferrals in PRISMS.

The **Centre Manager International Student Services** is responsible for:

- ensuring that any employee assigned to dealing with requests for leave of absence fully understands the requirements of the ESOS Act and the National Code as it applies to this process, and
- approving all deferrals, suspensions and cancellations.

International Students are responsible for:

- paying fees within the required time-frame,
- informing the International Student Services Office of their intentions to defer or continue studies, providing reasons to support requests for deferral, and if required, providing a medical or other clearance to resume studies.

Records

Box Hill Institute must keep records of requests for deferments and all records associated with the circumstances in which the student's enrolment has been suspended or cancelled.

| Title | Location | Responsible Officer | Minimum Retention Period |
|---|---------------------------------------|--|---|
| Request for deferment | International Student Services Office | Centre Manager, International Student Services | Temporary – destroy 7 years following date of decision. |
| Record of decisions in relation to suspension or cancellation of enrolment for International Students | International Student Services Office | Centre Manager, International Student Services | Temporary – destroy 7 years following date of decision. |

References and Compliance Requirements

Education Services for Overseas Students Act 2000 (ESOS Act 2000)

National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007 (The National Code 2007)

[Box Hill institute Student Code of Conduct](#)

[Box Hill Institute Student Conduct Management Policy and Procedure](#)

Related Documents

[International Inbound Students Deferment, Suspension or Cancellation of an Enrolment Procedure](#)

Review

This policy must be reviewed no later than five (5) years from the date of endorsement. The policy will remain in force until such time as it has been reviewed and re- approved or rescinded. The policy may be withdrawn or amended as part of continuous improvement prior to the scheduled review date.

| | |
|----------------------|--|
| Policy Number: | POLSA29 |
| Classification: | Operational |
| Approved By: | CEO under delegation from the Board |
| Date Approved: | 25 July 2008 |
| Council Meeting: | NA |
| Committee Reference: | NA |
| Prepared By: | Centre Manager, International Student Services |
| Accountable Manager: | Vice President, International |
| Version information | Minor changes made on 27/7/09 as a result of feedback from consultation. |
