



Student Deferment, Suspension and Cancellation of Enrolment Policy and Procedures

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1. PURPOSE

The Student Deferment, Suspension, and Cancellation of Enrolment Policy and Procedures aim to provide clarity regarding the circumstances under which students at Barton Business School ("BBS") may seek to defer, temporarily suspend, or cancel their enrolment. This includes provision for granting a leave of absence during a course through formal agreements with students in specific, limited situations.

This policy and these procedures align with the requirements of [Standard 9 of the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018](#).

2. SCOPE

This policy and these procedures apply to all students who intend to enrol in units of study or are currently enrolled in units of study offered by BBS.

3. DEFINITIONS

Refer to BBS's *Glossary of Terms*.

4. POLICY

4.1. POLICY PRINCIPLES

The fundamental principles guiding this policy are as follows:

- a. BBS is committed to a consistent, fair, and transparent process for deferment, suspension, and cancellation of enrolment.
- b. BBS adheres to the principle of equal access to educational opportunities for students of all backgrounds, experiences, and abilities, even in situations demanding deferment, suspension, or cancellation of enrolment.
- c. BBS is committed to ongoing monitoring and recording to support students through changes in their enrolment statuses.
- d. Students must receive comprehensive details regarding their courses, as well as guidance on deferment, suspension, or cancellation procedures to ensure they have the information needed to make informed decisions.

- e. Students must be provided with comprehensive, accessible, and timely information about any implications related to deferment, suspension, or cancellation, including potential fees or charges.
- f. Students must be informed in writing about their rights and responsibilities prior to enrolment.
- g. Any conditions applicable to any change in enrolment status must be conveyed to students in writing, including but not limited to numeracy, English language, and literacy requirements.

4.2. ENROLMENT VARIATION

- a. A student will be eligible to enrol if they have satisfied the requirements outlined in the enrolment process detailed online and in the *Student Handbook*.
- b. Students have the option to either add or remove units up to the deadline set by BBS for enrolment within the relevant academic period, ensuring that such changes align with:
 - i. designated course structure;
 - ii. stated course requisites; and
 - iii. all other enrolment requirements specified by BBS.
- c. When making changes to their enrolment, students bear the responsibility of understanding the repercussions of their decisions, such as changes in study load, fees, or visa conditions.

4.3. OVERLOAD AND UNDER-LOAD OF STUDY

- a. In certain circumstances, students may apply to study more than the maximum number of units (overload) or less than the minimum number of units (under-load) in a study period.
- b. Students who wish to overload or under-load must discuss their request with the Course Coordinator.
- c. The Course Coordinator must assess each request for overload and under-load on a case-by-case basis.
- d. Students must only be allowed to under-load in the following circumstances:
 - i. The student is going through exceptional, compassionate, and compelling circumstances (supported by appropriate evidence and an acceptable explanation).
 - ii. The student needs to complete only the remaining units in the final semester of a course.
 - iii. The student is limited by the availability of units appropriate to their current course of study or prerequisite requirements.

4.4. COMPASSIONATE OR COMPELLING CIRCUMSTANCES

- a. These circumstances refer to specific situations that might require changes to a student's enrolment status. They relate generally to unforeseen events that the student can not control. The following are some examples:
 - i. Severe health conditions or injuries.

- ii. Significant political disturbances in the student's homeland necessitating sudden travel, potentially impacting their academic commitments.
- iii. Loss of immediate family members, such as parents, siblings, or grandparents (necessary evidence such as an authorised death certificate must be provided).
- iv. Delay in starting a course due to unforeseen visa processing times.
- v. Natural calamities in the student's country of origin that demand prompt travel and disrupt their academic timeline.
- vi. Experiencing or witnessing traumatic events, such as a severe accident site.
- vii. Being a victim or observer of a major crime (verification in the form of a police report is required).
- viii. Unavailability of expected units within the student's registered course.
- ix. Any other unpredictable event that, upon evaluation by the Course Coordinator or the Dean, could detrimentally affect a student's academic performance.

4.5. DEFERMENT OF ENROLMENT

- a. Domestic students can seek a deferral for their studies, provided they have a valid reason.
- b. As per the Education Services for Overseas Students Act (2000) (ESOS Act) and Standard 9 of the National Code 2018, international students:
 - i. can only defer their enrolment under compassionate and compelling circumstances, which are unforeseen events beyond the student's control (these events should demonstrably affect the student's academic progression or well-being).
 - ii. intending to defer without the necessary criteria for compassionate or compelling circumstances must formally withdraw from their course (they can reapply for enrolment when they are prepared to resume their academic pursuits).

4.6. SUSPENSION OR TERMINATION OF ENROLMENT

- a. A student may be suspended or terminated from a unit, a set of units, or a course for disciplinary reasons, academic misconduct, or unsatisfactory progress.
- b. A student who has been suspended or terminated from a unit, set of units, or course is prohibited from attending or engaging in the unit, set of units, or course while the suspension or termination is in effect.

4.7. CENSUS DATE

- a. BBS establishes a specific census date, which represents the final day a student can withdraw from a course or unit without incurring any financial liabilities.
- b. In cases where compassionate or compelling circumstances might influence a student's ability to adhere to this date, BBS must ensure that the student's well-being and best interests are prioritised in any resulting decisions.

4.8. WITHDRAWAL BY A STUDENT

- a. If a student withdraws from a course before the census date, their academic transcript will display a 'Withdrawn (WD)' notation, in accordance with the *Assessment Policy and Procedures*.
- b. If a student withdraws after the census date, their academic transcript will display a 'Withdrawn Fail (WF)' notation, in accordance with the *Assessment Policy and Procedures*.
- c. Any discontinuation from a course during the semester will be recorded as 'Fail (FA)' on the transcript.
- d. Students intending to withdraw from a course must submit their request in writing to the Dean, along with pertinent documentation, such as medical certificates, to validate their claim for withdrawal on the basis of compassionate or compelling circumstances.

4.9. CANCELLATION OF ENROLMENT

- a. Students intending to cancel their enrolment must submit their request in writing to the Dean within the specified deadline for the relevant academic period.
- b. If a student chooses to cancel their enrolment or transfers to another institution, they are no longer considered to be enrolled at BBS.
- c. If a student's fees remain unpaid by the specified date, BBS reserves the right to cancel the student's enrolment.
- d. BBS reserves the right to cancel a student's enrolment for reasons such as misconduct or unsatisfactory academic progress.

4.10. INTERNATIONAL STUDENT ENROLMENT

- a. International students must adhere to the conditions of their student visa by maintaining a full-time study load and enrolling in at least four units every semester.
- b. Under certain compassionate or compelling situations, considerations for academic progression, program completion, or based on the availability of units, exceptions to this rule may be granted.
- c. BBS upholds the provisions of the [Education Services for Overseas Students \(ESOS\) Act](#) and its accompanying framework to ensure the rights of international students in Australia by:
 - i. providing them with accurate and current details about courses, fee structures, and modes of study;
 - ii. requiring them to sign a *Student Agreement* with BBS before making any fee payments;
 - iii. offering clarity on possible refund conditions or course fee details;
 - iv. informing them about the Tuition Protection Service (TPS) that is activated in situations where BBS might not be able to proceed with the course in which they have enrolled.
- d. Withdrawals for international students from a course are granted by BBS strictly on the basis of compassionate or compelling reasons.

- e. Upon approving such a withdrawal, BBS must notify the Department of Education and Training of the student's updated enrolment status via PRISMS.
- f. Students are advised to liaise with the Department of Home Affairs to understand potential impacts of their withdrawal from a course on their student visa.

5. PROCEDURES

5.1. DEFERMENT OR WITHDRAWAL

- a. Students intending to defer or withdraw from their courses must formally contact the Course Coordinator.
- b. Such communications must originate from the BBS-approved student email addresses.
- c. Domestic students may request deferral or withdrawal in writing without documentary evidence.
- d. International students must provide evidence to support their request. Supporting documentation may include a plane ticket, medical certificate, police report, or other evidence deemed acceptable.
- e. Post submission, the Course Coordinator must undertake a thorough review of the application and its attached evidence.
- f. BBS's Finance Manager must assess the student's financial commitments and standing.
- g. BBS must ensure that every deferment or withdrawal request, irrespective of its resolution, is documented systematically in the student's file for future reference.
- h. BBS's Administration and HR Manager must ask for more evidence if a student's initial submission is deemed insufficient.
- i. If an application is denied because of outstanding fees, the student must be contacted by BBS's Finance Manager advising of the outstanding fee amount. A request for payment within seven (7) working days must be made.

5.2. CANCELLATION OF ENROLMENT

- a. Students must receive notifications regarding enrolment cancellation through their registered BBS email address.
- b. A formal notification must be issued detailing the enrolment decision.
- c. International students must be advised to contact the Department of Home Affairs to understand the implications of their enrolment cancellation on their student visas.
- d. Any student whose request has been denied must maintain their enrolment and course progress as per the terms of their enrolment.
- e. Upon approval, students must be cancelled from their enrolled classes scheduled for the approved deferral period.
- f. BBS must initiate the following measures for students with approved cancellation:
 - i. termination of Certificate of Enrolment (CoE) for international students;

- ii. discontinuation of enrolled and timetabled classes from the date of approval;
 - iii. if applicable and fees are settled, an Interim Statement or Statement of Attainment must be issued and archived;
 - iv. an assessment of financial standing and refunds must be made.
- g. If BBS defers or suspends the studies of an international student due to compelling or compassionate reasons, the decision must be reported in PRISMS. This ensures the student's CoE remains current in PRISMS, with a commencement date reflecting their anticipated return.
- h. Details of the original student request and supporting materials must be documented, recorded, and maintained in the student's file record in the student management system.

6. COMPLAINTS AND APPEALS

Complaints and appeals concerning any decision taken in relation to this policy and these procedures should be made in accordance with the *Student Complaints and Appeals Policy and Procedure*.

7. VERSION CONTROL

Document title	Student Deferment, Suspension, and Cancellation of Enrolment Policy and Procedures	
Approved By	Academic Board and Board of Directors	
Date of Review	This document is to be reviewed every two years at a minimum from the date of final approval.	
Related Documents	<ul style="list-style-type: none"> • Student Academic Integrity Policy and Procedures • Academic Progression and Student At Risk Policy and Procedures • Admission Policy and Procedures • Assessment Policy and Procedures • Credit and Recognition of Prior Learning Policy and Procedures • Enrolment Policy and Procedures • Student Orientation Policy and Procedures • International Student Transfer Between Registered Providers Policy and Procedures • Records Management Policy • Student Code of Conduct • Student Complaints and Appeals Policy and Procedures • Student Fees and Refund Policy and Procedures • Student Handbook • Student Letter of Offer and Student Offer Acceptance Form • Student Agreement Template • Student Wellbeing and Support Policy and Procedures 	
Related Legislation and References	<ul style="list-style-type: none"> • <u>Higher Education Standards Framework (Threshold Standards) 2021</u> • <u>Tertiary Education Quality and Standards Agency (TEQSA) Act 2011</u> • <u>National Code of Practice for Providers of Education and Training to International Students 2018</u> • <u>Education Services for International Students Act 2000</u> 	
Version	Notes	Date Approved
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