

HIIE DEFFERING, SUSPENDING OR CANCELLING STUDENT ENROLMENT POLICY

Purpose

The purpose of this document is to ensure that Hills International Institute of Education (HIIE) assesses a student's eligibility for Temporary Suspension, Exclusion or Cancellation of Enrolment abiding by the requirements of the National Code 2018 Standard 13 Deferment, suspension or cancellation of study during enrolment. As per National Code 2018 Standard 2 and 3, this policy is to be given to students prior to enrolment and will be supplied as a referral in the letter of offer.

Who is responsible?

- The Registrars are responsible for the implementation of this policy and to ensure that Student Services and students are aware of its application and that staff implements its requirements.
- The Registrars are responsible for the approval of the Exclusion or Cancellation of Enrolment and the subsequent notification to students and to ensure that staff and students are aware of its application and that staff implements its requirements.
- This policy applies to all international students enrolled in all courses offered by HIIE

Requirements

- Students must be informed prior to enrolment of grounds on which enrolment may be deferred, suspended or cancelled.
- Students must be informed that deferment, suspension or cancellation of enrolment may affect a student visa.
- Students must be advised of the procedure of initiating suspension, deferral or cancellation of enrolment and that the Complaints and Appeals policy and procedure will apply.
- HIIE will inform the student of its intention to suspend or cancel the student's enrolment where the suspension or cancellation is not initiated by the student and notify the student that he or she will have 20 working days to access the registered HIIE's internal complaints and appeals process as per Standard 8.1. (see Complaints and Appeals policy.) If the student choose to access the HIIE's internal complaints and appeals process, suspension or cancellation of the student's enrolment under this standard cannot take effect until the internal process is completed, unless extenuating circumstances relating to the welfare of the student apply (Standard 13.4)
- Where compassionate and compelling circumstances exist, students may be suspended or deferred effective immediately. If the suspension or deferral has been initiated by the student, then students do not have a right of appeal once the decision is made. However, if the suspension or cancellation is initiated by HIIE then students have the right to appeal.
- If the student chooses to access the HIIE's complaints and appeals process, HIIE will maintain the student's enrolment until the internal appeals process is completed (and has supported the HIIE's intention to suspend or cancel the student's enrolment).

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- A student must meet grounds of compassionate and compelling circumstances for granting of suspension or deferral.
- Misbehaviour is grounds for suspension, exclusion, or cancellation.
- All requests must be submitted to Student Services with supporting evidence for the student's reason in a single submission process. If approved, the student will receive a revised Confirmation of Enrolment from the Admissions Team.
- Where Suspension/Deferral is granted for more than two weeks, the student must defer the whole term and re-commence their studies in the next term if their request is approved.
- Attendance is not recorded in calculations for monitoring purposes where a student is suspended in PRISMS
- Exclusion from class for up to 10 working days is not entered into PRISMS. Attendance for this period must not be included in attendance calculations.
- If approved, the student's record and CoE must be updated on HIIE Student Management System and PRISMS by Admissions. A brief note regarding the Suspension/Deferral must be written on the system under the student's record and a copy of all the relevant documents must be filed in the student file.

Definitions

Deferment (Student Initiated):	Known as deferral, a request by the student <i>prior to the commencement</i> of the course to temporarily postpone study.
Suspension (Student Initiated):	A request by the student <i>after the commencement of the course</i> to temporarily put studies on hold. A student may request a temporary suspension to his or her enrolment on the grounds of compassionate or compelling circumstances.
Suspension (HIIE Initiated):	An action initiated by HIIE to temporarily put the student's study on hold. HIIE may initiate suspension of a student's course due to breaches of student code of conduct.
Cancellation (Student initiated):	A request by student to permanently terminate their course with HIIE.
Cancellation (HIIE Initiated):	An action initiated by HIIE to permanently terminate the student's course. HIIE may initiate cancellation of a student's course due to breaches of student code of conduct.

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Medically Unfit to Travel	A doctor's certificate stating that student is unable to travel.
Short period of exclusion	A period not exceeding 10 working days.
To 'maintain the student's enrolment'	HIIE does not notify DET of any change to the students enrolment status via PRISMS
Valid return airfare	An airfare ticket showing departure date no more than 28 days from suspension date and fully paid.
Extenuating Circumstances:	<ul style="list-style-type: none"> • Is Missing. • Has Medical Concerns. • Has engaged or threatens to engage in behaviour that is reasonably believed to endanger the student or others. • Is at risk of committing a criminal offence.
Enrolment Default date	<ul style="list-style-type: none"> • Student Initiated - Date student initiated the enrolment cancellation, the date they write on the course cancellation form • HIIE Initiated - When the complaint and appeal process is finalised

Procedures

Deferment – Student Initiated Table

STEPS	WHO IS RESPONSIBLE?	COMMENTS
1. Request for Deferment	Student	Must be in writing using the appropriate form BEFORE the commencement of the course. *If it is due to visa processing delay, and the decision is not made by Department of Home Affairs after the course commencement date, student must request course deferral in writing using the appropriate form as soon as practicable.

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<p>2. Assessment of Request for Deferment.</p>	<p>Registrars</p>	<p>Approval can only be given in accordance with defined compassionate or compelling circumstances. (Refer to ESOS Policy Framework Manual). Where a student needs to take a break from their studies but does not have compassionate or compelling circumstances, the student will need to withdraw and re-apply when they are ready to return to study. Notification of the decision to the student must include further action that may be required by them in order to formally complete the process with Student Services.</p>
<p>3. Approval / Decline of Request for Deferment.</p>	<p>Registrars</p>	<p>The approval or non-approval of the request must be made in accordance with the requirements of National Code 2018 Standard 13. If declined, go to step 4; if approved, go to step 5.</p>

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<p>4. (Request declined) Notification is provided to Student of decision to decline</p>	<p>Registrars</p>	<p>When the request is declined:</p> <ul style="list-style-type: none"> ▪ Registrars will notify student of the outcome and reason for the decision. ▪ Registrars will maintain the records of the provision of notification and information provided to student. ▪ If the student is unhappy with the decision, the registrar will advise them that they may appeal this decision as per the Complaints and Appeals Policy.
<p>5. (Request approved) Notification is provided to Student of the change of CoE reported via PRISMs.</p>	<p>Admissions</p>	<p>Information will be provided to student that their visa may be affected as a result of the deferment or Leave of Absence. Notify student to contact Department of Home Affairs.</p>
<p>6. HIIE retains a copy of the documents.</p>	<p>Admissions/ Registrars</p>	<p>Copy is retained in VET Drive student folder.</p>

Note: Students do not have to attend the classes if they have been granted RPL for those classes. E.g. if students have been granted RPL for 2 units under Diploma of Business, and if the two units were offered from weeks 8 to 12, then students do not have to attend those classes because RPL was granted for those units.

Department of Home Affairs Policy is that if a student takes a leave of absence for a period of 28 days or longer the student must leave Australia (unless special circumstances exist – i.e. natural disaster in the student’s home country, political upheaval in the students home country etc.)

Suspension of Enrolment – HIIE Initiated

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STEPS	WHO IS RESPONSIBLE?	COMMENTS
1. Initiate action / decision in accordance with HIIE policy.	Registrars	Refer to Misconduct Policy.
2. Written notification to student of the decision to suspend them. Advice must include: <ul style="list-style-type: none"> ▪ suspension may impact on student's VISA; ▪ 20 working days to access HIIE's complaints and appeals process; ▪ Notify student of Department of Home Affairs/DET website or helpline. 	Registrars	Suspension cannot take effect until the internal appeals process is completed unless extenuating circumstances relating to the welfare of the student apply.
3. Notification of Admissions Team of the suspension within 7 days of the appeal period passing or any appeal finding in favour of the origin decision to suspend.	Registrars	Any student wishing to access an external appeals process must contact Department Of Home Affairs and provide evidence of having accessed an external appeals process within 20 days of HIIE reporting the suspension of enrolment.
4. Report student via PRISMs that the student's enrolment is suspended within 31 calendar days from enrolment default date	Admissions	Department Of Home Affairs will consider the student's circumstances and decide if to maintain or cancel the student's VISA.

Suspension of Enrolment – Student Initiated

STEPS	WHO IS RESPONSIBLE?	COMMENTS
1. Request for suspension	Student	Must be in writing using the appropriate form. Suspension of Studies and Deferral Application Form during the course.
2. Assess the student request	Registrars	Compassionate and compelling reason with supporting documents E.g. doctor's recommendation etc.
3. Approval / Decline of Request for suspension.	Registrars	The approval or non-approval of the request must be made in accordance with the requirements of the National Code 2018 Standard 13. If declined, go to step 4; if approved, go to step 5.
4. (Request declined) Notification is provided to Student of decision to decline	Registrars	<p>When the request is declined:</p> <ul style="list-style-type: none"> ▪ Registrars will notify student of the outcome and reason for the decision. ▪ Registrars will maintain the records of the provision of notification and information provided to student. ▪ If the student is unhappy with the decision, the registrar will advise them that they may appeal this decision as per the Complaints and Appeals Policy. ▪ Suspension of enrolment NOT approved: If the student did not access the complaints and appeals process and did not attend classes, an intention to report letter will be issued to the student as per the Monitoring Course Progress Policy. The student will have another 20 working days to

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		access our complaints and appeals process. If the student fails to access such process or if the final decision is in support of HIIE, then HIIE will report the student via PRISMs that the student has failed to meet attendance levels.
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Note: For suspensions, HIIE will notify the Department of Education, Employment and Workplace Relations (DET) through Registration and International Student Management System (PRISMS) of the deferment or suspension of enrolment.

Cancellation of Enrolment – HIIE Initiated

STEPS	WHO IS RESPONSIBLE?	COMMENTS
1. Initiate action / decision in accordance with HIIE policy.	Student Services	Review by Director (s)
2. Written notification to student of the intention to cancel their enrolment. i.e. Intention to Report/Cancel	Registrars/Student Services	Advice must include: <ul style="list-style-type: none"> ▪ 20 working days to access HIIE’s complaints and appeals process; ▪ Cancellation cannot take effect until the internal appeals process is completed unless extenuating circumstances relating to the welfare of the student apply.
3. Notification of Admissions Team of the cancellation within 7 days of the appeal period passing or any appeal finding in favour of the original decision to cancel.	Registrars/Student Services	Any student must contact Department Of Home Affairs for an external appeals process and provide evidence of having accessed the external appeals process within 20 days of HIIE reporting the cancellation of enrolment.

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4. Cancellation of Student CoE via PRISMs within 31 calendar days from enrolment default date	Admissions	Department Of Home Affairs will consider the student's circumstances and decide if to maintain or cancel the student's VISA.
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Forms and record keeping

Form/Document Name	Type	Approved by
Suspension of studies/Deferral/Cancellation of Enrolment Application Form and supporting documents	Student File	Registrars
Evidence of notification of changes to enrolment status via PRISMS	Student File	Admissions

Implementation

- Internal training sessions conducted by the Registrars to all HIIE staff involved in providing education services for overseas students.
- Documentation distribution, e.g. posters, brochures, ESOS Policy and procedure folder

Exclusion from class

- Where students are not considered for suspension, deferral or cancellation they may be considered under special circumstances or events for short-term exclusion.
- Students may be excluded (short-term) from class which may take immediate effect; for medical concerns, misconduct or welfare issues. The decision to exclude may be initiated by the student, teacher/trainer, Student Services, Registrar.
- The length of the exclusion will be determined by the Registrar taking into consideration student's continued access to educational programs, progress and assessments.
- All misconduct issues are reported to the Registrars who will refer the incident to Student Services staff members. Student Services will consult in order to recommend appropriate action which may include permanent exclusion, temporary exclusion, behavioural contract and/or monitoring contract as per the Misconduct Policy.

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- The student is expected to adhere to the terms of the short-term exclusion and/or behavioural or monitoring contract. Failure to do so may result in the student triggering the cancellation process.
- Where the student is under 18, the guardian and parents will be notified of the intended exclusion and they (parent or guardian) will be responsible for the student whilst the period of exclusion is completed.
- Short term exclusions do not need to be entered on PRISMS
- The Registrars will inform Student Services that attendance records will reflect 'excluded' for the period of the exclusion and will not be counted in determining the percentages of student current and projected attendance.
- Where the exclusion is not student initiated, the student may lodge an appeal as per the complaints and appeals policy.
- If HIIE chooses to exclude the student from class, records of attendance for the period of exclusion from class will be recorded as 'exclusion from class' and not count this period in attendance calculations.

Cancellations

- Where a serious incident, breach or misconduct has occurred the Registrars are notified as soon as possible. After the student is removed from the situation or premises, an incident report is presented by the staff to Student Services prepare a report for cancellation or exclusion. The Registrars and Student Services will consult.
- Where a decision is made to cancel student for misconduct the student is notified in writing of the decision and advised in writing with an Intention to cancel letter sent with appeals form and policy
- The student will be given access to the appeals process as per the complaints and appeals policy.
- If extenuating circumstances exist, the student will be reported in PRISMS prior to the completion of the internal appeals process

Grounds for deferral, suspension, exclusion and cancellation

HIIE grounds misbehavior appeals process applies to internal level only. If Extenuating Circumstances exist the appeals wait period is waived; there is no right of appeal

Student Grounds Where the enrolment may be deferred, suspended or cancelled (including but not limited to):

- Where a commencing or continuing student does not arrive in time to commence classes for the relevant study period, the HIIE may, in its absolute discretion, not permit the student to commence studies and defer or cancel the student's enrolment.
- Where a student does not complete pre-requisite units they may not be able to continue with their program until the units are completed.
- Where a student receives permission to change to another intake.
- Where a student elects to take a leave of absence within HIIE's policies.

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- Where a student elects to withdraw from their program within HIIE's policies.
- Misconduct as defined in HIIE's policies.
- Where a student is not attending classes and cannot be contacted.
- Failure to maintain a continuous valid enrolment.
- Failure to comply with any applicable standards of conduct, statutes, regulations, policies and procedures of HIIE which provide for enrolment deferral, suspension or cancellation as an outcome of such failure to comply
- Where a student's course cannot be extended due to government requirements.

Note that deferring, suspending or cancelling an enrolment may affect a student's visa. Students should always contact the Department of Immigration and Border Protection (Department Of Home Affairs) <https://www.border.gov.au> for advice on how a change to their enrolment status may impact on their visa.

Companionate & compelling circumstances

This means unusual, exceptional or compelling circumstances that are not part of daily life experience. The following are Grounds that must be strictly addressed with Appropriate Documentation evidence provided:

- Serious illness or injury, where a medical certificate states that the student is unable to attend classes for a significant period of time
- If illness is psychological – must provide a psychologist's report
- Bereavement of close family members such as parents or grandparents
- Major political upheaval or natural disaster in the home country requiring emergency travel
- A traumatic experience which could include involvement in, or witnessing a serious accident; and witnessing or being the victim of a serious crime
- Unavailability of Units constitutes compelling grounds

The following are not unusual or exceptional circumstances and are not grounds:

- Work-related pressures
- Daily life traumas and stresses
- Relationship difficulties and break ups
- Minor illnesses i.e. non-life threatening
- Celebratory relationship events e.g. Weddings
- Any type of health or religion-related claims regarding food handling where food handling is a clear requirement of the enrolled course program

Extenuating circumstances Related to student welfare and may include but not limited to:

- Refusing to maintain approved care arrangements(only for students under 18 years of age);
- Is missing;

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- Severe depression or psychological issues which lead to HIIE concern for student wellbeing;
- Has engaged or threatens to engage in behaviour that is reasonably believed to endanger the student or others;
- Is at risk of committing a criminal offence. Any claim of extenuating circumstances will need to be supported by appropriate evidence

Misconduct

Misconduct is grounds for suspension, exclusion or cancellation as per Misconduct Policy. Under extenuating circumstances the appeals wait period is waived.

Grounds evidence Documents to be provided with an application

Appropriate documentation may include but not limited to:

- If the student is requesting suspension/deferral on grounds then the student must provide the appropriate documentation.
- If the student is unable to travel to Australia, medically unfit to travel documents are required.
- Specific dates must be provided. Terms such as 'early', 'mid', 'late' or month only are not acceptable.
- If the student is going offshore then they must be able to show a valid Departure and Return airfare. Itinerary or confirmations are not acceptable.
- Bereavement – A Death Certificate must be provided
- A Traumatic Experience – A Police Report must be provided
- If the student is medically unfit to study, a suitably descriptive doctor's medical certificate that covers the period of deferment / suspension. Note: HIIE reserves the right to request further details from the issuing Doctor

Records

Record	Description	Location	Retention
Suspension of Studies and Deferral Application Form	A form which a student has to complete when submitting a request	Student file held in VET Drive.	Length of participation plus 7 years
Supporting Documents	Documents which supports the validity of the student's request	Student file held in VET Drive.	Length of participation plus 7 years

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Letter of Rejection	A letter sent to the student advising that their application for a leave of absence/deferral has been rejected	Student file held in VET Drive.	Length of participation plus 7 years
Intention to Cancel Enrolment	A letter sent to the student advising that their enrolment is intended to be cancelled	Student file held in VET Drive.	Length of participation plus 7 years
Letter of Confirmation	A letter sent to the student advising that their application for a leave of absence / deferral has been approved	Student file held in VET Drive.	Length of participation plus 7 years
CoE	Document issued to a student via PRISMS advising Department Of Home Affairs of the student's enrolment status	Student file held in VET Drive.	Length of participation plus 7 years

16. References – National Code 2018