



**EMPIRE**  
INSTITUTE OF EDUCATION

**National Code 2007**  
**Standard 13**  
**Policy & Procedure**





## Defer, Suspend or Cancel Enrolment

### Purpose

Standard 13 of the National Code allows the provider to defer the commencement of studies, or cancel or temporarily suspend the studies of a student, in limited circumstances. Students must be advised that deferring, temporarily suspending, cancelling or withdrawing from their studies during their program may affect their Student Visa.

The standard that governs this Policy and Procedure is SNR 16.5, 16.6 & 17.4 and National Code Standard 13.1 & 13.4.

### Scope

This policy applies to all the pre-commencement and post-commencement EIE students and the staff who are responsible for deferring, suspending and cancelling student enrolment.

### Definitions:

Deferral:	Postponement of commencement of a course by prospective students who have been offered a place in courses offered by Empire Institute of Education.
Suspension:	Temporary postponement of enrolment, during course.
Cancellation:	Cessation of enrolment, in course (i.e. course withdrawal).
Compassionate or Compelling Circumstances*:	Compassionate or compelling circumstances are usually circumstances that are beyond the control of the student. <i>(Refer below)</i>
<b>* Examples of Compassionate or Compelling Circumstances</b>	
Professional judgment to assess each case on its merits:	<p>Where a student does not receive their Student Visa, in time, to arrive at Empire Institute to commence study, immigration letters and medical certificates should be attached or provided, as soon as possible after the application, when applying on the grounds of compassionate or compelling circumstances.</p> <p>Examples of Compassionate or Compelling Circumstances:</p> <p>Illness, injury, or serious illness or death in the family.</p> <p>Major political upheaval or natural disaster, in home country, requiring emergency travel, and this has impacted on the student's studies.</p> <p>Traumatic experience (i.e. involvement in or witness of a serious crime or accident) that has had an impact on the student (police or psychologists report to be provided).</p> <p>Where the Registered Provider was unable to offer a pre-requisite course/unit.</p> <p>Other reasons may be considered, but must have documentary evidence to support the claim.</p> <p>It would not be generally regarded as a compassionate or compelling circumstance that a student wishes to travel overseas to visit members of his/her family. This situation may be otherwise, for example, if the student</p>



	<p>is to be married or engaged overseas, or is attending the marriage or engagement of a close family member.</p> <p><b>Statutory Declaration</b></p> <p>If a student has travelled or intends to travel overseas, a copy of any itinerary or flight ticket should be attached to the application. In most circumstances, it will be necessary to show evidence of a return flight.</p>
<p>Student Misbehaviour:</p>	<p>Students are identified as having Unsatisfactory Course Progress (refer to International Course Progress Policy), where:</p> <ul style="list-style-type: none"><li>• A student has been found to be cheating, as identified in Academic Misconduct Policy and Procedure.</li><li>• Fees, in excess of \$500, are due and payable by a student for more than 14 days; or, where any amount payable under a fee agreement remains outstanding for more than 14 days.</li><li>• The student swears, fights, displays aggressive behaviour or verbalizes abusive language, whether to other students, staff members, or to any other person on Empire premises.</li><li>• The student engages in conduct that is discriminatory and/or threatening on the basis of religion, culture, race, sexual differences, age, disability, or socio-economic status, whether to other students, staff members, or any other person on Empire premises.</li></ul>
<p>Extenuating Circumstances: <i>(Refer to Procedure 5)</i></p>	<p>The student is missing:</p> <ul style="list-style-type: none"><li>• Has medical concerns, severe depression or psychological issues which lead the Institute to fear for the student's well being.</li><li>• Has engaged or threatens to engage in behaviour that is reasonably believed to endanger the student or others.</li><li>• Is at risk of committing a criminal offence.</li></ul>

## Policy

Empire Institute of Education (EIE) is only able to allow students to defer or temporarily suspend their studies, including granting a Leave of Absence, during the course, through formal agreement in certain limited circumstances.

## Procedure

1. Students wishing to defer the commencement of studies, or cancel or temporarily suspend their studies, should apply to do so, in writing, to Empire Institute. Where it is impractical to do so, the student may email, fax or telephone and advise of their intention to defer, cancel or suspend their studies.  
If notification is by telephone, the student should confirm the request, in writing, as soon as possible after the telephone notification.
2. Students should fill out the student Deferral/Suspension/Cancellation form, available on the Empire website or at reception.
3. Empire Institute will only grant a deferral of commencement of studies, temporary suspension of studies or a cancellation of studies, if there are compassionate or compelling circumstances, or as a result of student misbehaviour.



4. Students will be informed in writing that the deferral of studies, the suspension of studies or the cancellation of studies will be notified to DIBP, via PRISMS, and may affect the status of their Student Visa.
5. If Empire Institute intends suspending or cancelling the student's enrolment, where it is not at the student's request, the student must be informed that they have 20 working days from the date after 2 days of issuance to access the Institute Complaints and Appeals process. If the complaint and/or appeal is not upheld, or the student withdraws from the complaint and/or appeal process, then Empire Institute must report the student to DIBP. The suspension or cancelling of the student's enrolment cannot take effect until the appeal process is completed, unless there are extenuating circumstances relating to the student's welfare.
6. Student initiated deferral of commencement or suspension of enrolment will not, unless there are unusual circumstances, be granted retrospectively (after the event) or if the student took it, without authorisation (i.e. a student was not able to contact Empire Institute as a result of a car accident, or required to return home at short notice for urgent medical attention and was unable to seek a suspension, before returning home).
7. If the student advises Empire Institute that they no longer wish to remain enrolled in the Course, the Institute will advise the DIBP via PRISMS, and their CoE will be cancelled.
8. If the student indirectly cancels their enrolment through their conduct, Empire Institute will follow the same procedure as in Procedure 7.



## Document Control

<b>Policy ID:</b>	13
<b>Contact Officer:</b>	RTO Manager
<b>Policy Owner</b>	RTO Manager
<b>Endorsed By:</b>	Chief Executive Officer
<b>Person Responsible for Implementation:</b>	Administration Manager
<b>Endorsement Date:</b>	May 2017
<b>Policy Circulation Date:</b>	May 2017
<b>Implementation Date:</b>	May 2017
<b>Next Review Date:</b>	May 2018
<b>Version:</b>	1.2
<b>Version Details:</b>	Date Written: Version 1.2 May 2017 Date Reviewed: Version 1.2 May 2017 Date Changes of Version: May 2017 Last Update Version: May 2017
<b>Latest Changes in Version Details:</b>	Minor updates on grammar and formatting of the policy and procedure.
<b>Version History:</b>	Version: 1.0 Nov. 15 Version: 1.1 May 16 Version: 1.2 May 17
<b>For Staff Access Policy and Procedure Location:</b>	Empire Google Drive: National Code Policy and Procedure/Standard 13 Defer, Suspend or Cancel Enrolment Policy and Procedure.