

### OVERVIEW

This policy has been developed in accordance with the Standards for Registered Training Organisations 2015, The ESOS Framework including the ESOS ACT 2000 as amended and National Code 2018 Standard 9.

### POLICY

#### Introduction

The PGA IGI have documented policies and procedures for assessing, approving and recording a deferment of commencement of study, suspending and the cancellation of a student's enrolment. Students are made aware of these policies and procedures via the Student Handbook and Student Agreement prior to enrolment. This policy and procedure applies to both domestic and overseas students.

#### What is 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.

Deferment or suspension or cancellation may be requested by a student. 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 non payment of fees. The PGA IGI will report any changes to overseas student's enrolment via PRISMS.

#### Compassionate or Compelling Circumstances

PGA IGI can only defer or 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
- Major political upheaval or natural disaster in the home country requiring emergency travel when this has impacted on the student's studies
- 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 or
- Any other circumstances the PGA IGI thinks is a compassionate or compelling circumstance

## **Deferral, temporary suspension or cancellation**

### **Deferral or Temporary Suspension - Student Initiated**

The deferral or suspension of studies, for students during the course of their studies may only be granted under certain limited circumstances. For consideration of deferral/suspension of enrolment students must:

- Apply in writing to the Senior Manager using the PGA IGI Deferring, Suspending or Cancelling an Enrolment form available on the Fairway
- Provide documentary evidence to support the application
- Clearly demonstrate that the deferral or suspension of studies is on compassionate grounds or compelling circumstances
- For overseas students wishing to cancel their course and transfer to another provider they must abide by their student visa requirements and requirements of the Overseas Student Transfer policy and procedure

Students are made aware that the Student Services and Administration Officer are available to assist them in preparing the required documents and provide advice to assist students in the application process.

The Senior Manager of the PGA IGI will make a decision on the application to defer/suspend an enrolment 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 the PGA IGI requires 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, the student is advised in writing of their right to appeal through the PGA IGI complaints and appeals process within 20 working days. All correspondence will be passed to the Student Services and Administration Officer who will file the documents in the student file and make a file note in the Complaints & Appeals Register.

If the deferral, suspension or cancellation is successful the PGA IGI will report any changes to the overseas student's enrolment on PRISMS in a timely manner and not more than 31 days and advise the overseas student to seek advice from the Department of Home Affairs the potential impact on his or her student visa.

The deferment, suspension or cancellation of an overseas student's enrolment will not take effect until the complaints and appeals process is completed, unless the student's health or wellbeing of others is likely to be at risk.

### **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:

- Misbehaviour by the student
- Non-payment of fees by the due date
- Not maintaining course progress

#### **Misbehaviour by the student**

Students are informed of the expected level of personal conduct in the PGA IGI Student Handbook prior to enrolment and at orientation. If a student's conduct is considered disruptive and minor the PGA IGI will, where appropriate, conduct a counselling session with the student regarding their 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 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. If a student is found to be in breach of Australian law they will be reported to the appropriate authority.

PGA IGI 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.

### **Non-payment of fees by the due date**

The PGA IGI may suspend or cancel a student's enrolment for non payment of fees. Students are required to pay their tuition fees 14 days after receiving their invoice as per the payment schedule in their Letter of Offer. Students will receive a friendly reminder if the fees have not been paid 7 days after they are due. At this time the student will be cut off the Fairway and golf access at the Sanctuary Cove Golf and Country Club until all outstanding fees are paid. For overseas students if their fees remain outstanding after a further 7 days they will be emailed a notice that they have 5 working days in which to pay any amount outstanding or agreed by Students Services or their enrolment will be cancelled and the Department of Home Affairs informed via PRISMS and that this may affect their student visa and they should contact Department of Home Affairs for advice.

### **Maintaining Course Progress**

The PGA IGI monitors course progress both for overseas students and domestic students. All students are given the relevant course progress information via the student handbook, for domestic students refer to "Monitoring course progress policy and procedure" and for overseas students "Overseas student visa requirements policy and procedure".

### **Suspension or Cancellation of Enrolment - Student Right of Appeal**

When a student is notified in writing of the PGA IGI's intent to defer/suspend or cancel their enrolment the PGA IGI informs students that they have 20 working days in which to access the complaints and appeals process. The student will also be provided with information on how to access the PGA IGI's Complaints and Appeals Policy and Procedure (available in the Student Handbook, Fairway and PGA IGI website) and the process to appeal.

Should the student choose to access the complaints and appeals process, the PGA IGI will maintain the student's enrolment until the complaints and 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 complaints and appeals policy and procedure students may choose to access the internal and external appeals process. Any claim of extenuating circumstances by the PGA IGI must be supported by appropriate documented evidence and placed in the student file.

The PGA IGI will not cancel, suspend or defer a student's enrolment until the internal complaints and appeals process has been completed, however the PGA IGI will maintain the student's enrolment though an external complaints and appeals process is if the breach is unsatisfactory course progress.

The student will not be given the opportunity to appeal a PGA IGI decision to defer, suspend or cancel a student's enrolment if the overseas student's health or wellbeing, or the wellbeing of others is at risk. The

PGA IGI will keep documented evidence to support this. The circumstance to which the above pertains is as follows, but not limited to:

- Is missing – student will be reported to the AFP as a missing person and the next of kin contacted
- Has mental health concerns which could lead to harming themselves or others
- Has engaged or threatens to engage in behaviour the is reasonably believed to endanger the overseas student others
- Is at risk of committing a criminal offence

Any behaviours that are not in line with Australia’s laws will be reported the appropriate authority.

### Confirmation of Enrolment

The PGA IGI will notify the Department of Education and Training (DET) via PRISMS that they are deferring or suspending an overseas student’s enrolment for a period even if it does not affect the end date on the CoE.

If a student deferment or suspension affects the end date of on the CoE and the PGA IGI will create a CoE with the new end date, where the PGA IGI does not know when the student will be returning they will inform DET via PRISMS but not create a new CoE and wait until the student has provided the intended date of return before creating the new CoE.

If a student or the PGA IGI cancels a student enrolment the PGA IGI will notify DET via PRISMS and cancel the students CoE. The student will be informed by email and a note made on the students file.

### Process Details

Action Step	Responsibility	Details
<b>Student wishes to defer/suspend their enrolment</b>	<b>Student Services/Senior Manager</b>	Apply in writing to the Senior Manager using the PGA IGI Deferment, Suspension or Cancellation of Enrolment Form: <ul style="list-style-type: none"> <li>▪ Provide documentary evidence to support the application</li> <li>▪ Clearly demonstrate that the deferral or temporary suspension of studies is on compassionate grounds or compelling circumstances</li> <li>▪ Students will be expected to maintain coming to classes while the decision is being made</li> </ul>
<b>The decision</b>	<b>Senior Manager</b>	The Senior Manager 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.
<b>Complaints and Appeals</b>		The PGA IGI will inform the student that they have 20 working days in which to access the internal appeals process; i.e. to initiate an appeal.
<b>Recording</b>	<b>Student Services</b>	All correspondence will be passed to the Student Services and Administration Officer who will file the documents in the student file and make a file note in the Complaints & Appeals Register if required.

<b>Grounds for PGA IGI to suspend/cancel enrolment</b>	<b>Student Services via Student Handbook/orientation</b>	Students are informed of the expected level of personal conduct in the PGA IGI's Code of Conduct, the Student Handbook, and at orientation
<b>Non-payment of fees by the due date</b>	<b>Student Services</b>	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 Student Agreement 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.
	<b>Senior Manager</b>	When a student is notified in writing of the PGA IGI's intent to suspend or cancel their enrolment the PGA IGI will inform them that they have 20 working days in which to access the internal appeals process. Students will not be reported until the internal complaints and appeals process is completed, and expected to maintain classes unless the health or wellbeing, or the wellbeing of others is likely to be at risk.
		Students are informed that Cancellation, Suspension or Deferment of an international student may affect their student visa.