

## Deferment, Suspension and Cancellation Policy

### Purpose

The purpose of this policy is to outline the circumstances in which a student can defer, suspend or cancel their enrolment with DELLA and where DELLA can initiate the suspension or cancellation of the student's enrolment.

### Scope

The policy applies to all students currently enrolled with DELLA. It covers student initiated deferral, suspension and cancellation of studies, as well as suspension and cancellation initiated by DELLA.

### Definitions

Suspend Enrolment means to temporarily cease studies.

Deferral is defined as postponement of the commencement of enrolment

A student may request a temporary deferment or suspension to enrolment on the grounds of compassionate or compelling circumstances.

Compassionate or compelling circumstances are those beyond the control of the student and which have an impact upon the student's course progress or wellbeing such as:

- serious illness or injury, where a medical certificate states that the student was unable to attend classes;
- death of close family members such as parents or grandparents (Where possible a death certificate should be provided);
- major political upheaval or natural disaster in the home country requiring emergency travel which has impacted on the student's studies; or
- a traumatic experience that has impacted on the student which could include involvement in, or witnessing of a serious accident or witnessing or being the victim of a serious crime. Such cases supported by police or psychologists' reports.
- where DELLA is unable to offer a pre-requisite unit; or
- inability to begin studying on the course commencement date due to delay in receiving a student visa.

***The above are only examples of what may be considered compassionate or compelling circumstances. DELLA's staff will use their professional judgment to assess each case on its individual merits. When determining whether compassionate or compelling circumstances exist, staff will consider documentary evidence provided to support their claim, and will keep copies of these documents in the student's file.***

Students wanting to defer, suspend or cancel enrolment will be required to complete an application to defer, suspend or cancel enrolment. Students will be advised to speak to the Student Support Officer (where applicable) and documentation will be kept in the student admin file. Students will be notified of the outcome within 10 working days from the date of receipt of application

### Deferment

Students must complete an application to defer enrolment and supporting documentation will need to be provided with this application. Student Administration Officer will communicate the decision to the student and all applications and decisions for deferral documentation will be kept on the student's file and the student management system will be updated. Once approved the documentation will be kept in the student file and Department of Education shall be notified via PRISMS

DELLA will always use its professional judgement to assess each student's case on its individual merits when determining whether compassionate or compelling circumstances exist.

### **Suspension**

Students must complete an application to suspend enrolment and supporting documentation will need to be provided with this application. Student Administration Officer will communicate the decision to the student and all applications and decisions for suspension and documentation will be kept on the student's file and student management system will be updated

Once approved the documentation will be kept in the student file and Department of Education shall be notified via PRISMS

DELLA is only able to temporarily defer or suspend the enrolment of the student on the grounds of **compassionate or compelling circumstances or student misbehaviour.**

Where an extension to enrolment is granted due to deferment or suspension, DELLA will suspend/defer the enrolment for an agreed period of time - to a maximum of 12 months. If the deferment/suspension is required for longer than 12 months the student will be required to re-apply once the initial deferment/suspension period has expired. Should the student not return for studies on or before the deferment/suspension date, Student Support Officer should contact the student and if the student is not willing to continue studies, take necessary steps to cancel the registration. All documentation to be filed and PRISMS to be updated.

### **Cancellation**

Students must complete an application to cancel enrolment and supporting documentation will need to be provided with this application. Once approved the documentation be kept in the student file and Department of Education shall be notified via PRISMS.

Under Standard 7 of the National Code, students wanting to cancel their enrolment prior to completing 6 months of their principle course must provide a Letter of Offer from another provider.

Once approved the documentation will be kept in the student file and Department of Education shall be notified via PRISMS

Deferment, suspension or cancellation of a student's enrolment may affect the student's visa. When a student's enrolment is deferred, suspended or cancelled, DELLA will notify Department of Education via PRISMS of the change in enrolment status

### **Della International College Pty Ltd Initiated Deferment, Suspension or Cancellation**

Della will initiate cancellation of enrolment based on non-commencement of studies if the student has not attended classes for a period of 6 consecutive days within 14 days of the commencement of COE.

DELLA may also initiate suspension or cancellation of a student's enrolment on the grounds of misconduct/misbehaviour of the student. This misbehaviour may include but is not limited to acts of discrimination, sexual harassment, or bullying as well as acts of cheating or plagiarism and nonadherence with policies, procedures and contractual agreements. DELLA Student Discipline Policy and Procedures will be followed to investigate any incidents.

The following examples indicate the kinds of behaviour which constitutes misconduct/misbehaviour. This is not an exhaustive list, Student misbehaviour occurs when a student:

- a) prejudices the good name or reputation of DELLA

- b) interferes with other people to pursue their studies,
- c) fails to comply with conditions agreed in the enrolment agreement
- d) fails to reconcile course fees where applicable
- e) disobeys or disregards any direction from DELLA staff
- h) fails to comply with any penalty imposed for breach of discipline;
- f) misbehaves in a class, meeting or other activity under the control or supervision of DELLA or on premises which the student has access to as a student
- g) obstructs any member of staff in the performance of their duties or make comments that breach the code of conduct
- h) acts dishonestly in relation to admission to DELLA
- i) makes any false or misleading representation about items that concern the student as a student
- j) alters any documents or records
- k) harasses or intimidates another student, a member of staff, or any other person while the student is engaged in study or other activity as a student,
- l) misuses equipment or facilities in a manner which deliberately causes damage

In the case of student plagiarism or cheating, DELLA's Student Plagiarism and Cheating Policy and Procedure will be followed.

DELLA may defer an enrolment where the course is not being offered at the proposed date or location.

Where DELLA has intention to suspend or cancel the student's enrolment, DELLA will provide the student with 20 working days to access the internal complaints and appeals process. If the student accesses the internal complaints and appeals process, the suspension or cancellation cannot take effect until the internal process is completed

### **Complaints and appeals process for deferral, suspension or cancellation.**

Where DELLA initiates the deferment, suspension or cancellation of a student's enrolment, the student will be notified of this intention and will be informed that they have 20 working days to access DELLA's Complaints and Appeals Policy and Procedure, unless extenuating circumstances relating to the welfare of the student or other students and staff apply.

Extenuating circumstances relating to the welfare of student may include but not limited to;

Student is missing; has medical concerns, severe depression or psychological issues which lead the provider to fear for the student's well-being; has engaged or threatens to engage in behaviour that is reasonably believed to endanger the student or others; breaches the code of conduct, misconduct/misbehaviour or is at risk of committing a criminal offence.

In most cases, DELLA will continue to provide learning opportunities to students during the appeal process.

## **Informing Students**

DELLA provides all students with clear information on the circumstances, in which they may defer, suspend or cancel their enrolment and the circumstances in which DELLA can suspend or cancel the student's enrolment and that any application to defer or suspend or cancel their course may affect their student visa

DELLA provides information on deferment, suspension and cancellation in the Student Handbook and/or Prospectus which are provided to students prior to or upon commencement of a course. These are also available on DELLA's website at [www.dellainternational.edu.au](http://www.dellainternational.edu.au)

Standards of behaviour required are stated in the Student Code of Conduct included in the Student Handbook and International Student Prospectus. These standards will indicate to students what acceptable and unacceptable behaviour is and inform them of the circumstances in which DELLA may suspend or cancel their enrolment.

Students will also be reminded of this Policy and the criteria for deferral, suspension and cancellation at their orientation.

Appropriate records of the assessment of the student's application for deferment, suspension or cancellation will be kept on the student's file. Where a student is suspended or their enrolment cancelled due to misbehaviour, documentary evidence of this decision will also be kept in the student's file.