

## Deferring or Cancelling Student Enrolment Policy

### POLICY PURPOSE

Students can face circumstances that force them to postpone or withdraw from their studies. The purpose of this policy is to ensure that UTS Insearch Staff and Affiliates properly assess a student's eligibility for deferring or cancelling their course, and outlines the conditions for UTS Insearch to initiate any deferral, or cancellation of a student's enrolment, according to the requirements of the National Code of Practice for Providers of Education and Training to Overseas Students 2018 ("National Code") and the Education Services for Overseas Students Act 2000 ("ESOS Act").

### SCOPE

The policy applies to students undertaking any full time UTS Insearch program or UTS Foundation Studies program, and to UTS Insearch Staff and Affiliates involved in enrolment and/or students' academic progress.

This policy applies to all UTS Insearch students (in both Sydney and at transnational campuses) and covers:

- Deferral or cancellation of enrolment initiated by the student.
- Deferral or cancellation of enrolment initiated by UTS Insearch.

The provisions of this policy about Australian student visas are not relevant to students studying at transnational campuses.

**DEFINITIONS** are set out at the end of this policy.

### POLICY PRINCIPLES

Principle	Responsible
<b>A. Deferral or cancellation of Academic Enrolment initiated by UTS Insearch</b>	
1. UTS Insearch may defer a student's commencement of a course when the course is not offered.	Dean of Studies / Chief Operating Officer
2. UTS Insearch may cancel a student's enrolment when: <ul style="list-style-type: none"> <li>a. Student demonstrates serious misconduct as outlined in the <i>Academic Misconduct Policy</i> or <i>Non-academic Misconduct Policy</i>.</li> <li>b. There is evidence of consistent unsatisfactory course progress or continuous absence from class as stated in the <i>Attendance Policy</i> (English and UTS Foundation Studies students), or the <i>Academic Course Progress Policy</i>.</li> </ul>	Dean of Studies / Registrar

c. Outstanding fees are not paid.	
3. The decision, to defer or cancel a student's enrolment, must be made by UTS Insearch in writing. The student will be informed of their right to appeal the decision within 20 working days, following the UTS Insearch <i>Student Complaints and Appeals Policy</i> and Procedure.	Education Services
4. If the student chooses to access the <i>Student Complaints and Appeals Policy</i> and Procedure, UTS Insearch will maintain the student's enrolment until the process is completed.	Education Services

## **B. Deferral or cancellation of Academic Enrolment initiated by student**

### **I. Deferral of Academic Enrolment**

1. Application to defer an enrolment must be submitted in writing.	Student/Channel Partner
2. Deferral, requested by a student or by a Channel Partner on behalf of the student, may be granted for one (1) study period. Any further extension will need the approval of the Associate Dean of Studies.	Education Services / Student Centre
3. Student must pay any library fines and return all library resources to the library and pay for any outstanding fees before applying to defer enrolment.	Student
4. The decision, to approve or reject the deferral request, will be made by UTS Insearch in writing within 7 business days of receiving the request.	Student Centre
5. If the request for deferral is approved, UTS Insearch may ask for the payment of the next study period's tuition fee (where appropriate) to hold the place of a student.	Student Centre
6. If the request for deferral is approved, a Leave of Absence sanction will be added to the student's record in Student One.	Student Centre /
7. Students who fail to return upon the approved period of deferral will be withdrawn from the course in Student One.	Student Centre / SSCR
8. Students who have been withdrawn from Student One may re-apply for admission by completing an International or Domestic Application form and Fit to Study letter if applicable. If application for admission is approved: <ul style="list-style-type: none"> <li>a. Students who re-apply within 24 months of being withdrawn: <ul style="list-style-type: none"> <li>i. will be admitted to a new academic program attempt</li> <li>ii. will receive credit for subjects they have passed **</li> <li>iii. will have all fail grades carried towards their new program attempt and included in GPA calculation **</li> </ul> </li> </ul>	Student Centre / Student Administration

<p>b. Students who re-apply after 24 months of being withdrawn</p> <ul style="list-style-type: none"> <li>i. will be admitted to a new academic program attempt</li> <li>ii. will have to enroll in all subjects under the new program attempt (including subjects they have already passed)</li> </ul> <p><i>** only applicable if subject is “common” between student’s old and new academic program attempt</i></p>	
<b>II. Cancellation of Academic Enrolment</b>	
1. Application to cancel an enrolment must be submitted in writing	Student/Channel Partner
2. Cancellation, requested by a student or by a Channel Partner on behalf of the student, must be submitted on or before the census date (Friday, week 4 of classes). By doing so, they will not receive academic or financial penalty. Refunds will be determined with reference to the <i>Refund Policy</i> .	Student Centre
3. Student must pay any library fines and return all library resources to the library and pay for any outstanding fees before applying to cancel enrolment.	Student
4. The decision, to approve or reject the cancellation request, will be made by UTS Insearch in writing within 7 business days of receiving the request. UTS Insearch will maintain a record of the request and any decisions. This is saved in iRecords.	Student Centre
5. If the request for cancellation is approved, the student will be withdrawn from Student One.	Student Centre / Student Administration
<p>6. Students who have been withdrawn from Student One may re-apply for admission by completing an International or Domestic Application form and Fit to Study letter if applicable. If application for admission is approved:</p> <ul style="list-style-type: none"> <li>c. Students who re-apply within 24 months of being withdrawn: <ul style="list-style-type: none"> <li>i. will be admitted to a new academic program attempt</li> <li>ii. will receive credit for subjects they have passed **</li> <li>iii. will have all fail grades carried towards their new program attempt and included in GPA calculation **</li> </ul> </li> <li>d. Students who re-apply after 24 months of being withdrawn <ul style="list-style-type: none"> <li>i. will be admitted to a new academic program attempt</li> <li>ii. will have to enrol in all subjects under the new program attempt (including subjects they have already passed)</li> </ul> </li> </ul> <p><i>** only applicable if subject is “common” between student’s old and new academic program attempt</i></p>	Student Centre

<b>C. Deferral and Cancellation of Enrolment Guidelines</b>	
<p>1. Students may apply to defer their enrolment on the grounds of compassionate or compelling circumstances such as, but not limited to:</p> <ol style="list-style-type: none"> <li>a. Serious illness where a medical certificate states that the student is unable to attend classes,</li> <li>b. Bereavement of close family members such as parents or grandparents (a death certificate must be provided),</li> <li>c. Serious illness, accident or close family incident which requires the student to return home, or</li> <li>d. Major political disorder or natural disaster in their home country requiring emergency travel which has impacted on the student's studies (a copy of a plane ticket must be provided),</li> <li>e. Pregnancy,</li> <li>f. A traumatic experience which could include: <ul style="list-style-type: none"> <li>• Involvement in, or witnessing of a serious accident;</li> <li>• Witnessing or being the victim of a serious crime (these cases should be supported by police or psychologists' reports), or</li> </ul> </li> <li>g. Inability to begin studying on the course commencement date due to delay in receiving a student visa.</li> <li>h. Inability to renew the student visa within Australia due to restriction 8534 on the student's visa.</li> </ol>	Student Centre
<p>2. Once the deferral is processed, international students will receive a new Confirmation of Enrolment (CoE) if the deferral means that the duration of their current CoE needs to be extended. The required fees need to be receipted prior to UTS Insearch providing this new CoE.</p>	Student Centre
<p>3. In case of cancellation of enrolment, UTS Insearch will inform DE within 14 business days, by cancelling the student CoE via PRISMS.</p>	Student Sponsorship, Compliance and Reporting
<p>4. UTS Insearch informs international students in writing that deferment or cancellation of enrolment:</p> <ol style="list-style-type: none"> <li>a. May affect their student visa, and recommends that they seek advice from the Department of Home Affairs</li> <li>b. May mean the student has to return overseas (as students cannot hold a student visa without studying for a certain period).</li> </ol>	Student Centre / Student Sponsorship, Compliance and Reporting
<p>5. Foreign government scholarship holders will also need written approval from the government department responsible for managing the scholarship, before approval of the cancellation or deferral request can be granted by UTS Insearch.</p>	Student/ Student Sponsorship, Compliance and Reporting
<p>6. Where there is a variation in the international student's enrolment load which may affect the student's expected duration of study in accordance with the National Code UTS Insearch will record this</p>	Student Centre / Student Sponsorship,

variation and the reasons for it on the student's file including any documentary evidence of the assessment that results in any deferral or cancellation of the student's enrolment.	Compliance and Reporting
7. For international students, UTS Insearch must inform the Department of Home Affairs through PRISMS, the name and contact details of the student, the day the cancellation starts and the last day of the student's studies. When a cancellation has been initiated by UTS Insearch the student has 20 working days to appeal the decision before being reported to the Department of Home Affairs.	Student Centre / Student Sponsorship, Compliance and Reporting

**In addition to clauses 1-8 of Section C - Deferral and Cancellation of Enrolment Guidelines, the following clauses apply to students enrolled in English Language Teaching (ELT)**

1. English students are not permitted to cancel their enrolment to go to a different English provider, unless approved by the Dean of Studies or their sponsor or Cultural Mission. They can terminate their course early if they meet entry requirements for a higher course (Diploma, Foundation, Degree, Master, etc). Check International <i>Student Transfer Request Assessment Policy</i> for more details.	Education Services / Student Centre
2. ELT Students are eligible for Approved Leave/deferral only after completion of 20 weeks of continuous study.	Study Success Advisers / Student Centre / Student Administration
3. Approved Leave for ELT students comprises 5 weeks leave. Special circumstances to request more than 5 weeks leave are assessed by the Director of Studies, ELT.	Study Success Advisers / Student Centre / Student Administration
4. ELT Students must take the Approved Leave within one term and for the whole 5 weeks. A partial break or leave across terms is not permitted.	Study Success Advisers / Student Centre / Student Administration
5. ELT students must formally apply for Approved Leave before taking any leave and the 'Request for Approved Leave for Full Time English (FTE) Students Form' must be completed and signed.	Study Success Advisers / Student Centre / Student Administration
6. ELT students in the AE5 program are not eligible to request or take leave between AE5A and AE5B.	Study Success Advisers / Student Centre
7. An Approved Leave request will only be considered if: <ul style="list-style-type: none"> <li>a. Overall AND during the current term, the student's attendance has been over 80%,</li> <li>b. The student is on track to reach the required level of English for their further studies in diploma or degree, and,</li> <li>c. A break is deemed to be in the best interests of the student.</li> </ul>	Study Success Advisers / Director of Studies, ELT

## DEFINITIONS

<b>Academic Enrolment</b>	Enrolment to UTS Insearch Diploma program or UTS Foundation Studies program
<b>AE5</b>	Academic English Level 5. The last level (10 weeks) of English required by most students articulating from English directly to UTS degrees.
<b>Affiliates</b>	Insearch Limited Board members, honorary appointees, contractors, labour hire personnel, volunteers, agency staff and any other person appointed or engaged by UTS Insearch to perform work or functions for UTS Insearch.
<b>Approved Leave</b>	This is a break of: <ul style="list-style-type: none"> <li>▪ 5 weeks that may be authorised by UTS Insearch for English students after 20 weeks of continuous studies.</li> <li>▪ one semester for international students studying academic programs with the leave approved by UTS Insearch on compassionate or compelling ground.</li> </ul>
<b>Business Day</b>	Any day apart from a weekend or public holiday
<b>Cancellation / Withdrawal</b>	Cancellation / Withdrawal refer to the cancellation a of student's enrolment
<b>Census Date</b>	The date for student enrolled in an academic program determined by UTS Insearch to be the last date to withdraw from an enrolled unit without academic penalty.
<b>Channel Partner</b>	An organisation involved in a contractual relationship with UTS Insearch in recruiting students to study at UTS Insearch.  Otherwise known as a Partner or Agent
<b>Confirmation of Enrolment</b>	Issued through the Australian Government's PRISMS system, by authorised UTS Insearch Staff and Affiliates.  The CoE is required under Commonwealth Legislation to apply for a Student Visa (international students).
<b>Cultural Mission</b>	The department of a foreign government embassy or high commission located in Australia whose responsibility is to manage study plans of sponsored students from that country.
<b>DE</b>	Department of Education
<b>Deferral</b>	Delay of commencement or continuation of a course.
<b>Education</b>	For the purpose of this policy, Education relates to the Education department Staff and Affiliates including: <ul style="list-style-type: none"> <li>▪ Associate Dean of Studies</li> <li>▪ Program Managers</li> <li>▪ ELT Manager</li> <li>▪ Study Success Advisers</li> </ul>
<b>ELT</b>	English Language Teaching
<b>Fit to Study Letter</b>	A letter issued by a registered medical practitioner indicating when a student may return to their studies following illness or some other compelling event

<b>iRecords</b>	UTS Insearch's online document filing system
<b>Operations Department</b>	Operations Department consists of: <ul style="list-style-type: none"> <li>▪ Admissions</li> <li>▪ Student Centre</li> <li>▪ Student Welfare &amp; Accommodation</li> <li>▪ Student Administration</li> <li>Student Sponsorship, Compliance and Reporting</li> </ul>
<b>PRISMS</b>	Provider Registration and International Student Management System.
<b>Staff</b>	People employed to work on an ongoing, fixed term, sessional or casual basis under the terms and conditions of an employment agreement (contract) issued by UTS Insearch.
<b>Student One (S1)</b>	UTS Insearch's Student Management System. This is also known as Ci.
<b>Study Period</b>	A discrete period of study within a course, (namely term or semester).
<b>UTS Insearch</b>	Insearch Limited, its representative offices and its controlled entities.

## Supporting Documents

- Enrolment Policy
- International Student Transfer Request Assessment Policy
- Student Complaints and Appeals Policy
- Academic Course Progress Policy
- *Attendance Policy* (English and UTS Foundation Studies students)
- Student Complaints and Appeals Procedure
- Academic Misconduct Policy
- Non-academic Misconduct Policy
- Refund Policy
- Education Services for Overseas Students Regulations 2019
- Education Services for Overseas Students Act 2000
- National Code of Practice for Providers of Education and Training to Overseas Students 2018

## ADMIN USE ONLY

APPROVAL		
Signature:		
Position title:		
<b>Managing Director</b>		Date: 14/01/2020
Policy Title	Deferring or Cancelling Student Enrolment Policy	
Executive	Chief Operating Officer	
Manager	Registrar	
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<b>Endorsed by</b>	<b>ARC</b>	<b>Date 05/12/2019</b>