



SHAFSTON

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Deferral - Suspension and Cancellation of Studies Policy

Policy

Student enrolment can be deferred, suspended or cancelled in limited circumstances by Shafston or by the student as per Standard 9 of the National Code 2018. When deferral, suspension or cancellation of enrolment is initiated by Shafston, students have the right to appeal the decision.

Definitions

Deferral – postponement of commencement of course.

Suspension – temporary postponement of enrolment during course.

Cancellation – cessation of enrolment in course

Students are only permitted to defer or suspend their studies if their application has been approved by the Shafston Management Committee.

Deferrals may only take place before the start date of the course. Once the course has commenced student must apply to suspend their course of study.

The maximum period of deferral is six months and the minimum will be dependent on the Shafston academic calendar.

Periods of suspension of studies will be based on the student's reasons for suspension and the Shafston academic calendar with a maximum period of six months

Shafston may defer, suspend or cancel enrolment in a course on the following grounds:

- Student misbehaviour or misconduct
- Non-payment of outstanding fees
- When a course is not offered by Shafston
- VET Student has been issued a notice of Shafston's intention to cancel course package
- Student Visa non compliance

Please refer to the Shafston Academic and General Misconduct Policy for information relating to student courses of study being deferred, suspended or cancelled as a decision made by Shafston.

Please refer to the Shafston written agreement and terms and conditions for information relating to pre-paid fees for courses that are not offered by Shafston.

Shafston will not initiate the deferral, suspension or cancellation until the appeals process has been finalised.

Students applying to defer, suspend or cancel studies

Students are to complete and submit to Student Support the appropriate form and supply supporting independent documentation to support the request if required.

Applications for suspension of studies, without supporting independent documentation, will be denied by Shafston and the student will be required to attend studies or will be marked absent. Full course fees remain payable.

Applications for deferral of studies (with more the eight weeks break between courses) without supporting independent documentation will be denied by Shafston and if the student does not commence on the scheduled

course start date, the course will be cancelled and CoE cancelled via PRISMS notifying DHA of non-commencement of studies.

Students are required to submit the following to request a deferral, suspension or cancellation of studies:

- ELICOS Student Course Change Form, VET Deferral Application Form, VET Student Withdrawal Form (available from student support).
- The student must complete the section on the form stating reason(s) for the request.
- Copies of independent documentation to support the request i.e. medical certificates

Students may request to defer their studies without independent supporting documentation if:

- There will be less than eight weeks break between courses of study; and
- After the deferral has been actioned the course end date will still be before the Student Visa end date, and
- Full course fees for the course/period you wish to defer are paid in full.

Students may request to defer or suspend their studies with independent supporting documents on the following grounds:

- Serious illness as evidenced by a medical certificate
- Compassionate or compelling circumstances beyond the control of the student, for example bereavement or declared natural disasters
- Circumstances that mean the student has to leave Australia for the deferral period. This must be evidenced and accompanied by pre-paid flight tickets
- If payment of full course fees for the period the student wishes to defer has been paid in full, under extenuating circumstances a portion payment of tuition fees may be accepted to secure the student's place in the term they wish to defer. This will be solely at the discretion of Shafston.

Independent supporting documents must be presented with deferral requests that:

- Result in more than eight weeks break between study.
- Result in the course end date being after the Student Visa end date.

Copies of the following supporting documentation must be attached to the course deferral, suspension or cancellation form as applicable:

- Medical certificate
- Death certificate
- Airline tickets- Please note: you must leave Australia at the commencement of the suspension period unless you are too ill to travel
- Receipt of tuition fees paid

Denied Applications

Applications for suspension of studies that are denied due to not fulfilling ALL conditions of this policy will be notified in writing. If the student is unsure of the outcome, Shafston advises students to confirm the application outcome directly with Shafston student support staff.

Students have the right to appeal the decision by submitting further evidence for consideration. Students can appeal through the Shafston internal complaints and appeals process and must do so within 20 working days of the outcome.

Students are required to attend classes and work towards successful completion, if students do not attend they will be marked absent until their case is approved and if this results in the student not achieving satisfactory attendance (ELICOS students) or academic course progression (VET students) the student will be at risk of being reported to DHA for Student Visa non compliance. Full course fees remain payable.

Applications for deferral of studies that are denied due to not fulfilling ALL conditions of this policy will be notified in writing. Shafston also advises students to confirm the application outcome directly with Shafston student support.

Students have the right to appeal the decision by submitting further evidence for consideration. Students can appeal through the Shafston internal complaints and appeals process and must do so within 20 working days of the outcome.

If the application is not approved and the student does not commence on the scheduled course start date, the course will be cancelled and CoE/s cancelled via PRISMS notifying DHA of non-commencement of studies. Full course fees remain payable.

Shafston student support will assist students to complete the applicable forms and advise on evidence requirements and information in relation to this policy.

Students may request to re-enrol with Shafston for applications that have been denied and result in the cancellation of courses and CoE/s. A re-enrolment fee will be payable.

Applications Approved

Deferral or suspension approval will be processed as per the applicable form after consulting academic staff and taking into account medical advice supplied with the deferral request.

The next available start date will be allocated to the student. The student will be notified in writing that their deferral or suspension has been approved. The student will be advised in writing when their course will now re-commence and conclude. Enclosed will be the student's fees advice and the deferred or suspended CoE with advice for the student to keep the originals of all independent supporting documentation in relation to their request. Students are advised to seek advice from the Department of Home Affairs (DHA) regarding the potential impact on their student visa.

Please note the following points:

1. Deferrals must be requested in writing before the course start date. Deferral requests received after the course start date may incur a re-enrolment fee if the course has been cancelled due to non-commencement.
2. Suspension of study requests must be made before the requested suspension commencement date. Suspension requests made after the student has already stopped attending will result in the student being marked absent and the course fees forfeited for the period.
3. Even if applying to suspend or defer on compassionate and compelling circumstances, course fees must be paid for deferral and suspension requests to be approved.
4. Deferral and suspension requests are at the discretion of the Shafston management committee.
5. Students have the right to appeal any decision made by Shafston by submitting a formal internal appeal.
6. Students whose appeal request is denied will be advised of their right to an external appeal.
7. Important for students to understand is that deferring, suspending or cancelling their enrolment may effect their student visa. The student must also be aware that the deferral, suspension or cancellation of their enrolment will be recorded via PRISMS notifying DHA. The student is to keep supporting documentation to supply to DHA if requested.
8. Suspension or deferral requests for longer than six months may be considered by Shafston in extenuating circumstances. Even deferrals or suspensions that are approved by Shafston for periods of longer than six months may affect a student's visa. Students must speak to DHA regarding the effects this will have on their student visa. Students who are unable to return to study after a six month deferral will have their enrolment cancelled unless extenuating circumstances can be proven. Shafston refund terms and conditions will apply.
9. Students may at any time request to re-enrol in their course at Shafston. A re-enrolment fee will be payable and will commence at the next available start date considering the student's academic standing.
10. If a deferral or suspension is approved the students fee payment plan remains unchanged and fee payments are still due on the dates specified in the student's original enrolment agreement.
11. Where a student has had a break in their studies due to a deferment or suspension, the break is not counted for the purposes of determining if the student has completed six months of their principal course.
12. Shafston have up to 10 working days to respond to any formal requests.

Cancellation and withdrawal

Once commenced students may cancel and withdraw from their packaged study at Shafston on the following grounds:

Request to finish study early to travel, holiday, work, return home early or change visa types

Students CoE's will be finished early which will notify DHA that the student is no longer studying at Shafston.

- Students are advised to seek advice from DHA in regards to the effects finishing their course early will have on their Student Visa.

- Pre-paid course fees will be non-refundable and will be held in Credit for up to 12 months.

Request to finish study early to commence study at another provider

- Students must submit a Transfer and Release Request Form.
- Submit a valid offer letter from the provider they will be studying with.
- Students are advised to read the Shafston Transfer Policy for more details on transferring to another provider.
- Pre-paid course fees in most circumstances will be non-refundable and will be held in credit for up to 12 months.

Request to finish study early and return home due to extenuating circumstances beyond the student's control. In these circumstances the student has no intention of returning to study.

- Students CoE's will be finished early which will notify DHA that the student is no longer studying at Shafston.
- Pre-paid course fees will be held in credit for up to 12 months or students may request a refund based on compassionate and compelling circumstances.
- Refund requests will be solely at the discretion of the Director and are based on the independent documentation provided by the student supporting their circumstances.
- Please refer to the Shafston refund terms and conditions for information regarding refund requests.

Please note the following points:

1. A student visa may be affected in all cases where a change is made to a CoE and the length of a student's study. Students are advised to seek advice directly from DHA if concerned with the effects any changes may have on their student visa.
2. Students are to refer to the Shafston Written Agreement – Terms and Conditions of Enrolment, Refunds, Deferrals, Suspensions and Transfers for further information.
3. Students are advised to carefully consider the date that they will finish studying and how this will affect their current student visa and subsequent visas.
4. Deferral, suspension and cancellation requests also apply to Tourist and Working holiday visa students with the exception of supporting documentation. No independent supporting documentation is required for these visa holders.
5. Shafston will commence assessment of the application within 10 working days and finalise the outcome as soon as practicable.
6. Students are entitled to make an internal appeal of any decision made by Shafston. It is important for students to provide further independent supporting documentation with any appeal.
7. Shafston will notify students of their outcome in writing and if applicable their right to an external appeal.
8. Withdrawing, suspending or cancelling of an enrolment will not affect a student who is currently at risk of being reported for non compliance of Student Visa conditions. Breaches that have occurred while enrolled at Shafston will continue to be assessed and if the outcome is to report the student, Shafston will notify DIAC via PRISMS of the Student Visa non compliance, which will affect the student visa.
9. Students are advised to speak to the attendance counsellor or VET training coordinator if considering withdrawal or suspension of studies to avoid being reported.



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