

# CANCELLING (WITHDRAWING), DEFERRING, SUSPENDING STUDENT ENROLMENT POLICY AND PROCEDURE

<b>Code</b>	PL_QPR_01				
<b>Title</b>	Cancelling (Withdrawing), Deferring, Suspending Student Enrolment Policy and Procedure				
<b>P&amp;P Version</b>	<b>Date Approved by Executive Leadership Group</b>	<b>Date Approved by Academic Board</b>	<b>Date Approved by Board of Directors</b>	<b>Effective date</b>	<b>Next review</b>
3.1	21 September 2018	N/A			September 2019
<b>1. Policy Statement</b>					
<b>Authority</b>	<b>The Australian Institute of Music Limited (AIM), known as ‘the Institute’, is governed by the Board of Directors (BoD) with academic authority delegated to the Academic Board (AB).</b> The BoD and AB share joint responsibility for ensuring that all general and academic policies and procedures follow ‘best practice’ principles for Higher Education and other sectors of educational delivery, in compliance with relevant Australian legislation and current regulatory requirements.				
<b>Application</b>	This policy and procedure applies to Quality Assured (QA) delivery of accredited AIM programs offered at the Sydney and Melbourne campuses. If applicable, this policy and procedure will also apply in future, wherever QA AIM programs are approved for delivery elsewhere in Australia or overseas.				
<b>Purpose</b>	The purpose of this policy and procedure is to outline the process for assessing, approving and recording an enrolment cancellation (withdrawal), deferral or suspension, including keeping documentary evidence on the student’s file of the assessment of the application.				
<b>Scope</b>	This policy and procedure applies to all students enrolled in award programs at the Australian Institute of Music				
<b>Coverage</b>	This policy and procedure applies to all AIM higher education programs offered at the Sydney and Melbourne campuses.				
<b>Special Conditions or Exceptions</b>	N/A				
<b>2. Procedures</b>					
<b>All Students</b>	<p>The Institute may defer or suspend the enrolment of a student if it believes there are compassionate and compelling circumstances.</p> <p>The Institute may suspend or cancel a student’s enrolment on the basis of, but not limited to:</p> <ul style="list-style-type: none"> <li>• misbehaviour by the student;</li> <li>• the student’s failure to pay the required amount to undertake or continue the course as stated in the written agreement; or</li> <li>• a breach of course progress or attendance requirements by the student.</li> </ul>				

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Additionally, students may apply to have their enrolment deferred or cancelled at their own request, as agreed by the Director of Operations and/or Director of Academic Affairs, or their delegate.

**The Institute instigates change of student enrolment status**

The Institute will inform the student in writing of its intention to cancel, suspend or defer a student’s enrolment where the suspension or cancellation is not initiated by the student and notify the student that he or she has 20 working days to access the Institute’s *Non-Academic Grievances and Complaints Policy and Procedure*, *Academic Grievances and Complaints Policy and Procedure* and/or *Assessment Appeals Policy and Procedure* as appropriate.

If the student accesses the Institute’s *Non-Academic Grievances and Complaints Policy and Procedure*, *Academic Grievances and Complaints Policy and Procedure* and/or *Assessment Appeals Policy and Procedure*, suspension or cancellation of the student’s enrolment under this policy and procedure cannot take effect until the internal process is completed, unless extenuating circumstances relating to the welfare of the student or the wellbeing of others is likely to be at risk apply.

The student is advised to read the *Refund Student Tuition Fees Policy and Procedure*

**Grounds for changes to a student enrolment**

The Institute will defer or temporarily suspend the enrolment of the student where the student is:

- Approved to take a leave of absence;
- Found guilty of misconduct as defined in the Institute’s *Student Code of Conduct*; or
- Deemed to have failed to comply with any applicable standards of conduct, statutes, regulations, or academic progression policies and procedures of the Institute, which provide for enrolment deferral, suspension or cancellation as an outcome of such failure to comply.

A student accused of misconduct is subject to the Institute’s *Student Code of Conduct*.

The Director of Operations or Director of Academic Affairs informs the student of:

- The Institute’s intention to suspend or cancel the student’s enrolment;
- The likely impact of the decision on their student visa (international Students only);
- The right of appeal under the Institute’s Grievances/Complaints process.

A copy of this advice is placed on the student file in Paradigm.

**Status during the Grievances/Complaint Process**

If the student accesses the Institute’s *Non-Academic Grievances and Complaints Policy and Procedure*, *Academic Grievances and Complaints Policy and Procedure* and/or *Assessment Appeals Policy and Procedure*, cancellation of the student’s enrolment cannot take effect until the internal process is completed, unless extenuating circumstances relating to the welfare of the student or the wellbeing of others is likely to be at risk apply.

**The student instigates change of student enrolment status**

The student is referred to the *Refund Student Tuition Fees Policy and Procedure*.

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	<p><u>Prior to Enrolment:</u></p> <ul style="list-style-type: none"> <li>• Student informs Student Recruitment</li> </ul> <p><u>After Enrolment:</u></p> <p><b>Basic Principles</b></p> <ol style="list-style-type: none"> <li>1. A deferral can only be granted for one Study Period, after which the student will be automatically re-registered unless an additional deferral is applied for and approved.</li> <li>2. A student who enrolls in an academic course at AIM is responsible for maintaining a successful standard progression in the course, according to the progression plans for either full-time or part-time study.</li> <li>3. Students are automatically registered for units according to the standard progression plan as much as possible (subject to availability of units on offer in a given study period) unless a deferment has been formally requested and approved.</li> <li>4. As a deviation from the standard progression, any deferral of studies is exceptional and may not be approved except by authorised officers of the institute.</li> <li>5. A deferral may be approved at the discretion of the authorised officer in circumstances such as:             <ul style="list-style-type: none"> <li>• Serious physical or mental illness</li> <li>• Significant financial hardship</li> <li>• Compassionate grounds (e.g. serious illness suffered by a close family member; significant religious obligations)</li> </ul> </li> <li>6. A deferral would not normally be granted for             <ul style="list-style-type: none"> <li>• A holiday</li> <li>• Medical procedures which are not urgent and could be scheduled outside of Study Period.</li> <li>• Issues which are deemed to be minor or surmountable; where it is possible to maintain satisfactory academic progression</li> <li>• Issues which can be mitigated or resolved by                 <ul style="list-style-type: none"> <li>○ Transfer from full-time to part-time study</li> <li>○ Academic support or mentoring</li> </ul> </li> <li>• Issues which for which insufficient documentation is provided</li> <li>• A period of deferral which would result in a student returning to study at a time when re-entry to a satisfactory progression may not be possible (e.g. in a Study Period when the units required are not being offered)</li> </ul> </li> </ol> <p><b>Procedure for all students (see below for additional specific information relevant to both Domestic and International students):</b></p> <ol style="list-style-type: none"> <li>1. Student completes and submits the <i>Deferral of Studies/Withdrawal from Course: Request a Meeting with Head of Academic Services</i> form. All supporting documents must be uploaded at the time of completing the form. Missing documents may delay the assessing of the application.</li> <li>2. Student meets with the Head of Academic Services (or delegate) to discuss the circumstances behind their request to defer/withdraw. For deferring students, discussions will include their capacity to complete the course within the expected timeframe. The Head of Academic Services (or delegate) may also consult with relevant Academic Staff, such as Lecturers, Program Leaders, and/or Heads of Learning &amp; Teaching.</li> </ol>
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	<ol style="list-style-type: none"> <li>3. The Head of Academic Services (or delegate) assesses all information before sending a detailed recommendation to the Director of Academic Affairs.</li> <li>4. Director of Academic Affairs will approve or deny the application, taking the recommendation into consideration.</li> <li>5. The Head of Academic Services (or delegate) will notify the student in writing of the final outcome.</li> <li>6. An electronic copy of the completed form with supporting documentation is sent to Student Services by the Head of Academic Services (or delegate)</li> <li>7. Student Services uploads the documents/form to Paradigm and updates student's status.</li> </ol> <p><b>NOTE:</b> Any student who wishes to defer or withdraw post-census date will require the approval of the Director of Academic Affairs. Post-census deferrals and withdrawals will only be considered where the following criteria are met:</p> <ul style="list-style-type: none"> <li>• A serious incident or condition renders it impossible for the student to proceed with the Study Period successfully (such as a serious accident or incapacitating medical condition affecting the student, a partner or close family member)</li> <li>• The situation or condition must have been unforeseen and have occurred/begun after the census date</li> <li>• Detailed documentation and evidence must be provided.</li> </ul> <p><b>Recommencing studies after a period of deferment/suspension</b> An approved deferral of studies will be granted for <b>ONE</b> study period only. The student will automatically be registered into units for the next study period following the period of deferment.</p> <p>Students should be aware that depending on the length of deferral/suspension, the current courses with which enrolled might not be available. In these instances, advanced standing (as per the <i>Recognition of Prior Learning Policy and Procedure</i>) may be granted to enrol into new courses offered by the Institute.</p> <p>Students who wish to return to studies after an extended absence (greater than 1 year) <b>may</b> be required to reapply and attend an audition and/or interview before re-enrolment is allowed.</p>
<p><b>Domestic Students</b></p>	<p><b>Impact of Deferment/Suspension or Cancellation (Withdrawal) of Enrolment</b> The Institute is obliged to inform relevant government departments when a student is no longer studying full time. This may affect your entitlement to student concessions and government payments. This may include:</p> <ul style="list-style-type: none"> <li>• Centrelink payments</li> <li>• Concession Opal</li> <li>• Concession Myki</li> </ul> <p>It is the student's responsibility to seek advice from the <a href="#">Department of Human Services, NSW Government (Opal)</a> and/or <a href="#">Public Transport Victoria (Myki)</a></p>
<p><b>International Students</b></p>	<ul style="list-style-type: none"> <li>• <b>International Students MUST</b> first meet with Student Services Department before lodging a <i>Deferral of Studies/ Withdrawal from Course: Request a Meeting with Head of Academic Services</i>. Deferral of Studies/ Withdrawal from Course may impact on the validity of their student visa.</li> </ul> <p>When there is any deferral, suspension or cancellation (withdrawal) the Institute will:</p>

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- inform the overseas student of the need to seek advice from the Department of Home Affairs (DoHA) on the potential impact on his or her student visa
- report the change to the overseas student's enrolment under section 19 of the ESOS Act.

Under Standard 9 of the National Code, there are three possible outcomes for an overseas student's CoE:

1. The Institute notifies the Department of Education and Training through PRISMS that they are deferring or suspending an overseas student's enrolment for a period **without affecting the end date of the CoE**. There will be no change to the CoE on PRISMS – the overseas student will still be listed as studying. However, the notice of deferment or suspension will be recorded in PRISMS.
2. The Institute notifies the Department of Education and Training through PRISMS that they are deferring or suspending an overseas student's enrolment for a period which **will affect the end date of the CoE**. PRISMS will cancel the original CoE and immediately offer the Institute the opportunity to create a new CoE with a more appropriate end date. If the Institute does not know when the overseas student will return, it can choose not to create a new CoE at that point, but to wait until the overseas student has notified the Institute of the intended date of return before creating a new CoE.
3. The Institute notifies the Department of Education and Training through PRISMS that it wishes to **permanently cancel (terminate)** the overseas student's enrolment. Once this process is complete, the overseas student's CoE status will be listed as 'cancelled'. If the overseas student is under the age of 18, the cancellation of a CoE does not cancel a Confirmation of Appropriate Accommodation and Welfare (CAAW), and the Institute is still responsible for welfare arrangements (See Below)

Regardless of the reason, if an overseas student's enrolment is deferred or suspended the period of suspension of enrolment (as entered in PRISMS) will not be included in attendance monitoring calculations.

### **Impact of Deferment/Suspension or Cancellation (Withdrawal) of Enrolment on Student Visas**

The Institute is responsible for advising students that any deferment/suspension or cancellation (withdrawal) of enrolment may impact on the validity of their student visa. It is the student's responsibility to seek advice from the [Department of Home Affairs \(DoHA\)](#) on the potential impact on his or her student visa.

### **Deferring, Suspending and Cancelling Enrolment of Students Under 18**

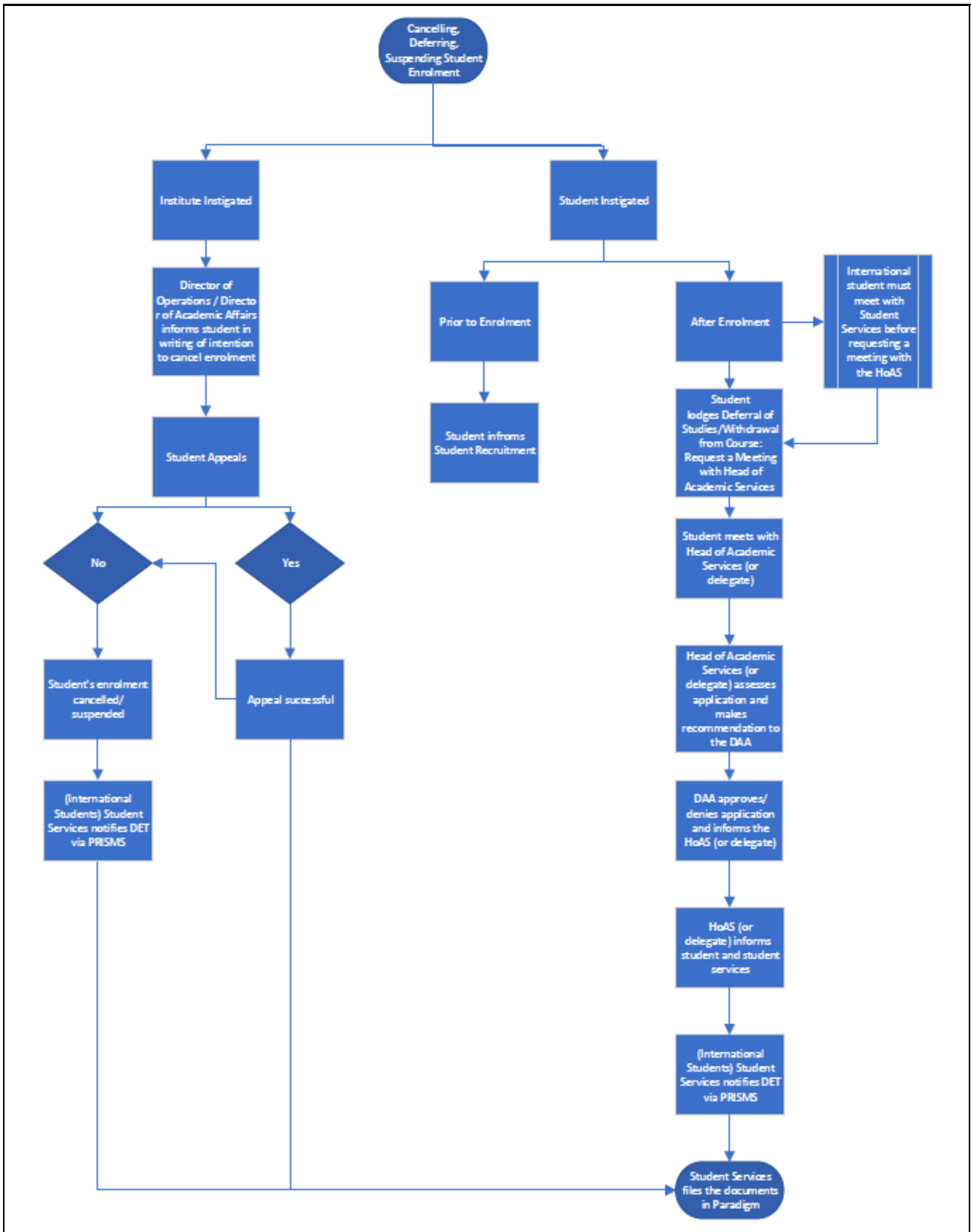
Where the enrolment of an under 18 student is terminated, suspend or cancelled, the Institute is obliged to continue monitoring the care arrangements for that student until:

- the student has alternative welfare arrangements approved by another registered provider
- care of the student by a parent or nominated relative is approved by Immigration
- the student leaves Australia
- the Institute has notified Immigration under Standard 5.3.6 (of the [National Code](#)) that it is no longer able to approve the student's welfare arrangements

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	<p>or under Standard 5.5 (of the <a href="#">National Code</a>) that it has taken the required action after not being able to contact the student.</p> <p><b>Cancellation of enrolment due to non-payment of fees</b> Any student whose account remains outstanding at the start of study period will be advised in writing of the consequences of non-payment and could result in the cancellation of their enrolment. A condition of the Australian Government student visa is that the student must remain financial at all times. Breach of this will result in a Notification of Intention to Report to the Department of Education and Training via PRISMS which would result in the cancellation of the student enrolment and CoE.</p>
<p><b>3. Flowchart – Showing process and decision points</b></p>	

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4. Accountabilities	
<b>Responsible Officer</b>	<b>Head of Quality, Planning &amp; Registration:</b> responsible for ensuring the policy is followed and to address any amendments needed to the policy from time-to-time.
<b>Responsibilities:</b>	<p><b>Director of Academic Affairs (DAA):</b> responsible for approving academic suspension and deferrals/withdrawals</p> <p><b>Director of Operations (or designate):</b> liaises with the student, Director of Academic Affairs and relevant departments during the cancelling, deferring/suspending process; responsible for approving non-academic suspension.</p> <p><b>Head of Academic Services (or delegate):</b> meets with the student to assess their application; Makes recommendation to the DAA regarding deferrals/withdrawals.</p> <p><b>Student Data Manager:</b> responsible for notifying Department of Education and Training via PRISMS when an international student's enrolment is deferred, temporarily suspended or cancelled; for producing deferral report; informing all Executive Leadership Group members; updating status in Paradigm, filing documents</p>

5. Supporting Information	
<b>Legislative Compliance</b>	<p>This Policy &amp; Procedure supports AIM's compliance with the following legislation:</p> <ul style="list-style-type: none"> <li>• <a href="#">Education Services for Overseas Students Act 2000 (ESOS) and Regulations 2001 (ESOS)</a></li> <li>• <a href="#">Higher Education Standard Framework 2015</a></li> <li>• <a href="#">National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 (The National Code)</a></li> <li>• <a href="#">Tertiary Education and Quality and Standards Agency Act 2011 (TEQSA)</a></li> </ul>
<b>Supporting Documents</b>	<ul style="list-style-type: none"> <li>• <i>Deferral of Studies/Withdrawal from Course: Request a Meeting with Student Life Delegate</i></li> </ul>
<b>Related Documents</b>	<ul style="list-style-type: none"> <li>• <i>Academic Grievances and Complaints Policy and Procedure</i></li> <li>• <i>Assessment Appeals Policy and Procedure</i></li> <li>• <i>Non-Academic Grievance and Complaints Policy and Procedure</i></li> <li>• <i>Recognition of Prior Learning Policy and Procedure</i></li> <li>• <i>Refund Student Tuition Fees Policy and Procedure</i></li> <li>• <i>Student Code of Conduct</i></li> </ul>
Superseded Documents	Nil
File Location	SharePoint/Quality/Policy and Procedures
6. Definitions and Acronyms	
<b>AIM referred to as the 'Institute'</b>	The Australian Institute of Music Limited ABN: 89 003 261 112; PRV: 12050; CRICOS 00665C.
<b>Cancellation (Withdrawal)</b> (Also known as <b>Student Default</b> under the ESOS Act)	Where a student does not start a course (cancellation) or withdraws from a course (enrolled students)



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<b>Compassionate or Compelling (Exceptional) Circumstances:</b>	<p>Are generally those beyond the control of the student and which have an impact upon the student’s course progress or wellbeing. These could include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• serious illness or injury, where a medical certificate states that the student was unable to attend classes;</li> <li>• bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided);</li> <li>• major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the overseas student’s studies;</li> <li>• a traumatic experience, which could include: <ul style="list-style-type: none"> <li>• involvement in, or witnessing of a serious accident; or</li> <li>• witnessing or being the victim of a serious crime, and this has impacted on the overseas student (these cases should be supported by police or psychologists’ reports)</li> </ul> </li> <li>• where the Institute was unable to offer a pre-requisite unit, or the overseas student has failed a prerequisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol; or</li> <li>• inability to begin studying on the course commencement date due to delay in receiving a student visa</li> </ul>
<b>CoE (eCOE)</b>	<p>Electronic Confirmation of Enrolment issued by AIM Admission staff on acceptance of offer and payment of deposit. Enables an applicant to apply for a student visa</p>
<b>Course Start Date</b>	<p>First day of Orientation as indicated on the Academic Calendar</p>
<b>Defer/Suspend Enrolment</b>	<p>To temporarily put studies on hold.</p>
<b>DIBP</b>	<p>Department of Immigration &amp; Border Protection</p>
<b>Domestic student</b>	<p>A student who is an Australian citizen, a New Zealand citizen, or a holder of an Australian permanent visa (holders of all categories of permanent resident visas including Humanitarian Visas).</p>
<b>Extenuating circumstances</b>	<p>This may include, but is not limited to when the student:</p> <ul style="list-style-type: none"> <li>• (International Students) refuses to maintain approved care arrangements, if they are under 18 years of age;</li> <li>• is missing;</li> <li>• has medical concerns, severe depression or psychological issues which lead the provider to fear for the overseas student’s wellbeing;</li> <li>• has engaged or threatens to engage in behaviour that is reasonably believed to endanger the overseas student or others; or</li> <li>• is at risk of committing a criminal offence.</li> </ul>
<b>International student</b>	<p>A student who is not a domestic student, and who may hold a student visa and is protected by the ESOS legislative framework.</p>
<b>Paradigm</b>	<p>Student Records Management System</p>
<b>PRISMS</b>	<p>Provider Registration &amp; International Student Management System used by AIM to submit COEs, course amendments and completions/variations in students' study patterns for International Students studying in Australia.</p>

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7. Revision History				
Version	Date Approved by Executive Leadership Group	Date Approval Academic Board	Date Approved by Board of Directors	Sections modified
1.1	CEO (Interim approval granted) 11/01/2018	N/A		New Policy
2.0	CEO (Interim approval granted) 15/02/2018	N/A		Updated to include: <ul style="list-style-type: none"> <li>• Reference to new eforms</li> <li>• Program Leader responsibilities</li> <li>• Students who have deferred greater than 2 years will be required to reapply and attend an audition/ interview</li> <li>• Flowchart</li> </ul>
2.1		N/A	15/03/2018	Update process to include: <ul style="list-style-type: none"> <li>• student to meet with Program Leader before lodging application</li> </ul>
2.2	20/08/2018			Updated to include: <ul style="list-style-type: none"> <li>• International students to meet with Student Services before meeting with Program Leader</li> <li>• HoS/HLT to approve deferrals/withdrawals Pre-Census</li> <li>• DAA to approve deferrals/withdrawals post-census</li> <li>• Deferrals only approved for one Study Period</li> </ul> Additional responsibilities
3.1				Updated to include: <ul style="list-style-type: none"> <li>• Basic Principles</li> <li>• Student to complete the <i>Deferral of Studies/ Withdrawal from Course: Request a Meeting with Head of Academic Services</i></li> <li>• Students to meet with the Head of Academic Services (or delegate)</li> <li>• Head of Academic Services (or delegate) to make recommendation to DAA</li> <li>• DAA to approve/deny application</li> <li>• responsibilities</li> </ul>