

Crumps International Pty Ltd
Deferral, Suspension or Cancellation of student's Enrolment
Policy and Procedure

Deferral, Suspension or Cancellation of student's Enrolment

Policy

Crumps International Pty Ltd has a policy which may only enable students to defer or temporarily suspend their studies, including granting a leave of absence, during the course through formal agreement in certain limited circumstances. This also includes Crumps International Pty Ltd initiated deferment, suspension or cancellation of a student's enrolment status due to poor attendance, academic issues or student misconduct.

Purpose

The purpose of this procedure is to provide a process for assessing, approving and recording a deferment of the commencement of study, suspension or cancellation of study for the student, including keeping documentary evidence on the student's file of the assessment of the application or evidence of the initiation of the deferment, suspension or cancellation of enrolment procedures or status.

Scope

This procedure applies to any staff involved in the process of deferral, temporary suspension or cancellation of study for international students. The Educational Director is responsible for the subsequent notification to international students and to ensure that staff and students are aware of its application and that the staff implement its requirements.

Procedure

Students are able to defer or temporarily suspend their studies during their course only in certain limited circumstances, on the grounds of compassionate or compelling circumstances (eg illness where a medical certificate states that the student is unable to attend classes).

Students may also have their enrolment deferred, suspended or cancelled due to misbehaviour.

Students have the right to appeal a decision by Crumps International Pty Ltd to defer, suspend or cancel their studies and Crumps International Pty Ltd will not notify DEEWR of a change to the enrolment status until the internal complaints and appeals process is completed.

Student initiated deferral, suspension or cancellation

Students wishing to defer, suspend or cancel enrolment must meet one of the following conditions:

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- Unavailability of a course
- Visa delay
- Compassionate and compelling circumstances – these are generally beyond the control of the student and have an impact on the student's course progress or wellbeing. These could include but are not limited to:
 1. Serious illness or injury, where a medical certificate states that the student was or will be unable to attend classes;
 2. Bereavement of close family members such as parents or grandparents (where possible death certificates should be provided);
 3. Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; or
 4. Traumatic experience which could include: involvement in, or witnessing of a serious accident or crime, and this has impacted on the student (these cases should be supported by police or psychologists' reports)

Supporting documents must be attached to the application and kept on the student's file.

Method of Application:

1. The student must complete the Application to Defer or Suspend Course of Study Form No 111.1 or the Notification of Withdrawal from Course of Study Form No 110.1, whichever is applicable, and submit the completed form to Student Services with all supporting documentation.
2. Student Services will assess the request based on the information provided and if needed, meet with the student.
3. Student Services will forward the application and their recommendation to the Director, Crumps International Pty Ltd who will assess the potential impact on the student's academic progress, and make a recommendation for the period of suspension, sign the application form and pass it back to Student Services for processing.
4. If the request is approved, Student Services must advise the student in writing. The letter must inform the student that deferring, suspending or cancelling his or her enrolment may affect his or her student visa, and that the student should check the validity of their visa if he/she is leaving the country during this period.
5. The letter must also state that Crumps International Pty Ltd must notify the Secretary of DEEWR via PRISMS as required under section 19 of the ESOS Act where the student's enrolment is deferred, temporarily suspended or cancelled.
6. If the request is not approved, Student Services must advise the student in writing, giving reasons. The student must be advised in the letter that they have access to the complaints and appeals process.
7. Student Services will update the student's end date of CoE, if affected, and a course variation will be submitted against the student's CoE on PRISMS.
8. All documents will then be filed in the student's file.

Academic misconduct

All students are expected to maintain high standards of academic honesty and integrity. Academic misconduct is defined as attempts by students to cheat, plagiarise or otherwise act

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dishonestly in undertaking an assessment task, or assisting other students to do so. Students are considered guilty of cheating if they seek to gain advantage by unfair means such as copying another students' work, or in any way mislead a lecturer or tutor about their knowledge, ability, or the amount of original work they have done.

A Student's responsibilities:

1 Examinations

- a) Students must not help or receive assistance from other students
 - b) Students must not request the loan of or lend materials or devices to other students
 - c) Students must not bring any materials into the examination room other than those specified for that examination
 - d) Students must not use computer software or other devices during an examination other than those specified.

2 Other assessment tasks

- a) Students must not copy or paraphrase any document, audio-visual material, computer-based material or artistic piece from another source except in accordance with the conventions of the field of study
- b) Students must not use another person's concepts, results or conclusions and pass them off as their own
- c) In cases where the assessment task is intended to be individual work not group work, students must not prepare an assignment collaboratively and then submit work that is substantially the same as another student's assessment.
- d) Students must not ask another person to produce an assessable item for them.

B. Crumps International Pty Ltd responsibilities:

Procedural fairness

1. Students must be treated fairly, with dignity and with due regard to their privacy
2. Students are to be regarded as innocent of the alleged misconduct until they have either admitted to it or been found by proper inquiry of the student conduct committee to have so behaved.
3. Past misconduct is not evidence that a student has behaved in the same manner again.
4. Each case is dealt with on its own merits and according to its own circumstances with the proviso that the first instance of misconduct will be penalised more leniently than subsequent instances of misconduct.

C. Penalties

1. Penalties imposed will take into account the nature and the extent of the misconduct
2. Penalties imposed will take into account the students' stage in the program

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3. Penalties imposed will take into account the conventions of the field of study
4. A student's second offence is penalised more severely than their first offence.
5. The following penalties may be imposed: a warning, or a requirement to complete the assessment again, if cheating or similar misconduct occurred.

Notification and appeal

1. Students must be notified in writing of penalties as a consequence of academic misconduct
2. Students must be notified in writing that they have access to the complaints and appeals process.
3. The grounds for appeal are:
 - a) procedural irregularities, and/or
 - b) factual errors on which the decision was based and which were of such magnitude as to invalidate the decision
4. Appeals must be lodged in writing with the manager student services within 20 working days of the date of the student being notified of the consequence.

General misconduct

Students are expected to respect other students, staff and property so that learning and teaching can take place freely, safely and without impediment due to the misconduct of others.

General misconduct is where a student: acts dishonestly; harasses other students or staff; interferes with students or staff; prevents or disrupts learning; disobeys/fails to comply with contractual or legal requirements; misuses, damages or steals Crumps International Pty Ltd property or the property of others; alters/defaces Crumps International Pty Ltd documents or records; prejudices the good name of Crumps International Pty Ltd, or otherwise acts in an improper manner.

Crumps International Pty Ltd will report all criminal acts committed by its students to the relevant authorities.

The following examples indicate the kinds of behaviour which constitute student misconduct. They are for illustrative purposes and are not intended to be exhaustive. Student misconduct occurs when a student

- a) contravenes any rules or Acts;
- b) prejudices the good name or reputation of Crumps International Pty Ltd;
- c) prejudices the good order and governance of Crumps International Pty Ltd or interferes with the freedom of other people to pursue their studies, carry out their functions or participate in the life of Crumps International Pty Ltd;
- d) fails to comply with conditions agreed in the contract;
- e) wilfully disobeys or disregards any lawful order or direction;

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- f) refuses to identify him or herself when lawfully asked to do so by an officer of Crumps International Pty Ltd;
- g) fails to comply with any penalty imposed for breach of discipline;
- h) misbehaves in a class, meeting or other activity under the control or supervision of Crumps International Pty Ltd, or on Crumps International Pty Ltd premises or other premises to which the student has access as a student of Crumps International Pty Ltd;
- i) obstructs any member of staff in the performance of their duties;
- j) acts dishonestly in relation to admission to Crumps International Pty Ltd;
- k) knowingly makes any false or misleading representation about things that concern the student as a student of Crumps International Pty Ltd or breaches any of Crumps International Pty Ltd's rules;
- l) alters any documents or records;
- m) harasses or intimidates another student, a member of staff, a visitor to Crumps International Pty Ltd, or any other person while the student is engaged in study or other activity as an Crumps International Pty Ltd student, because of race, ethnic or national origin, sex, marital status, sexual preference, disability, age, political conviction, religious belief or for any other reason;
- n) breaches any confidence of Crumps International Pty Ltd;
- o) misuses any facility in a manner which is illegal or which is or will be detrimental to the rights or property of others. This includes the misuse, in any way, of any computing or communications equipment or capacity to which the student has access at or away from Crumps International Pty Ltd premises while acting as an Crumps International Pty Ltd student, in a manner which is illegal or which is or will be detrimental to the rights or property of others;
- p) steals, destroys or damages a facility or property of Crumps International Pty Ltd or for which Crumps International Pty Ltd is responsible; or
- q) is guilty of any improper conduct.

Crumps International Pty Ltd initiated – deferment, temporary suspension or cancellation of student enrolment

Crumps International Pty Ltd may only initiate deferment, temporary suspension or cancellation of a student's enrolment on the grounds of inadequate attendance, poor academic results or misbehaviour by the student where the academic or general misconduct has been in serious breach of Crumps International Pty Ltd rules as listed above.

Procedure:

1. All serious misconduct issues are reported to the Director, Crumps International Pty Ltd who will consult with the Student Conduct Committee (a student representative, a teacher representative and the student contact person will form part of this committee), in order to

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recommend appropriate action which may include deferment or temporary suspension of enrolment, or a behavioural monitoring contract.

2. Where serious misconduct by a student has occurred the Director is notified as soon as possible. A misconduct report is prepared and presented by relevant staff to the Director, stating details of the incident, names of witnesses and outcomes of the misconduct.
3. This misconduct report is investigated by the Director in consultation with the Student Conduct Committee. The student is given the opportunity to respond to allegations in front of the committee and may take a support person.
4. Penalties imposed will take into account the nature and the extent of the misconduct. A student's second offence is penalised more severely than their first offence.
5. Students must be notified in writing of penalties as a consequence of misconduct.
6. Where deferment or temporary suspension of the enrolment of the student is initiated by Crumps International Pty Ltd, the student will receive a notice of intent to defer or temporarily suspend enrolment.
7. This notice will inform the student that deferring or temporarily suspending his or her enrolment may affect his or her student visa.
8. This notice will also inform the student that he or she has 20 working days to access the complaints and appeals process. If the appeals process is initiated, the College will maintain the student's enrolment until the appeals process is complete, unless extenuating circumstances relating to the welfare of the student apply. These may include, but not be limited to:
 - Student is missing
 - Severe depression which lead to concern for student wellbeing
 - Has engaged or threatens to engage in behaviour that is reasonably believed to endanger the student or others
 - Is at risk of committing a criminal offence
 Any claim of extenuating circumstances will need to be supported by appropriate evidence.
9. This notice will also inform the student that Crumps International Pty Ltd must notify the Secretary of DEEWR via PRISMS as required under section 19 of the ESOS Act where the student's enrolment is deferred or temporarily suspended. This must happen if the student's appeal is unsuccessful and his or her enrolment is deferred or temporarily suspended.
10. If a breach of student conduct is found, this information is recorded on the Breach of Student Code/Attendance Register.
11. All documents must then be filed in the student's file.

Cancellation of Enrolment

Where a serious incident, breach or misconduct has occurred, the Director of Crumps International Pty Ltd will be notified immediately. After the student has been removed from the situation or premises, an incident report will be presented by the staff to Student Services to prepare a report for cancellation. The Director and Student Services will consult.

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Where a decision is made to cancel a student enrolment for serious misconduct the student will be advised in writing with a Form 115.1 (Intention to Cancel Enrolment). The student will be given access to the appeals process as per the complaints and appeals policy.

1. The student will be advised of the initiation of cancellation of enrolment procedures. Crumps International Pty Ltd will inform the student of its intention to cancel the student's enrolment where the cancellation is not initiated by the student and notify the student that he or she has 20 working days to access Crumps International Pty Ltd's internal complaints and appeals process (see *Complaints and Appeals policy no. 110.*)

2. If the student accesses Crumps International Pty Ltd's internal complaints and appeals process, cancellation of the student's enrolment under this standard cannot take effect until the internal process is completed, unless extenuating circumstances relating to the welfare of the student apply. These may include, but not be limited to:

- Student is missing
- Severe depression which lead to concern for student wellbeing
- Has engaged or threatens to engage in behaviour that is reasonably believed to endanger the student or others
- Is at risk of committing a criminal offence

Any claim of extenuating circumstances will need to be supported by appropriate evidence.

References

Complaints and Appeals, Policy and Procedures, No. 110
 Monitoring Course Progress, Policy and Procedures, No. 112
 Notification of withdrawal from course of study – Form No.110.1
 Application to Defer or Suspend course of Study - Form No. 111.1
 Breach of Student Code of Conduct/Attendance Register – Form No 113.1
 Notice of Intent to Defer or temporarily Suspend Student Enrolment – Form 112.1
 Intention to Cancel Enrolment Form 115.1
 International Student Handbook – Form 101.1
 The National Code 2007

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