

## Deferring or Cancelling Student Enrolment Policy

### Policy Statement

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

### SCOPE

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

This policy applies to domestic and international students and covers:

- Student requests for deferral or cancellation of enrolment, and
- Deferral or cancellation of enrolment initiated by Insearch.

### DEFINITIONS

Deferral	Delay of the commencement or continuation of course studies.
Cancellation / Withdrawal	Cancellation / Withdrawal
Approved leave	This is a break of: <ul style="list-style-type: none"> <li>▪ 5 weeks that may be authorised by 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 Insearch on compassionate or compelling ground. (Approved leave is not available to Domestic students)</li> </ul>
ELT	English Language Training
Operations Department	Operations Department consists of: <ul style="list-style-type: none"> <li>▪ Student Centre</li> <li>▪ Student Admissions</li> <li>▪ Student Administration</li> <li>▪ Student Sponsorship, Compliance and Reporting</li> </ul>
Education	For the purpose of this policy, Education relates to the Education department staff including: <ul style="list-style-type: none"> <li>▪ Associate Dean of Studies</li> <li>▪ Program Managers</li> <li>▪ ELT Manager</li> <li>▪ Academic Advisers</li> </ul>
Census date	The particular date determined by Insearch to be the last date to withdraw from an enrolled unit without academic penalty.

Study period	A discrete period of study within a course, (namely term or semester).
Channel Partner	An organisation involved in a contractual relationship with Insearch in recruiting students to study at Insearch (Agents).
Student One	Insearch's student data base (otherwise known as Ci)
Cultural Mission	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.
FEE-HELP	Government loan scheme that allows eligible domestic students to defer payment of their fees and repay them later through the taxation system.
DoE	Department of Education and Training
PRISMS	The Provider Registration and International Student Management System (PRISMS) is the system used to process information given to the Secretary of DOE by Insearch.
AE5	Academic English Level 5. The last level (10 weeks) of English required by most students articulating from English directly to UTS degrees.

## POLICY PRINCIPLES

Principles	Responsible
<b>DEFERRAL OR CANCELLATION OF ENROLMENT INITIATED BY INSEARCH</b>	
1. Insearch may defer a student's commencement of a course when the course is not offered.	Dean of Studies / Chief Operating Officer
2. 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 students), or the - <i>Academic Course Progress Policy</i></li> <li>c. Outstanding fees are not paid.</li> </ul>	Dean of Studies / Chief Operating Officer
3. Any decision initiated by Insearch to defer or cancel the enrolment of a student requires Insearch to inform the student in writing of its decisions. The student will be informed of their right to appeal the decision within 20 working days, following the <i>Insearch Student Complaints and Appeals Policy and Procedure</i> .	Operations/ Education

4. If the student chooses to access the Student Complaints and Appeals Policy and Procedure, Insearch will maintain the student's enrolment until the process is completed.	Operations
<b>DEFERRAL OR CANCELLATION OF ENROLMENT INITIATED BY STUDENT</b>	
5. Deferrals requested by students or Channel Partners on behalf of the student, will be granted for 1 study period, if approved. Any further extension will need the approval of the Associate Dean of Studies. For students not in Australia yet, the case will be assessed according to the student's study plan.	Education / Operations
6. Students who defer their course cannot return to recommence their studies after 12 months from the time they deferred studies, unless approved by the Dean of Studies.	Education / Operations
7. Student must pay any library fines and return all library resources to the library before applying to defer or cancel any study period.	Student
8. Insearch will make the decision on whether to approve or reject the deferral or cancellation request within 7 business days of receiving the request from the student (or Channel Partner).	Operations/ Education
9. If the request to defer studies is approved, Insearch may ask for the payment of the next study period's tuition fee (where appropriate) to hold the place of a student.	Operations
10. When a deferral is approved, a Leave of Absence (LOA) sanction will be added to the student's record into Student One. In case of cancellation of enrolment, the student will be withdrawn from the system.	Operations
<b>DOMESTIC STUDENT</b>	
11. Domestic students must apply in writing to withdraw if they want to cancel their course.	Operations
12. Domestic students are permitted to cancel a study period, on or before the census date, which is Friday of week 4 of classes, and by doing so they will not receive any academic or financial penalty.	Operations
13. Domestic students who have withdrawn from their course, must re-apply for admission by completing a Domestic Application Form once they are ready to recommence their studies, within 12 months of their withdrawal (as per point No. 6 above).	Operations

<b>INTERNATIONAL STUDENT</b>	
<p>14. International students can 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>	Operations / Education
<p>15. English students are not allowed 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 Student Transfer Assessment Policy for more details.</p>	Operations / Education
<p>16. 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 Insearch providing this new CoE.</p>	Operations
<p>17. In case of cancellation of enrolment, Insearch will inform DOE within 14 days, by cancelling the student CoE via PRISMS.</p>	Operations
<p>18. Insearch informs 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 certain period).</li> </ol>	Operations

19. Foreign government scholarship holders will also need written approval from the government department responsible for the scholarship, before approval of the cancellation or deferral request can be granted by Insearch.	Operations
20. Where there is a variation in the student's enrolment load which may affect the student's expected duration of study in accordance with the National Code 2007 (standard 9.2), Insearch will record this 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.	Education/ Operations
21. Insearch must inform the Department of Home Affairs through PRISMS, the <u>name of the student</u> and the <u>proposed duration of the deferment</u> of studies requested by the student, as soon as it is approved by Insearch.	Operations
22. Insearch must inform the Department of Home Affairs through PRISMS as soon as practical, the name of the student and the duration of the deferral or the decision to cancel their enrolment, when it has been initiated by Insearch. (The student has 20 working days to appeal the decision before being reported to the Department of Home Affairs).	Operations
<b>APPROVED LEAVE/DEFERRAL FOR ENGLISH STUDENTS</b>	
<b>In addition to clauses 16-24 (International Students) the following clauses apply to English students.</b>	
23. English Students are eligible for Approved Leave/deferment only after completion of 20 weeks of continuous study.	Academic Advisers ELT English teachers Student Administration Student Centre
24. Approved Leave for English students comprises 5 weeks leave. Special circumstances to request more than 5 weeks leave are assessed by the Director of Studies, ELT.	Academic Advisers ELT English teachers Student Administration Student Centre
25. English 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.	Academic Advisers ELT English teachers Student Administration Student Centre
26. English 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.	Academic Advisers ELT English teachers Student Administration Student Centre
27. English students in the AE5 program are not eligible to request or take leave between AE5A and AE5B.	Academic Advisers ELT English teachers Student Centre

<p>28. An approved leave request will only be considered if:</p> <ol 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> </ol>	<p>Academic Advisers ELT Director of Studies, ELT</p>
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## SUPPORTING DOCUMENTS

- Enrolment Policy
- International Student Transfer Request Assessment Policy
- Student Complaints and Appeals Policy
- *Education Services for Overseas Students Regulations 2001*
- *Education Services for Overseas Students Act 2000*
- The National Code 2018

## ADMIN USE ONLY

APPROVAL	
Signature:	
Name:	<b>Alex Murphy, Managing Director</b>
	Date:
Procedure Title	Deferring or Cancelling Student Enrolment Policy
Procedure Owner	COO
Procedure ID	PO/OPS/02/17
Effective Date	February 2017