

Student Deferment, Suspension and Cancellation Policy

Policy

Ashley English Language Institute will only grant deferment, suspension and cancellation of student's enrolments in certain limited circumstances. Deferment, suspension and cancellation of a student enrolment can be initiated by the student, or the Institute. Where the Institute initiates the process, or makes a decision on the outcome of an application, students will be given the opportunity to access the Institute's complaints and appeals procedure.

1.0 Definitions

- 1.1 **Deferral** – Postponement of commencement of course
- 1.2 **Suspension** – Temporary postponement of enrolment during course
- 1.3 **Cancellation** – Cessation of enrolment in course

2.0 Deferral of Enrolment Guidelines

2.1 Student Initiated

- 2.1.1 Students may apply to the Student Services for a deferral of their enrolment. Student Services Officer and or Manager will liaise with Campus Manager to seek the advice on the matter. Deferrals will only be granted in the following limited circumstances:
 - (i) Student Visa Delay
 - (ii) Compassionate or Compelling Circumstances (in line with the requirements of the Institute's Compassionate or Compelling Circumstances Policy)
- 2.1.2 If a deferral application is approved, the student will receive a letter advising of the approval and confirming the new course dates within 10 working days of the Institute receiving the complete application. In addition, the student acceptance agreement will be amended to reflect the new course dates. All terms and conditions of the original student acceptance agreement will remain the same
- 2.1.3 If a deferral application is not approved, the student will receive a letter providing the specific reasons why the application was not approved within 10 working days of the Institute receiving the complete application. Students may appeal the decision in line with the Institute's Complaints and Appeals Policy
- 2.1.4 Where a deferral is granted that will affect the end date of the original CoE, the Students CoE will be reported on PRISMS within 10 working days of the Institute receiving the complete application to reflect the changes. A copy of the new CoE will be sent to the student and a copy retained in the students file
- 2.1.5 All students are informed that deferral of their enrolment may affect their student visa
- 2.1.6 All documentation relating to the assessment of student deferral application will be retained in the students file

3.0 Suspension of Enrolment Guidelines

3.1 Student Initiated

- 3.1.1 Students may apply to the Student Services Manager or Officer for a suspension of their enrolment.
- 3.1.2 Suspensions will only be granted in the following limited circumstances:
 - (i) Compassionate or Compelling Circumstances (in line with the requirements of the Institute's Compassionate or Compelling Circumstances Policy)
- 3.1.3 If a suspension application is approved, the student will receive a letter advising of the approval and confirming the new course dates within 10 working days of the Institute receiving the complete application. In addition, the student acceptance agreement will be amended to reflect the new course dates. All terms and conditions of the original student acceptance agreement will remain the same
- 3.1.4 If a suspension application is not approved, the student will receive a letter providing the specific reasons why the application was not approved within 10 working days of the Institute receiving the complete application. Students may appeal the decision in line with the Institute's Complaints and Appeals Policy
- 3.1.5 Where a suspension is granted that will affect the end date of the original CoE, the Students CoE will be reported on PRISMS within 10 working days of the institute receiving the complete application to reflect the changes. A copy of the new CoE will be sent to the student and a copy retained in the students file
- 3.1.6 All students are informed that suspension of their enrolment may affect their student visa
- 3.1.7 All documentation relating to the assessment of student suspension applications will be retained in the students file

3.2 Ashley English Language Institute Initiated

- 3.2.1 Ashley English Language Institute may suspend a student enrolment in the following instances:
 - (i) Student misbehavior where it constitutes a breach of the Institute's Student Misconduct Policy
 - (ii) Compassionate or Compelling Circumstances (in line with the requirements of the Institute's Compassionate or Compelling Circumstances Policy)
- 3.2.2 In cases where the suspension of the student's enrolment is initiated by Ashley English Language Institute, students will be notified in writing and given 20 working days to access the Institutes Internal Complaints and Appeals Policy (See Complaints and Appeals Policy)
- 3.2.3 The change in enrolment status will not be reported to the Department of Education until the internal appeals process has been completed
- 3.2.4 All students are informed that suspension of their enrolment may affect their

- student visa
- 3.2.5 All documentation relating to the suspension will be kept in the student file
- 3.2.6 The Student Services Officer is responsible for reporting the student to the Department of Education within 10 working days via PRISMS, once the suspension has been finalised

4.0 Cancellation of Enrolment Guidelines

4.1 Student Initiated

- 4.1.1 Students may apply to the Student Services for a cancellation of their enrolment
- 4.1.2 Students that cancel their enrolment will be liable to pay outstanding fees as stipulated in their signed student acceptance agreement and the Institute's Refund Policy
- 4.1.3 Student whose enrolments have been cancelled may apply for a Letter of Release. Letters of release will be granted at no charge, and provided within 10 working days of receiving the complete application, provided the student has no outstanding fees owing to Ashley English Language Institute and the application meet the requirements of the Institute's Transfer between Providers Policy

4.2 Ashley English Language Institute initiated

- 4.2.1 Ashley English Language Institute may cancel a student enrolment in the following instances:
 - (i) Non-payment of outstanding fees
 - (ii) Student demonstrates serious misconduct in line with the Student Misconduct Policy
- 4.2.2 In cases where the student's cancellation is initiated by the Institute, students will be notified in writing and given 20 working days to access the Institutes Internal Complaints and Appeals Policy (See Complaints and Appeals Policy)
- 4.2.3 The change in enrolment status will not be reported to the Department of Education until the internal appeals process has been completed
- 4.2.4 All students are informed that cancellation of their enrolment may affect their student visa
- 4.2.5 All documentation relating to the assessment of student cancellation applications will be retained in the students file
- 4.2.6 Students whose enrolment has been cancelled may apply for a Letter of Release. Letters of Release will be granted at no charge and provided within 10 working days of receiving the request, provided the student has no outstanding fees owing
- 4.2.7 The Admin and Account Officer is responsible for reporting the student to the Department of Education within 10 working days via PRISMS, once the cancellation has been finalised

5.0 Student Initiated Deferment, Suspension or Cancellation of Enrolment Procedure:

- 5.1 Student completes the Application to Defer or Suspend Enrolment Form or Application to Withdraw Form and provides supporting documentation to the Admin and Account Officer. The onus is on the student to provide relevant documentation to support their claim
- 5.2 The Student Services Manager or Officer provides the student with written acknowledgement of the application within 5 working days of receiving the complete application
- 5.3 The Student Services Manager or Officer assesses the case and provides the student with Ashley English Language Institute's written outcome (including specific reasons) within 10 working days of the Institute receiving the complete application.
- 5.4 Where students are dissatisfied with Ashley English Language Institute's outcome, the student may access Ashley English Language Institute Complaints and Appeals Policy (See Complaints and Appeals Policy)
- 5.5 Where the student has accessed the Complaints and Appeals policy and the outcome is in favour of the student, Ashley English Language Institute will undertake corrective actions within 10 working days of the decision
- 5.6 Where the student has accessed the Complaints and Appeals policy and the outcome is in favor of Ashley English Language Institute, the Institute's decision will remain
- 5.7 Students must continue to attend classes until the appeals process has been completed and a decision has been made which is in favour of the student

Related Documents

- Application to Defer or Suspend Enrolment Form
- Application to Withdraw Form

Related Policies

- Student Misconduct Policy
- Compassionate and Compelling Circumstances Policy
- Student Refund Policy
- Student Complaints and Appeals Policy

