

# RCDC Deferment, Suspension and Cancellation Policy and Procedure

RSY-ACAD-PY-016-v1.0-RCDC Deferment, Suspension and Cancellation Policy and Procedure

**Document History**

<b>Version</b>	<b>Date of Review</b>	<b>Date of Implementation</b>	<b>Change(s)</b>
1.0	7 May 2015	10 August 2015	-

**Updated by:** **Dr Selene Martinez Pacheco**  
Director, Student Services 7 May 2015

**Approved by:** **Academic Board** on 10 August 2015

**Distribution List**

To: All RCDC Staff  
Associate Colleges, College Directors  
Associate Colleges, Academic Directors

Cc: Chair, Council

**Table of Contents**

1. Policy Statement.....	4
2. Scope.....	4
3. Definitions .....	4
4. Policy Statement and Procedure .....	4
4.1. Student Initiated Deferment of Enrolment before Commencement of Studies .....	4
4.2. Student Initiated Deferment or Withdrawal of Enrolment after Commencement of Studies .....	5
4.3 Deferment and Withdrawal Procedure .....	6
4.4. Provider Initiated Suspension or Cancellation of Enrolment .....	6
4.5. Student Responsibilities .....	7
5. References .....	7
6. Related Documents .....	7

## 1. Policy Statement

This policy is in place to ensure students are informed of the grounds on which their enrolment may be deferred, suspended or cancelled. This policy satisfies the requirements of Standard 13 of the National Code.

International students on student visas can defer commencement of their Program or temporarily suspend their enrolment once they have commenced studies in certain limited compassionate and compelling circumstances at the discretion of Raffles College of Design and Commerce (RCDC). However, students need to be made aware that deferment, suspension or cancellation of enrolment may affect the student visa.

## 2. Scope

This policy applies to all students enrolled in an award course in RCDC including Australian citizens and permanent residents of Australia. The policy also applies to all staff involved in the promotion, recruitment, admission, academic delivery, management or administration of international students on student visas.

## 3. Definitions

**Cancellation** – cessation of enrolment (RCDC initiated)

**CoE** - Confirmation of Enrolment

**Compassionate** circumstances -family, medical or well-being issues, for example, illness where a medical certificate states that the student is unable to attend class

**Compelling** circumstances - circumstances that are involuntary and such that the student has little or no alternative

**Deferment** – postponement of the commencement of enrolment and/or temporary hold on enrolment for current students for up to two semesters (student initiated)

**Extenuating circumstances**- reasons relating to illness, disability, injury (in each case a medical certificate is required), death of a close family member, natural disaster in student's home country or traumatic experience (which requires supporting document from police or psychologist reports)

**Leave of Absence**- a request by a student to be temporarily excused from class for less than two weeks due to medical emergencies or special circumstances with compelling reasons (student initiated) (also referred to as 'approved leave')

**Misbehaviour** - behaviour that is considered unlawful, discriminatory, sexually or generally inappropriate, bullying, harassing, invading another's privacy or causing another person to fear for their safety or well-being,

**Misconduct** - includes academic misconduct, for example, cheating during examinations, copying, or using another person's work without appropriate acknowledgement

**Suspension** - a temporary hold on enrolment for up to two semesters (RCDC initiated). Unless otherwise advised, the student has the right to recommence study at the end of suspension

**Withdrawal** - cancellation of enrolment (student initiated)

## 4. Policy Statement and Procedure

### 4.1. Student-Initiated Deferment of Enrolment before Commencement of Studies

4.1.1. Students can defer commencement of their course to a later intake date in certain limited compassionate and compelling circumstances (at the discretion of RCDC) or in case of student visa delay.

4.1.2. Students can request a deferment to the commencement of their course in writing to Admissions prior to the program commencing and no later than 10 days after scheduled commencement of the enrolment.

4.1.3. Once the student has lodged a request in writing to defer his/her studies, Admissions staff will follow normal admissions processes and:

- Determine if the reasons for deferment of commencement and the evidence submitted are based on sufficiently compelling or compassionate grounds.
- If the student is under 18 years of age, sight evidence of parent or legal guardian supporting the request.

4.1.4. If the deferment is approved, the student will receive a new Confirmation of Enrolment (CoE) and will be required to sign a new written agreement to reflect the new commencement date.

4.1.5. The students are advised that:

- Their studies can only be deferred for a maximum of two semesters and their enrolment will be subject to changes in fees for the year they commence their studies.
- If the student is an international student, chooses not to apply for a deferment of his/her commencement date, and fails to commence his/her studies in the term specified in the letter of offer, his/her enrolment will be cancelled after that term's census date due to a breach of the student's visa conditions.

## **4.2. Student-Initiated Deferment or Withdrawal of Enrolment, or Leave of Absence, after Commencement of Studies**

### **Deferment of Enrolment**

4.2.1. Students may apply for deferment of their studies if they have a good reason for doing so based on compassionate or compelling circumstances (at the discretion of RCDC).

4.2.2. Students wishing to defer their enrolment must complete the appropriate 'Application for Deferment/Withdrawal from a Course' form and submit to Student Services at least 10 working days prior to the requested deferment date.

4.2.3. If the deferment is approved, students will receive a notification from Student Services via email granting the deferment.

4.2.4. Students wishing to take leave from their course (for leave less than two weeks) must complete the 'Application for Approved Leave' form and submit it to Student Services.

### **Withdrawal of Enrolment**

4.2.5. Students who wish to withdraw their enrolment must submit the appropriate 'Application for Deferment/Withdrawal from a Course' form and complete the Exit Survey.

4.2.6. If the withdrawal is approved, students will receive a Release Letter from Student Services via email.

### **Course Withdrawal and International Student Visa**

4.2.7 For international students on a student visa, it is a condition of the visa that they maintain their enrolment at RCDC for the full duration of their visa. If an international student withdraws from the course, RCDC is required by law to notify the Department of Immigration and Border Protection (DIBP) and cancel the student's CoE. Unless the student applies for another kind of visa or enrolls at another institution, DIBP may cancel the student's visa within 28 days of the cancellation of the student's CoE.

4.2.8 If an international student has withdrawn from the course at RCDC, he/she must be advised in writing to contact DIBP as soon as possible to discuss their options.

### 4.3 Deferment and Withdrawal Procedure

4.3.1. Upon receiving a request for deferment or withdrawal, accompanied by the appropriate forms and signatures:

a) Student Services staff will:

- Sight evidence of compassionate or compelling grounds for deferment applications.
- For withdrawal applications, counsel the student to determine the reasons for their withdrawal and ensure that the student is aware of the consequences of their action.
- Sight a copy of an airline ticket, if applicable.
- If the student is under 18 years of age, sight evidence of a parent or legal guardian supporting the request.
- If the student is sponsored by a government sponsor, sight evidence from the sponsor supporting the request.
- If the Student Services staff considers it is a valid request:
  - For students applying for deferment, the student is directed to his/her Program Director for approval of the application (see part (b) below).
  - For students applying for withdrawal of their enrolment, the student is directed to the Marketing department to take part in an exit survey interview and then to his/her Program Director (see part (b) below).

b) The Program Director will approve or reject the application. If approved, the Program Director will direct the student to check his/her account at the Library with the Library Manager.

c) The Library Manager will check if the student has outstanding fines that need to be settled. Upon settling the outstanding library fines (if any), the Library Manager will initial a clearance on the application and direct student to the Accounts department.

d) The Accounts staff will check if the student has outstanding fees that need to be settled. Upon settling the outstanding fees (if any), the Accounts staff will initial a clearance on the application and direct student to the Academic Director.

e) The Academic Director must consider any special circumstances that need to be noted in the student's request if applicable, and may ask to interview the students prior to approving or rejecting the application. The student is referred back to Student Services in order that the process may be completed.

4.3.2. Upon receiving the appropriate form and signatures from the student, the Student Services staff will:

- If approved, identify whether the proposed period of deferment will affect the student's duration of study, and if so, provide details of the new enrolment.
- Issue a letter granting the period of deferment or letter of release for withdrawal.
- Notify the government sponsor of the outcome of request, if applicable.
- Notify international students of any impact on their student visa, and advise students in writing to seek DIBP advice on the implications on their student visa.
- Complete the Instruction to Vary or Cancel CoE Form where the deferment, suspension or withdrawal relates to an international student.
- Notify the Department of Education and Training via the Provider Registration and International Student Management System (PRISMS) of the change in the enrolment within the period stipulated in Section 19 of the ESOS Act.

### 4.4. Provider-Initiated Suspension or Cancellation of Enrolment

4.4.1. RCDC may suspend or cancel a student's enrolment in case of serious misconduct, unsatisfactory course progress and/or attendance and non-payment of program fees in accordance with the guidelines

outlined in the RCDC Policy on Academic Misconduct and Plagiarism, RCDC Course Progress Policy and its Procedure and Attendance Policy.

4.4.2. Where suspension or cancellation is initiated by RCDC, the student will be given 20 working days to take action under the RCDC Student Grievance and Appeals Policy and Procedures. If an international student initiates action under RCDC's internal complaints and appeals process, the suspension or cancellation of the student enrolment will not take effect until the internal process is completed, unless extenuating circumstances apply.

4.4.3 RCDC will notify affected international students in writing that suspension or cancellation of his/her enrolment may affect his/her student visa and will notify the Secretary of the Department of Education and Training via PRISMS within 14 business days of the variation to student's CoE.

## **4.5. Student Responsibilities**

4.6.1. Students must complete the relevant form in relation to requests for deferment, or withdrawal for any reason and attach the supporting documentation.

4.6.2. Incomplete forms, or insufficient or unclear evidence supporting the request, will result in delays in processing and the potential rejection of the request.

4.6.3. Outcomes of requests are to be kept with student files for reference and for correspondence with the relevant authorities.

4.6.4. Deferment, suspension or cancellation of enrolment may affect the student visa (see [4.3.2] above).

4.6.5. If an international student's enrolment is temporarily suspended for more than 28 days, the student must return to his/her home country, unless there are exceptional circumstances which prevent the student from travelling.

4.6.6. If an international student's enrolment has been suspended, the Department of Immigration and Border Protection (DIBP) may investigate the suspension and depending on circumstances may cancel the student visa.

## **5. References**

- Education Services for Overseas Students Act 2000 - National Code 2007, <http://www.comlaw.gov.au/Details/F2010C00313>
- Deferral, Suspension and Cancellation Policy, UNSW Global Australia, <http://www.unswglobal.unsw.edu.au/education-agents/esos>.
- Deferment Prior to Commencement, Deferment during the Course and International Students Applications for Deferral Form, Navitas College of Public Safety, <http://www.ncps.edu.au/policies-and-forms/>.
- International Deferment Suspension and Cancellation Policy and Procedure, AIH Higher Education, <http://aih.nsw.edu.au/aih/?page=normalPage&menuId=M20110169&menuName=AIH+Higher+Education+Policies>.

## **6. Related Documents**

- 6.1 RCDC Academic Misconduct and Plagiarism Policy
- 6.2 RCDC Course Progress Policy and Procedure
- 6.3 RCDC Attendance Policy
- 6.4 Application for Deferment/Withdrawal from a Course Form
- 6.5 Instruction to Vary or Cancel CoE Form



## APPLICATION FOR DEFERMENT/WITHDRAWAL FROM A COURSE

Given Name: \_\_\_\_\_ Family Name: \_\_\_\_\_  
Date of Birth: \_\_\_\_ / \_\_\_\_ / \_\_\_\_ (dd/mm/yyyy) Student Number: \_\_\_\_\_  
Street Address: \_\_\_\_\_  
Suburb: \_\_\_\_\_ Postcode: \_\_\_\_\_  
Email Address: \_\_\_\_\_  
Phone: \_\_\_\_\_ Mobile: \_\_\_\_\_

Are You An International Student: YES/NO

If "Yes" What Is Your Overseas Address: \_\_\_\_\_

Overseas Phone Contact: \_\_\_\_\_

Course: \_\_\_\_\_

Please tick:      **DEFERMENT**                       **WITHDRAWAL**

**For Deferment:** which term(s) \*are you applying to defer? Term(s): \_\_\_\_\_ Year: \_\_\_\_\_

Dates of deferment: \_\_\_\_\_

Date of recommencement: \_\_\_\_\_

Updated expected completion date: \_\_\_\_\_

Last actual study day before deferment: \_\_\_\_\_

\* The maximum deferment is two semesters (i.e four terms).

**For Withdrawal:** what will be the last date you will attend class? Date: \_\_\_\_\_

**Reason for Deferment/Withdrawal (all applications MUST include supporting documents):**

Compassionate or Compelling Reasons

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\*I acknowledge that withdrawing/deferring from a course does not release me from any financial commitments I have previously committed to and may lead to academic failure in certain circumstances. I acknowledge that it is my responsibility to contact Accounts to determine my financial liabilities and Student Services regarding any academic issues.

\*Where an international student's enrolment is deferred, suspended or cancelled, the College is required under Section 19 of the ESOS Act to notify the Secretary of Department of Education and Training via PRISMS, and this may affect your student visa. Please refer to RCDC Deferment, Suspension and Cancellation Policy and Procedure.

**Signature of Student:** \_\_\_\_\_ **Date:** \_\_\_\_\_

*Official use only*

**Consult by Marketing (if applicable)**

Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Exit survey date/time: \_\_\_\_\_

**Application reviewed by PD:**

Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Library Manager notified:**

Outstanding Library Fines/Books: \_\_\_\_\_

Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Accounts notified (non FEE-Help Students ONLY):**

Outstanding Fees Amount (\$) \_\_\_\_\_

Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Application approved by Academic Director, and FEE-Help Administrator notified (if applicable):**

Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Student Services updated database and sent confirmation letter**

Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Admissions updated PRISMS (for international students):**

Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## Template: Notification of deferment application

Dear **First Name**,

This email is to confirm that your application for **deferment** for **terms/dates** has been **approved/rejected**.

**(If approved)** Your recommencement date is <dd/mm/yy>. We look forward to seeing you then.

**(If rejected)** It is your right to appeal this decision within 20 working days from this letter's date if you feel that this decision is unjust or you believe that there are compassionate or other compelling reasons affecting your circumstances that need to be further considered by RCDC (refer to RCDC's Student Grievance & Appeal Policy and Procedures <http://www.raffles.edu.au/studying-at-raffles/policy-documents>).

### **Important Advice for Student Visa Holders**

Under section 19 of the Education Services for Overseas Students (ESOS) Act, RCDC is required to notify the Department of Education and Training of changes to the enrolment of student visa holders. If you are an international student on a student visa, please be informed that the deferment may affect your student visa. Please contact the Department of Immigration and Border Protection (<http://www.immi.gov.au>) to clarify your visa status. You may also wish to discuss the matter with your Program Director or the Academic Director.

Kind Regards,

Student Services

1 Fitzwilliam Street, Parramatta, NSW 2150 Australia [T] + 61 2 9633 3800 [F] +61 2 9633 3399  
ABN 86 108 888 900 | CRICOS 02761J | ASQA 91240 | TEQSA 12039  
Website: [www.raffles.edu.au](http://www.raffles.edu.au)

## Template: Notification of Suspension or Cancellation of Enrolment

Dear **First Name**,

This email is to inform you that in accordance to RCDC's Deferment, Suspension and Cancellation Policy, your enrolment at RCDC will be **<suspended / cancelled>** on **<Date>** \* **i.e 20 days from the date of this letter** for the following reasons:

**<Non payment of Fees /Unsatisfactory Course Progress / Misbehaviour / specify other reasons>**

**(For Suspension) Your recommencement date is <dd/mm/yy>**.

However, you have the right to appeal this decision within 20 working days from this letter's date if you feel that this decision is unjust or you believe that there are compassionate or compelling reasons affecting your circumstances that need to be further considered by RCDC.

If you wish to appeal this decision please refer to RCDC's Student Grievance & Appeal Policy and Procedures <http://www.raffles.edu.au/studying-at-raffles/policy-documents>. If you need any help in this process, please speak with the Student Services Manager.

### **Important Advice for Student Visa Holders**

If you do not appeal, please note that under section 19 of the Education Services for Overseas Students (ESOS) Act, RCDC is required to notify the Department of Education and Training of changes to the enrolment of student visa holders. This will happen after the expiry of the 20 working days period during which you are permitted to take action under the internal appeal process.

If you are an international student on a student visa, please be informed that the suspension or cancellation of your enrolment may affect your student visa, and you are advised to contact the Department of Immigration and Border Protection (<http://www.immi.gov.au>) urgently to clarify your visa status.

Kind Regards,

Student Services

1 Fitzwilliam Street, Parramatta, NSW 2150 Australia [T] + 61 2 9633 3800 [F] +61 2 9633 3399  
ABN 86 108 888 900 | CRICOS 02761J | ASQA 91240 | TEQSA 12039

Website: [www.raffles.edu.au](http://www.raffles.edu.au)