

Leave of absence, Suspension, Deferral and Cancellation of Enrolment Policy and Procedure For international students

The Learning Professionals



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1. POLICY STATEMENT

The purpose of this policy is to inform stakeholder of The Learning Professionals the processes for assessing, approving, and recording a leave of absence, deferral of commencement, suspension, or cancellation of study in line with governing regulations and legislation.

This policy is made available to all stakeholders on The Learning Professionals website.

2. SCOPE

The Leave Suspension Deferral and Cancellation policy applies to all international students enrolled in and studying VET courses at The Learning Professionals.

3. DEPARTMENTS AFFECTED

This Policy applies to Admissions, Student Support, and all Training Departments.

4. RESPONSIBILITY, ADHERENCE AND ENFORCEMENT

The CEO is responsible for this policy ensuring staff, approved agents (third parties) and students are aware of the Leave of absence, suspension, deferral, and cancellation processes.

The RTO Manager is responsible for the implementation of this policy.

The Admissions and Student Support staff are responsible for the application of this policy.

5. DEFINITIONS

Course	A vocational qualification offered by The Learning Professionals
Deferral	A delay the commencement of a course until a future date. A deferral applies prior to a student commencing their selected course of study and after the Confirmation of Enrolment (CoE) has been issued.
Leave/Leave of Absence	When a student has a requirement to take a leave of absence from scheduled training for less than 3 weeks.
Suspension	When a student who has already started yet has not completed their study take a leave absence for more than 3 weeks and will come back to study on an approved/agreed date. A suspension can be initiated by the student or The Learning Professionals.
Cancellation/withdrawal	When as student ceases or is expelled from their current course(s) before they have formally completed the planned training. A cancellation/ withdrawal can be initiated by the student or The Learning Professionals.

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6. PROCEDURES

6.1 General requirements

6.1.1 The Learning Professionals has and implements a documented process for assessing, approving, and recording a leave of absence, suspension of study, cancellation, and deferral of the commencement of study requested by an overseas student, including maintaining a record of any decisions.

6.2 Leave of absence

6.2.1 Students wishing to apply for a leave of absence for maximum of 3 weeks can do so by completing the form **SS02 Leave Application** and send to Student Support Team together with supporting evidence to support the reasons for taking a leave of absence.

6.2.2 The leave application will be assessed, and student will be informed the outcome within 10 working days after application being received by The Learning Professionals.

6.2.3 The Learning Professionals may approve the leave of absence if it believes there are reasonable reasons approved by the RTO Manager.

6.2.4 Leave period will be recorded on Student Management System VETtrak and not included in attendance monitoring calculation.

6.2.5 The Learning Professionals may deny the leave of absence if the student can't provide supporting evidence to support their reasons for a leave or if The Learning Professionals believes that the leave of absence may affect student's academic progress.

6.3 Suspension and deferral

6.3.1 Students wishing to apply for suspension of study or deferral of the course can do so by completing the relevant forms below and send to Student Support Team together with supporting evidence to support the reasons for a suspension or deferral.

6.3.1.1 Form **SS03 Suspension Application** for a leave of absence for more than 3 weeks to up to 3 months

6.3.1.2 Form **SS05 Deferral** for deferral of study before commencement

6.3.2 The suspension or deferral application will be assessed, and student will be informed the outcome within 10 working days after application being received by the Learning Professionals.

6.3.3 The Learning Professionals may approve the suspension or deferral of the enrolment if it believes there are compassionate or compelling circumstances including but not limited to:

6.3.3.1 Serious illness or injury where a medical certificates states that students are unable to attend classes.

6.3.3.2 Bereavement of a close family members such as parents, siblings, children, or grandparents.

6.3.3.3 Natural disaster of major political upheaval in the home country and this has impacted on student's studies.

6.3.3.4 Traumatic experience whilst studying including but not limited to:

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- involvement in, or witnessing of a serious accident
- witnessing or being the victim of a serious crime, and this has impacted on the overseas student (these cases should be supported by police or psychologists' reports).

6.3.3.5 Delay in receiving a student visa (applicable to deferral only).

6.3.3.6 Other compassion or compelling circumstances approved by RTO Manager.

6.3.4 If the suspension/ deferral is approved, student's CoE dates will be revised and reported to the Department of Education and Training and Department of Home Affairs via PRISMS. Student's status on PRISMS is not changed.

6.3.5 Suspension/ deferral period will be recorded on Student Management System VETtrak and not included in attendance monitoring calculation.

6.3.6 Students are not entitled for a refund of tuition fee for the suspension/deferral period.

6.3.7 Students will be advised that the suspension of study or deferral of commencement on any grounds may affect their student visa.

6.3.8 The Learning Professionals may also suspend a student's enrolment including, but not limited to, on the basis of:

6.3.8.1 misbehaviour by the student.

6.3.8.2 the student's failure to pay an amount he or she was required to pay The Learning Professionals to undertake or continue the course as stated in the written agreement and training plan.

6.3.8.3 a breach of course progress or attendance requirements.

6.3.9 Before suspending student's enrolment, The Learning Professionals will:

6.3.9.1 inform the student of that intention and the reasons for doing so, in writing

6.3.9.2 advise the student of their right to appeal through the Learning Professional's internal complaints and appeals process, within 20 working days in accordance with The Learning Professionals Complaints and appeals policy and procedure.

6.3.10 When the suspension action is taken, The Learning Professionals will:

6.3.10.1 inform the student of the need to seek advice from Department of Home Affairs on the potential impact on his or her student visa.

6.3.10.2 report the change to the student's enrolment to the Department of Education and Training and Department of Home Affairs via PRISMS.

6.3.11 The suspension of the student's enrolment initiated by The Learning Professionals cannot take effect until the internal appeals process is completed, unless the overseas student's health or wellbeing, or the wellbeing of others, is likely to be at risk.

6.4 Cancellation/withdrawal

6.4.1 Cancellation/withdrawal of enrolment can be initiated by both students and the Learning Professionals.

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- 6.4.2 Students wishing to apply for a cancellation/withdrawal of enrolment can do so by completing the form SS04 Enrolment Cancellation and send to Student Support Team together with supporting evidence to support the reasons for a cancellation/ withdrawal of enrolment.
- 6.4.3 The cancellation application will be accessed, and student will be informed the outcome within 10 working days after application being received by the Learning Professionals.
- 6.4.4 The Learning Professionals may approve the cancellation/withdrawal of the enrolment if it believes there are compassionate or compelling circumstances including but not limited to:
 - 6.4.4.1 Student visa refusal.
 - 6.4.4.2 Visa status has changed.
 - 6.4.4.3 Student wishes to return to home country.
 - 6.4.4.4 Transferring to another Provider after completing 6 months of principal course.
 - 6.4.4.5 Other compassion or compelling circumstances approved by RTO Manager.
- 6.4.5 If the cancellation is approved, it will be reported to the Department of Education and Training and Department of Home Affairs via PRISMS. Student's status on PRISMS will be changed to 'Cancelled'.
- 6.4.6 The Learning Professionals will inform students that cancellation of enrolment may affect their student visa and they need to seek advice from Department of Home Affairs on the potential impact on the students' visa.
- 6.4.7 Students will be withdrawn from all classes on Student Management System VETtrak and their status changed to 'Cancelled'.
- 6.4.8 Students may be entitled for a refund according to Fee and Refund policy.
- 6.4.9 The Learning Professionals may cancel student's enrolment on the following grounds:
 - 6.4.9.1 Unsatisfactory Academic progress (refer to Course Progress and Intervention Policy and Procedure).
 - 6.4.9.2 Breaching of student Code of Behaviours (refer to Student Code of Behaviour Policy and Procedure).
 - 6.4.9.3 Breaching a condition of their visa.
 - 6.4.9.4 Non-payment of fee (Refer to Fee and Refund Policy and Procedure).
- 6.4.10 If, The Learning Professional initiates a cancellation of the student's enrolment, before imposing a cancellation, The Learning Professionals will:
 - 6.4.10.1 inform the student of that intention and the reasons for doing so, in writing.
 - 6.4.10.2 advise the student of their right to appeal through The Learning Professionals internal complaints and appeals process within 20 working days, in accordance with The Learning Professionals Complaints and appeals policy and procedure.
- 6.4.11 When the cancellation action is taken, The Learning Professionals will:
 - 6.4.11.1 inform the student of the need to seek advice from Department of Home Affairs on the potential impact on his or her student visa.

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6.4.11.2 report the change to the overseas student's enrolment on PRISMS. Student's status on PRISMS will be changed to 'Cancelled'.

6.4.11.3 Withdraw the student all classes on Student Management System VETtrak and their status changed to 'Cancelled'.

6.4.12 The cancellation of the overseas student's enrolment initiated by The Learning Professionals cannot take effect until the internal appeals process is completed, unless the overseas student's health or wellbeing, or the wellbeing of others, is likely to be at risk.

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