Cancelling (Withdrawing), Deferring & Suspending Student Enrolment Policy and Procedure

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<th>Policy</th>
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<tr>
<td>Blue Mountains International Hotel Management School Pty Limited (BMIHMS PL) trading as Blue Mountains International Hotel Management School (BMIHMS) to be known as ‘the School’ is committed to ensuring fair and equitable policies and procedures are in place in regards to the cancelling, deferring and suspending of any student enrolment.</td>
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<table>
<thead>
<tr>
<th>Coverage</th>
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<td>This policy and procedure applies to the Leura and Sydney Campuses.</td>
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<tr>
<th>Purpose and Scope</th>
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<tr>
<td>The School must have in place documented procedures for assessing, approving and recording an enrolment cancellation, deferral or suspension, including keeping documentary evidence on the student’s file of the assessment of the application.</td>
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<tr>
<th>International Students</th>
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<tr>
<td>The School can cancel, defer or temporarily suspend the enrolment of the student on the grounds of:</td>
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<tr>
<td>• Compassionate or compelling circumstances; or</td>
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<td>• Misbehaviour by the student.</td>
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Where an education provider defers or suspends the course of study of a Student visa holder then consideration to cancelling the visa may be given if the following circumstances apply:

  | • The deferral or suspension was because of the student’s conduct; |
  | • The deferral or suspension was on the basis of fraudulent or misleading evidence; |
  | • The deferral or suspension was for reasons other than compelling or compassionate circumstances; or |
  | • The Student visa holder has deferred or suspended their studies for compelling or compassionate reasons and those reasons have ceased to exist. |

The Department of Immigration and Border Protection (DIBP) may verify the circumstances of an international student’s deferral or suspension of their studies with an education provider. Where the deferral or suspension is for reasons other than those which are compelling or compassionate or where they have ceased to exist, the Student visa may be subject to cancellation.

Additionally, a student may have their enrolment cancelled (withdrawn) at their own request.

The School must:

  | • Inform the student that deferring, suspending or cancelling his or her enrolment may affect his or her student visa; and |
  | • Notify Department of Education via PRISMS as required under section 19 of the ESOS Act where the student’s enrolment is deferred, temporarily suspended or cancelled. |

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<tr>
<th>Principle</th>
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<tr>
<td>According to the National Code, Standard 13 allows for three different outcomes for the student’s Confirmation of Enrolment (CoE):</td>
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<tr>
<td>• The provider notifies the Department of Education through PRISMS that it is deferring or suspending an international student’s enrolment for a period without affecting the end</td>
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Created: August 2008          Policy Owner: DQPR
Modified: June 2014          Version: 7
Review Date: June 2015       Page 1 of 6

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date of the CoE. In this case there is no change to the CoE or the student’s enrolment status on PRISMS, i.e. the student’s CoE status will still be listed as ‘studying’. However, the notice of deferment or suspension will be recorded in PRISMS and sent on to DIBP. This information will be kept for future reference.

- The provider notifies the Department of Education through PRISMS that it is deferring or suspending a student’s enrolment for a period which will affect the end date of the CoE. In such situations, PRISMS will cancel the original CoE, and immediately offer the provider the opportunity to create a new CoE with a more appropriate end date. If the provider does not know when the student will return, it can choose not to create a new CoE at that point, but to wait until the student has notified the provider of the intended date of return before creating the new CoE.

- The provider notifies the Department of Education through PRISMS that it wishes to permanently cancel (terminate) the student’s enrolment. Once this process is complete, the student’s CoE status will be listed as ‘cancelled’.

**Domestic Students**

Domestic students may apply to have their enrolment deferred for up to 12 months as agreed by the Director Operations, Head of School or their delegate.

**Responsibilities**

**Director Operations**: liaises with the student, Head of School/Director Academic Affairs and relevant departments during the cancelling, deferring/suspending process.

**Head of School/Director Academic Affairs**: liaises with the student and Director Operations during the cancelling, deferring/suspending process.

**Executive Group**: responsible to inform their departments

**Student Services Department**: responsible for notifying Department of Education via PRISMS when an international student’s enrolment is deferred, temporarily suspended or cancelled; responsible for informing all Executive Group members.

**Director Quality, Planning & Registration**: responsible for ensuring the policy is followed and to address any amendments needed to the policy from time-to-time.

**Glossary**

**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 parents or grandparents;
- 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 which could include:
  - involvement in, or witnessing of a serious accident; and
  - 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)” (Source: Standard 13 of the National Code).

**CoE**: Electronic Confirmation of Enrolment completed by BMIHMS PL Admission staff on acceptance of offer and payment of deposit. Enables an applicant to apply for a student visa

**DIBP**: Department of Immigration & Border Protection
### Procedure

#### The School instigates change of student enrolment status

The School must inform the student of its intention to cancel, suspend or defer a student’s enrolment where the suspension or cancellation is not initiated by the student and notify the student that he or she has 20 working days to access the School’s [Non-Academic Complaints and Grievance Policy and Procedure](#) and/or [Academic Complaints and Grievances Policy and Procedure](#), as appropriate.

If the student accesses the School’s [Non-Academic Complaints and Grievance Policy and Procedure](#) and/or [Academic Complaints and Grievances Policy and Procedure](#), suspension or cancellation of the student’s enrolment under this policy and procedure cannot take effect until the internal process is completed, unless extenuating circumstances relating to the welfare of the student apply.

Once the appeals process has concluded, the School must also advise international students that they have 28 days to enrol in an alternative course or return to their home country.

The student is advised to read the [Student Tuition Fees Refund Policy and Procedure](#) and the [Deposit and Accommodation Bond Refund Policy and Procedure](#).

#### Grounds for deferring or temporarily suspending a student enrolment

The School will defer or temporarily suspend the enrolment of the student where the student is:

- a) Approved to take a leave of absence;
- b) Found guilty of misconduct as defined in the School’s [Student Code of Conduct](#); or
- c) Deemed to have failed to comply with any applicable standards of conduct, statutes, regulations, or academic progression policies and procedures of the School, which provide for enrolment deferral, suspension or cancellation as an outcome of such failure to comply.

A student accused of misconduct is subject to the School’s [Student Code of Conduct](#).

The Director Operations/Head of School informs the student of:

- a) The School’s intention to suspend or cancel the student’s enrolment;
- b) The likely impact of the decision on their student visa (international Students only);
- c) The right of appeal under the School’s Complaints/Grievance process.

A copy of this advice is placed on the student file in the School’s EMS (Education Management System) and student hard file.

After all rights of appeal are exhausted, the Student Services Department notifies the Secretary of the Department of Education via [PRISMS](#) as required under section 19 of the [ESOS Act](#) why an international student’s enrolment is deferred, temporarily suspended or cancelled.

#### Recommencing Studies after a period of Deferment or Suspension

Studies can only be undertaken after a period of deferment following formal notification to the School of the student’s intention to return.
Studies can only be undertaken after a period of voluntary suspension following formal notification to the School of the student’s intention to recommence their studies.

**Impact of Deferment Suspension or Cancellation of Enrolment on Student Visas**
The School is responsible for advising students that any deferment, suspension or cancellation of enrolment may impact on the validity of their student visa.

If a student’s enrolment is suspended for a period of 28 days or longer, the student must return to his/her country of permanent residence, unless special circumstances (refer to National Code Explanatory Guide 13.2) exist.

**Deferring, Suspending and Cancelling Enrolment of Students Under 18**
Where the enrolment of an under 18 student is terminated, suspend or cancelled, the School is obliged to continue monitoring the care arrangements for that student until:

- The student is accepted by another registered provider and that registered provider takes over responsibility for approving the student’s accommodation, support and general welfare arrangements;
- The student leaves Australia;
- Other suitable arrangements are made that satisfy the Migration Regulations; or
- The School reports that it can no longer approve of the arrangements for the student.

**Status during the Complaint/Grievance Process**
If the student accesses the School’s Non-Academic Complaints and Grievance Policy and Procedure or Academic Complaints and Grievances Policy and Procedure, cancellation of the student’s enrolment cannot take effect until the internal process is completed, unless extenuating circumstances relating to the welfare of the student apply.

**The student instigates change of student enrolment status**
Prior to Enrolment - Student lodges a letter of request, with supporting documentation as required, with the School’s Admissions Department or nominated representative. The student is referred to the Student Tuition Fees Refund Policy and Procedure and the Deposit and Accommodation Bond Refund Policy and Procedure.

After Enrolment – Student lodges a Change of Program Form with supporting documentation, as required, with the Student Services Department.

The appropriate staff member determines whether the student’s request is genuine. In the case of deferrals during the term, the staff member will determine if the student’s chances of satisfactorily completing the course within the nominated timeframe is possible before approving deferral.

When deferring or cancelling a student’s enrolment:
- The student must be directed to the Director Operations/Head of School/Deputy Head of School to discuss the change to their enrolment.
- The Director Operations/Head of School/Deputy Head of School is to provide the student with a Departure Form on the day of departure or to be collected from Front Office directed by the Director Operations/Head of School;
- The student is required to complete the Departure Form in the order stated and by all departments.
- The student is to present the Departure Form to the Student Services Department which is
checked and confirmed, the students status is to be amended in Paradigm and then is to be placed on the student’s file;

- An email notification is to be sent by the Student Services Department to relevant departments;
- The Director Operations/Head of School will conduct an exit interview prior to the student leaving the School.

The student is referred to the Student Tuition Fees Refund Policy and Procedure and the Deposit and Accommodation Bond Refund Policy and Procedure.

The student is then advised of:

- The outcome of the application;
- Likely impact of the decision on their student visa and their obligation to either enrol in an alternative course or return to their home country within 28 days (international students only); and
- The requirement to advise the School of their intention to return to study.

A copy of this advice is placed on the student file in the School’s EMS and student hard file.

Common questions and situations relating to Industry Placement

What happens if I fail to secure a confirmed Industry Placement?
If a student fails to secure a confirmed industry placement 28 days after the end of the school term, the student is failing to attend the course. International students will be required to return to their home country to seek a confirmed industry placement. If the student does not gain a confirmed industry placement or notify the school within 20 days of returning to their home country, this will be viewed as non attendance of the course and enrolment will be cancelled. If the student fails to depart Australia after the 28 days from term, enrolment will be cancelled.

What happens if I fail to attend my place of work?
The six month Industry Placement is a core component of the course. Failure to attend placement/course during the School’s terms translates to course abandonment, and enrolment may be cancelled unless students can demonstrate they have compelling and compassionate grounds (see above) not to attend the course/place of work. Should they be unable to provide this evidence, the student will be notified that suspension or cancellation of their enrolment will happen (which may affect the visa status of international students).

Important: If students cannot attend their place of work they must notify the Career Development Department as soon as practicable. If the Career Development Department has not heard from the student after seven (7) days of not attending their work placement, the student’s enrolment and visa may be cancelled.

What if I want to leave my Industry Placement position early?
International students who leave their place of work (employment in Australia or overseas) before either the two school terms are finished or the agreed date by the employer and school, the student is in effect not attending their course. This translates to course abandonment; unless the student can produce evidence to demonstrate they have compelling and compassionate grounds not to attend the course. Should they be unable to provide this evidence the student will be notified that suspension or cancellation of their enrolment will happen which may affect their visa status.
What if I want to extend the duration of my IP?
Any request for the extension of the Industry Placement will be denied due to the restriction of the visa conditions. All students must complete the course in the specified time unless compelling and compassionate evidence is provided. These requests will be assessed on a case by case basis.

Can I take annual leave (holidays) during my IP?
Any student wishing to take annual leave/holidays during their allocated Industry Placement must adhere to the employer’s policies & procedures. Once the annual leave is approved by the employer, the student has the responsibility to notify the School of the dates and gain approval to avoid any abandonment of course implications.

Finally:
The above conditions inform many of the Industry Placement processes implemented by the Career Development Department as well as the Student Code of Conduct.

If students are uncertain of their situation they are asked to contact the School immediately for clarification and to avoid any implications with their course enrolment and visa conditions.

The above conditions work in conjunction with Industry Placement processes implemented by the Career Development Department & the School’s Student Code of Conduct which can be found on the SSIS and are communicated in all IP lecturers.

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<tr>
<th>Associated Forms</th>
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<tbody>
<tr>
<td>Change of Program Form</td>
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<td>Departure Form</td>
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<tbody>
<tr>
<td>Academic Complaints and Grievances Policy and Procedure</td>
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<tr>
<td>Non-Academic Complaints and Grievance Policy and Procedure</td>
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<td>Student Code of Conduct</td>
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<td>Any suggestions for changing this Policy/ procedure are welcome. Please complete the Improvement Request Form.</td>
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<td>June 2014: Format updated; hyperlinks corrected; DIAC changed to DIBP; DEEWR changed to Department of Education; responsibilities (titles) updated; procedure clarified with regard to email notification to other departments by Student Services; student no longer required to be responsible for setting up an exit interview.</td>
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