

UNSW Institute of Languages Student Deferral, Suspension and Cancellation Policy (Overseas Students)

Policy Name	UNSW Institute of Languages Student Deferral, Suspension and Cancellation Policy (Overseas Students)
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Responsibility	Director of Studies, English, and Manager, Admissions
Approved By	Diana Keilar, Director

1. Preamble

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

This policy applies to international students on student visas enrolled in UNSW Institute of Languages courses. The policy also applies to all UNSW Global staff involved in the promotion, recruitment, admission, academic delivery, management or administration of overseas students on student visas.

3. Definitions

UNSW Global Pty Limited, a not-for-profit provider of education, training and consulting services, is a wholly owned enterprise of the University of New South Wales (UNSW).

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

4. Terminology

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)

5. Policy Statement

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://aei.dest.gov.au/AEI/ESOS/NationalCodeOfPractice2007/Default.htm>

6. Policy Implementation

UNSW Global Pty Limited, represented by its educational group, 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.

7. Policy Review

The Manager, Admissions and 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. Policy Content and Procedures

8.1 Student Initiated Deferral of Enrolment

8.1.1 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 the deferred course may be imposed by the provider.

8.1.2 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.

8.1.3 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.

8.2 Student Initiated Suspension or Cancellation of Enrolment

8.2.1 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

8.2.2 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

8.2.3 If the suspension is approved, students will receive a letter from Student Services granting the suspension

8.2.4 Students who wish to **cancel** their enrolment must apply in writing to UNSW Institute of Languages

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

8.3 Provider Initiated Suspension or Cancellation of Enrolment

8.3.1 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.

8.3.2 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.

9. Additional Guidelines

- 8.1 Deferral, suspension or cancellation of enrolment may affect the student visa
- 8.2 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.
- 8.3 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
- 8.4 UNSW Institute of Languages will inform the Department of Education, Employment and Workplace Relations (DEEWR) via the Provider Registration and International Student Management System (PRISMS) when a student's enrolment is deferred, suspended or cancelled
- 8.5 All documents in regards to deferral, suspension or cancellation will be kept on the student's file.

10. Compassionate and Compelling Circumstances

Compassionate or compelling circumstances are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to:

- Serious illness or injury, where a medical certificate states that a student was unable to attend classes;
- Bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided);
- Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies or
- A traumatic experience which could include involvement in or witnessing of a serious accident or witnessing or being the victim of a serious crime and this has impacted on the student (these cases should be supported by police or psychologists' report)
- Inability to begin studying on the course commencement date due to delay in receiving a student visa.

Students must provide documentary evidence to support the claim.

Student Deferral, Suspension and Cancellation Flowchart

