

Policy Name:	Deferring, Suspending or Cancelling a Student's Enrolment
Policy Number:	13-CRICOS-2011
Current Version:	04 – 01/07/2014
Next Revision Date:	June 2015
Purpose:	To ensure that the PGA IGI properly assesses a student's eligibility for deferral or suspension and the PGA IGI's processes for cancellation of enrolment abide by the requirements of the National Code 2007.
Scope:	All staff and International Students.
Exceptions:	Nil
Policy Owner:	Dean and Executive Officer
Related policies and legislation:	<ul style="list-style-type: none"> • Education Services for Overseas Students (ESOS) Act 2000 (https://www.aei.gov.au/ESOS) • The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007 (https://www.aei.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/Documents/National_Code_2007_pdf.pdf) • For further detailed information on the legislative requirements in the National Code 2007, see National Code Explanatory Guide (https://aei.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/Pages/default.aspx)
Internal procedures guided by this policy:	N/A
Published Location	Y:\Administration - Compliance/Policy & Procedure - Master File/CRICOS

Revision History

Revision Date:	Status: (Draft/Final)	Summary of Changes	Prepared/Approved By:	Revision #:
03/02/2011	Draft	Audit review	Institute Coordinator	01
18/02/2011	Final	Formatting - correct typo errors	Institute Coordinator	02
23/05/2011	Final	Formatting	Institute Coordinator	03
01/07/2014	Final	Updated staff titles and government departments	Systems Administrator/Dean & Executive Officer	04

Glossary of Terms/Definitions

Compassionate and compelling	<p>The provider must determine whether the student's request is genuine, and be able to assess if their chances of satisfactorily completing the course within the nominated timeframe will be strengthened if they give the student permission to suspend their studies for a short, defined period.</p> <p>Examples of compassionate or compelling circumstances 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 (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 which could include: involvement in, or witnessing of a serious accident; or witnessing or being the victim of a serious crime.</p> <p>Providers have latitude to assess student's individual compassionate and compelling circumstances. The assessment of compassionate and compelling reasons is at the provider's discretion because they have the expertise to manage the circumstances affecting students' learning. Providers therefore can determine policies that state the "certain limited circumstances" they consider acceptable grounds to grant deferral/suspension of studies. This policy must be documented and applications assessed against this policy.</p>
DeptEd	Department of Education (former Department of Education, Employment and Workplace Relations).
Defer or temporarily suspend	Deferrals and suspensions are reported by providers to DEEWR and DIAC through PRISMS. Please note that where a Student Visa holder appears to have deferred or suspended their studies for an extended period of time for other than genuine compassionate or compelling circumstances, DIAC may consider visa cancellation.
Extenuating Circumstance	<p>Extenuating circumstances may include, but are not limited to the following. The Student:</p> <ul style="list-style-type: none"> ▪ is missing; ▪ has medical concerns, severe depression or psychological issues which lead the provider to fear for the student's 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.
ESOS	Education Service for Overseas Students.
Misbehaviour by the student	This may include, but is not limited to, behaviour such as acts of discrimination, sexual harassment, vilification or bullying as well as acts of cheating or plagiarism.
PGA IGI	PGA International Golf Institute.

Procedure Measures

Procedure Measures	Target
Compliance with the National Code 13 in relation to deferring, suspending or cancelling an international student's enrolment.	100%

Distribution

All Directors
All Staff
All International Students

INTRODUCTION

The PGA IGI must ensure that we properly assess a student's eligibility for deferral or suspension and the PGA IGI process for cancellation of enrolment complies the requirements of the National Code 2007. We have documented policies and procedures for assessing, approving and recording a deferment of commencement of study and the cancellation of a student's enrolment. International students are made aware of these policies and procedures via the Student Handbook, this is provided to potential students prior to enrolment and at orientation.

1 What is Meant by Deferral/Suspension and Cancellation

To defer or suspend enrolment means to temporarily put studies on hold (adjourn, delay, postpone). Cancellation is the cessation of a student's enrolment in a PGA IGI course. The PGA IGI will do this by notifying DeptEd via PRISMS of the deferment, suspension or cancellation of enrolment. Temporary deferment or suspension may be requested by a student on the grounds of compassionate or compelling circumstances. The PGA IGI may initiate suspension due to misbehaviour of the student. Cancellation of enrolment may be initiated by the PGA IGI where a student demonstrates serious misconduct, poor course progress (for example, consistent unsatisfactory course progress or continuous absence from scheduled course hours) or non payment of outstanding fees.

2 What are Compassionate or Compelling Circumstances

We can only defer or temporarily suspend the enrolment of the student on the grounds of compassionate or compelling circumstances which 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 when this has impacted on the student's studies; or
- a traumatic experience which could include:
 - involvement in, or witnessing of a serious accident;
 - witnessing or being the victim of a serious crime (these cases should be supported by police or psychologist's reports)
- inability to begin studying on the course commencement date due to delay in receiving a student visa.

3 DEFERRAL, TEMPORARY SUSPENSION OR CANCELLATION

3.1 Deferral or Temporary Suspension - Student Initiated

The deferral or temporary suspension of studies, including granting a leave of absence for international students during the course of their formal program may only be granted under certain limited circumstances. For consideration of deferral or cancellation of enrolment students must:

- Apply in writing to the Dean and Executive Officer using the PGA IGI Deferment of Studies Form;
- Provide documentary evidence to support the application;
- Provide documentary evidence that is either certified or original (photo copies or fax copies will not be accepted);
- Clearly demonstrate that the deferral or temporary suspension of studies is on compassionate grounds or compelling circumstances.

Students will be made aware that the Student Services and Administration Coordinator is available to assist them in preparing the required documents and provide advice to assist students in the application process.

The Dean and Executive Officer of the PGA IGI will make a decision on the application within 7 days of the application being submitted. Applicants will be informed in writing of any decision and the reasons why an application for deferral or suspension has been denied. The PGA IGI may exceed timeframes for making a decision or written response if we require additional information or an application is incorrectly submitted or documentary evidence is incomplete.

Where a student is notified in writing that their application to suspend or defer has been denied, we will inform them that they have 20 working days in which to access our internal appeals process; i.e. to initiate an appeal. All correspondence will be passed to the Student Services and Administration Coordinator who will file the documents in the student file and make a file note in the Complaints & Appeals Register.

3.2 Suspension or Cancellation of Enrolment by the PGA IGI

The PGA IGI may suspend or cancel a student's enrolment on one of the following grounds:

3.2.1 Misbehaviour by the student

Students are informed of the expected level of personal conduct in our Student Handbook and at orientation. If a student conduct is considered disruptive and minor we will, where appropriate, conduct a counselling session with the student regarding that behaviour. If a student's conduct is considered to present a danger to others or themselves or is in breach of Australian law then the PGA IGI will inform the student in writing that they must respond appropriately (i.e. in writing or verbal explanation at a formal meeting) to the PGA IGI's warning in order to avoid an imposed change to the student's enrolment status.

Our student conduct:

- All students will comply with all reasonable requests and requirements made by staff of the PGA IGI;
- No student will attend any class whilst under the influence of alcohol or any drugs;
- Any form of discrimination (sexual, racial etc), bullying, any form of harassment or any excessive obscene, offensive or insulting language or behaviour;
- Students are to be courteous to co-students, staff and the public at all times;
- Disruptive behaviour will not be tolerated;
- The breaking of any state or Federal law will be reported to the relevant authority (e.g. stealing, damaging property, assault etc.);
- At all times while at PGA IGI premises, training rooms and golfing facilities students are required to continue to abide by all rules set for that location.

3.2.2 Non-payment of fees by the due date

The PGA IGI may suspend or cancel a student's enrolment for non payment of fees. International students are required to pay their tuition fees on or before the first day of their commencement of studies. Tuition fee amounts and due dates are provided to students in their Fee Agreement and Letter of Offer prior to enrolment.

Students with outstanding fee amounts will be notified in writing that they have 5 working days in which pay any amounts owing and failure to do so will result in their enrolment being cancelled. The letter will inform students that we will inform DeptEd via PRISMS that their enrolment has been cancelled and that this may affect their student visa.

3.2.3 Poor Academic Progress, Academic Performance, and Attendance

A student who fails to meet our academic progress, performance and attendance policy requirements will need to respond appropriately (i.e. in writing or verbal explanation at a formal meeting) to the PGA IGI in order to avoid an imposed change to the student's enrolment status i.e. why their enrolment should not be cancelled. Refer to our Academic Performance Policy and Academic Progress Policy for more detailed information.

3.2.4 Suspension or Cancellation of Enrolment - Student Right of Appeal

When a student is notified in writing of our intent to suspend or cancel their enrolment we will inform them that they have 20 working days in which to access our internal appeals process; i.e. to initiate an appeal. The student will also be provided with information on how to access the PGA IGI's Appeals Policy and Application Form.

Should the student choose to access our appeals process, the PGA IGI will maintain the student's enrolment (and not inform DeptEd via PRISMS) until the internal appeals process is completed unless extenuating circumstances relating to the welfare of the student or safety of other students or staff are compromised. As per the PGA IGI's appeals policy, the student may choose to access the external appeals process. However, the PGA IGI will not await the outcome of the external appeal prior to notifying DeptEd, reporting through PRISMS of the change to the student's enrolment status. Any claim of extenuating circumstances by the PGA IGI will be supported by appropriate documented evidence and placed in the student file.

This policy will be reviewed annually and revision history updated.