

UNSW Global Pty Limited		Student Deferral, Suspension and Cancellation Policy	
UNSW Institute of Languages	<input checked="" type="checkbox"/> Internal	<input checked="" type="checkbox"/> External	
Responsible Officer	Director of Studies, English and General Manager, Compliance and Student Management		
Contact Officer	Adele Pitkeathly and Attila Gaspar		
Authorisation	Group Executive, UNSW Institute of Languages and General Manager, Compliance and Student Management		
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1. Preamble

1.1 Purpose

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

1.2 Background

This policy satisfies the requirements of Standard 13 of the National Code 2007.

1.3 Principles

International students on student visas can defer commencement of their course or temporarily suspend their enrolment once they have commenced studies in certain limited compassionate and compelling circumstances. Deferral, suspension or cancellation of enrolment may affect the student visa.

2. Scope

The policy and procedure for monitoring student attendance applies to international students at UNSWIL studying on student visas. The policy also applies to all UNSW Institute of Languages staff involved in the promotion, recruitment, admission, academic delivery, management or administration of overseas students on student visas.

3. Definitions

UNSW Institute of Languages is an education group of UNSW Global Pty Limited, a not-for-profit provider of education, training and consulting services and a wholly owned enterprise of the University of New South Wales

UNSW Global Pty Limited and UNSW Institute of Languages CRICOS Provider No 01020K.

Deferral – postponement of the commencement of enrolment.

Suspension - temporary postponement of enrolment.

Cancellation – cessation of enrolment.

Leave of Absence- A request by a student to temporarily postpone study after the commencement of the study period (Student initiated)

4. Policy Statement

4.1 Student Initiated Deferral of Enrolment

Students can defer commencement of their course to a later intake date in certain limited compassionate and compelling circumstances (at the discretion of the provider) or in case of student visa delay. Conditions on deferred course may be imposed by the provider.

Students can request a deferral to the commencement of their course in writing to UNSW Global Student Services prior to the course commencing, or in certain limited compassionate circumstances (at the discretion of the provider), no later than 10 days after scheduled commencement of the enrolment.

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

4.2 Student Initiated Suspension or Cancellation of Enrolment

Students may apply for suspension or cancellation of their studies if they have a good reason for doing so based on compassionate or compelling circumstances.

Students wishing to suspend their enrolment must apply in writing to UNSW Institute of Languages a minimum 10 working days prior to the requested suspension date.

If the suspension is approved, students will receive a letter from UNSW Institute of Languages granting the suspension.

4.3 Students who wish to cancel their enrolment must apply in writing to UNSW Institute of Languages.

If the cancellation is approved, students will receive a Release Letter from UNSW Global Student Services.

4.4 Provider Initiated Suspension or Cancellation of Enrolment

UNSW Institute of Languages may suspend or cancel a student's enrolment in case of serious misconduct, unsatisfactory course progress and/or attendance and non-payment of course fees.

Where suspension or cancellation is initiated by UNSW Institute of Languages, the student will be given 20 working days to access the complaints and appeals procedures.

5. Legal and Policy Framework

This policy complies with the following legislative framework governing the delivery of education to overseas students studying in Australia on a student visa:

- Education Services for Overseas Students (ESOS) Act 2000
<http://www.comlaw.gov.au/comlaw/management.nsf/lookupindexpagesbyid/IP200401844?OpenDocument>
- National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007 (The National Code 2007)
<http://www.aei.gov.au/regulatory-information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/Pages/default.aspx>

6. Implementation

6.1 Responsibilities

UNSW Institute of Languages must comply with the ESOS Act and its regulations. Each staff member involved in the promotion, recruitment, admission, delivery, management or administration of overseas students on student visas is responsible for the implementation of this policy.

6.2 Staff Roles

UNSW Institute of Languages staff involved in student deferral, suspension and cancellation are expected to adhere to the UNSW Institute of Languages Student Deferral, Suspension and Cancellation Policy as outlined below:

6.2.1 Deferral of course commencement

Students wishing to defer the commencement of their course or change their course preference must complete the "Deferral or Change of Course" form available at UNSW Global Student Services. Upon receiving the form, UNSW Global Student Services staff will follow normal admissions processes and:

- Determine if the request is in regards to deferral of course commencement or change of course, as indicated on the form by the student
- Determine if the reasons for change and the evidence submitted are based on compelling and compassionate grounds
- If the student is under 18 years of age, sight evidence of parent or legal guardian supporting the request
- If the student is sponsored by a government sponsor, sight evidence supporting the request

- Notify the Department of Education, Employment and Workplace Relations (DEEWR) via the Provider Registration and International Student Management System (PRISMS) of the change in the enrolment, if and as applicable

6.2.2 Student initiated temporary suspension of studies including leave of absence

Students wishing to temporarily suspend their course must complete the "Request of Leave of Absence or Temporary Suspension of Studies" form available at UNSW Global Student Services. Upon receiving the form, UNSW Global Student Services staff will:

- Sight evidence of compassionate and compelling grounds
- Sight copy of an airline ticket, if applicable
- If the student is under 18 years of age, sight evidence of parent or legal guardian supporting the request
- If the student is sponsored by a government sponsor, sight evidence supporting the request
- Sign and date the form and
- Forward form to Head of Studies

Upon receiving the form, Head of Studies will:

- Approve or reject the application
- If approved, identify if the proposed period of suspension will affect the duration of study and provide details of the new enrolment
- Issue a letter granting the period of suspension
- Return form to UNSW Global Student Services form for processing

Upon receiving the form, UNSW Global Student Services will:

- Notify the student of the outcome of the request
- Notify the government sponsor of the outcome of request, if applicable
- Notify the Department of Education, Employment and Workplace Relations (DEEWR) via the Provider Registration and International Student Management System (PRISMS) of the change in the enrolment, if and as applicable

6.2.3 Student initiated cancellation of studies

Students wishing to cancel their course after their commencement date must complete the "Application to Withdraw" form available at UNSW Global Student Services. Upon receiving the form, UNSW Global Student Support staff will:

- Counsel the student to determine reasons for cancellation
- If the student is under 18 years of age, sight evidence of parent or legal guardian supporting the request
- If the student is sponsored by a government sponsor, sight evidence supporting the request
- Sight copy of an airline ticket, if applicable
- Refer the student to the Head of Studies for an interview regarding academic issues as required
- Return form to UNSW Global Student Services form for processing

Upon receiving the form UNSW Global Student Services will follow normal admissions processes and:

- Notify the academic staff of the outcome of the request
- Issue a Release Letter to the student if requested
- Process refund, if applicable
- Notify the Department of Education, Employment and Workplace Relations (DEEWR) via the Provider Registration and International Student Management System (PRISMS) of the change in the enrolment

6.2.4 Provider initiated suspension or cancellation of studies

UNSW Institute of Languages may suspend or cancel a student's enrolment in case of serious misconduct, unsatisfactory course progress and/or attendance and non-payment of course fees in accordance with the guidelines outlined in IL- 010-POL: UNSW Institute of Languages Monitoring Course Progress Policy and IL-011-POL: UNSW Institute of Languages Monitoring Attendance Policy as applicable.

6.3 Student Roles

Students must complete the relevant form in relation to requests for deferral, suspension or cancellation for any reason and attach the supporting documentation, as identified on the applicable form available at UNSW Global Student Services:

- Deferral of course commencement/change of course – “Deferral or Change of Course”
- Temporary suspension of studies including leave of absence – “Request of Leave of Absence or Temporary Suspension of Studies”
- Cancellation of course – “Application to Withdraw”

Incomplete forms, or insufficient or unclear evidence supporting the request, will result in delays in processing.

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

Deferral, suspension or cancellation of enrolment may affect the student visa. If a student's enrolment is temporarily suspended for more than 28 days, the student must return home, unless there are exceptional circumstances which prevent them from travelling such as a medical condition.

If a student has been suspended for a period of more than six months, the student visa may be cancelled and this may impact on future visa applications.

7. Review

The Director of Studies, English will review this policy annually, or in case of legislative changes governing the delivery of education services to overseas students on a student visa

8. Attached Documentation

- Deferral or Change of Course Form

- Requests for Leave of Absence or Temporary Suspension of Studies Form
- Application to Withdraw Form

9. Related Policies and Procedures

IL-008-POL: UNSW Institute of Languages Complaints and Appeals Policy

IL- 010-POL: UNSW Institute of Languages Monitoring Course Progress Policy

IL-011-POL: UNSW Institute of Languages Monitoring Attendance Policy