



Enrolment Deferral, Suspension and Cancellation Policy and Procedure

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1. PURPOSE

- 1.1 This document specifies Laneway Education's (the College) enrolment deferral, suspension and cancellation policy and procedure.

2. SCOPE

- 2.1 This document applies to all staff and learners in the College.

3. DEFINITIONS

- 3.1 *Deferral* is a learner led process to postpone the start of study in a new course.
- 3.2 *Leave of Absence* is a learner led process to suspend their commenced studies for a period of time greater than two weeks, after which time the learner may recommence study.
- 3.3 *Suspension* is a college led process to suspend the enrolment of a learner for a period of time, after which time the learner may recommence study.
- 3.4 *Cancellation* is to cancel the learner's enrolment and any associated confirmation of enrolment (CoE).
- 3.5 *Compassionate or compelling circumstances*: are generally those circumstances beyond the control of the learner and which have an impact upon the learner's course progress or wellbeing. These could include, but are not limited to:
- 3.5.1 serious illness or injury, where a medical certificate states that the learner was unable to attend classes for a stated period of time;
- 3.5.2 bereavement of close family members such as parents or grandparents;
- 3.5.3 major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the learner's studies;
- or
- 3.5.4 a traumatic experience which could include:
- a) involvement in, or witnessing of a serious accident;
- b) witnessing or being the victim of a serious crime.
- and this has impacted on the learner (these cases should be supported by police or psychologists' reports);
- 3.5.5 where the College was unable to offer a pre-requisite unit; or
- 3.5.6 inability to begin studying on the course commencement date due to delay in receiving a student visa.
- 3.6 *PRISMS* is the Provider Registration and International Students Management System that is used by the College and the Department of Home Affairs (formerly the Department of Immigration and Border Protection) for the management of learner enrolment and student visas.
- 3.7 *CoE* is a confirmation of enrolment.
- 3.8 *Director: QAA* refers to our Director of Quality Assurance and Accreditation or delegated college representative
- 3.9 *Course(s) of Study*: refers to all courses and education services on the College scope of registration as an RTO.
- 3.10 *Term*: refers to a study period of usually 10 weeks with a published start date, end date and census date.

- 3.11 *Census Date*: refers to the date published for each study period which is at least 20% into the study period. The census date is the last date where the learner can withdraw or defer from their course of study or a unit of study without incurring a HELP debt as the financial penalty.
- 3.12 *Unit(s) of Competency*: refers to the individual competencies as part of the training package and course.
- 3.13 *Unit(s) of Study*: refers to a discrete unit a learner enrolls into and usually contains at least one or more unit(s) of competencies as a cluster of learning and assessment activity(s).

4. DEFERMENT OF STUDIES (LEARNER INITIATED) FOR OVERSEAS LEARNERS

- 4.1 An overseas learner may only apply to postpone (defer) the start of their studies on the grounds of compassionate or compelling reasons.
- 4.2 An overseas learner must complete the *Defer / Leave of Absence Request Form* available on the College website, and must attach any applicable supporting documentation.
- 4.3 If the overseas learner *is* in Australia, they must meet with the Director: QAA to further discuss the reason(s) for the application to defer.
- 4.4 If the overseas learner *is not* in Australia, they must telephone the Director: QAA to further discuss the reason(s) for the application to defer.
- 4.5 The Director: QAA will decide if the deferment of studies application is to be approved.
- 4.6 The Director: QAA will only approve the deferral on the grounds of compassionate or compelling circumstances (e.g. illness where a medical certificate states that the learner is unable to attend classes)
- 4.7 The College allows a maximum length of deferment of studies of 12 months. Therefore, the Director: QAA must consider availability of learner placement and the learner's ability to continue studies on resumption when making the determination.
- 4.8 Please note: PRISMS processes for CoEs with 'Approved' and 'Visa granted' status will differ:
 - 4.8.1 If a learner *has* been granted a visa on this CoE (the status of the CoE is 'Visa granted'), the College may enter a deferment of commencement of enrolment through PRISMS. If the period of deferment is short and will not affect the end date of the CoE, the deferment will be recorded on PRISMS as a period of deferment. However, if the period of deferment is so long that it will affect the end date of the CoE, the effect of the deferment will be to *cancel* the learner's CoE. PRISMS will then offer the College the chance to create a new CoE for the learner with revised start and end dates. The deferment will be recorded in PRISMS.
 - 4.8.2 If a learner *has not* been granted a visa on this CoE (CoE status is 'Approved'), the College must advise the Department of Education through PRISMS that the learner has not commenced studies ('non-commencement of studies'). PRISMS will cancel the CoE and immediately give the College the option to create a new CoE for the learner (with the revised starting date). The non-commencement of studies notification will be recorded in PRISMS.
- 4.9 The Director: QAA will inform the learner that approving an application to defer commencement of their studies may affect their student visa. The learner will be advised to contact the Department of Home Affairs for further information.

- 4.10 If the deferment application is approved, the Administration and Enrolment Coordinator will make the required changes to the learner's enrolment in PRISMS, including by entering the following information within 31 days as prescribed by subsection 19(1A) of the *ESOS Act*:
 - 4.10.1 The day the deferment starts; and
 - 4.10.2 The expected duration of the deferment; and
 - 4.10.3 The learner's residential address, phone number and email address.
- 4.11 If, at any point during the deferment, the end date of the deferment is changed, the Administration and Enrolment Coordinator will make the required change in PRISMS.
- 4.12 The Director: QAA will maintain a record of all communication with the learner regarding their deferral application, along with all relevant documentation, in the learner's file.

5. DEFERMENT OF STUDIES (LEARNER INITIATED) FOR DOMESTIC LEARNERS

- 5.1 A domestic learner who enrolled in an approved VET Student Loan course may apply to postpone (defer) the start of their studies on or prior to the census date without incurring a HELP debt.
- 5.2 A domestic learner must complete the *Defer / Leave of Absence Request Form* available on the College website, and attach any applicable supporting documentation.
- 5.3 The Administration and Enrolment Officer will approve the deferral application if the application is received on or prior to the census date of the first study period without incur a HELP debt.
- 5.4 If the application is received after the census date, the learner will incur a HELP debt for the unit(s) of study enrolled unless the learner can demonstrate special circumstances refer to the *Re-credit of HELP Balance Policy and Procedure*.

6. LEAVE OF ABSENCE (LEARNER INITIATED) FOR OVERSEAS LEARNERS

- 6.1 An overseas learner may only apply for a leave of absence from their studies for exceptional circumstances, such as compassionate or compelling reasons.
- 6.2 An overseas learner must complete the *Defer / Leave of Absence Request Form* available on the College website, and must attach any applicable supporting documentation.
- 6.3 The learner must then meet with the Director: QAA to further discuss the reason(s) for the application to take a leave of absence from their enrolment.
- 6.4 The Director: QAA will decide if the leave of absence request is to be approved.
- 6.5 The Director: QAA will only approve the leave of absence request on the grounds of:
 - 6.5.1 compassionate or compelling circumstances (e.g. illness where a medical certificate states that the learner is unable to attend classes), or
- 6.6 The College allows a maximum length of a leave of absence from studies of 12 months. Therefore, the Director: QAA must consider availability of learner placement and the learner's ability to continue studies on resumption when making the determination.
- 6.7 Please note: The effect on the learner's CoE varies according to whether the CoE end date will be affected by the leave of absence.
 - 6.7.1 If a learner's CoE end date is affected by the leave of absence, the College will create a new CoE through PRISMS when prompted after entering the learner's return to study date.
 - 6.7.2 If the leave of absence is short and will not affect the end date of the CoE (the learner is able to catch up on the required work in the required time), the College will enter the period of suspension through PRISMS but will not be required to issue a new CoE.

- 6.8 The Director: QAA will inform the learner that approving an application for a leave of absence from their studies may affect their student visa. The learner will be advised to contact the Department of Home Affairs for further information.
- 6.9 If approved, the Administration and Enrolment Coordinator will make the required changes to the learner's enrolment in PRISMS, including by entering the following information within 31 days as prescribed by subsection 19(1A) of the *ESOS Act*:
 - 6.9.1 The day the suspension starts; and
 - 6.9.2 The expected duration of the suspension; and
 - 6.9.3 The learner's residential address, phone number and email address.
- 6.10 If, at any point during the leave of absence, the end date of the leave of absence is changed, the Administration and Enrolment Coordinator will make the required change in PRISMS.
- 6.11 The Director: QAA will maintain a record of all communication with the learner regarding their leave of absence application, along with all relevant documentation, in the learner's file.

7. CANCELLATION OF STUDIES (LEARNER INITIATED) FOR OVERSEAS LEARNERS

- 7.1 At any time after accepting the College's enrolment terms and conditions, an overseas learner may cancel their studies, i.e. cancel their enrolment.
- 7.2 An overseas learner must complete the Withdrawal Form available on the College website.
- 7.3 An application to cancel an enrolment will be treated as an application to withdrawal from all units of competency within the associated course.
- 7.4 The cancellation of enrolment is effective from the date of receipt of the completed form.
- 7.5 The learner must meet with the Director: QAA to further discuss the reason(s) for the application to cancel their enrolment, and that the cancellation of enrolment will affect their student visa. The learner will be advised to contact the Department of Home Affairs for further information. This step is designed to better understand how the College can improve any aspect of its operations, and to understand if the learner is experiencing personal difficulties that the College may be able to provide assistance for. It is not designed to be a barrier to the cancellation of enrolment application.
- 7.6 The College will notify the Department of Home Affairs when a learner cancels their enrolment, including by providing the following information within 31 days as prescribed by subsection 19(1A) of the *ESOS Act*:
 - 7.6.1 The day the learner's studies are terminated (whether or not the termination takes effect on that day); and
 - 7.6.2 The last day of the learner's studies; and
 - 7.6.3 The learner's residential address, phone number and email address.
- 7.7 The Department of Home Affairs may cancel the learner's student visa within 28 days of the withdrawal.
- 7.8 Once a learner's application to cancel their enrolment becomes effective, the learner must contact the Department of Home Affairs as soon as possible to discuss their options.
- 7.9 A learner that cancels their enrolment prior to the end of the cooling off period will be refunded all tuition fees paid.
- 7.10 A learner that cancels their enrolment after the cooling off period has ended will be refunded in accordance with the College Management of Tuition Fees Policy.

7.11 The Director: QAA will maintain a record of all communication with the learner regarding their enrolment cancellation application, along with all relevant documentation, in the learner's file.

8. CANCELLATION OF STUDIES (LEARNER INITIATED) FOR DOMESTIC LEARNERS

- 8.1 A domestic learner who enrolled in an approved VET Student Loan course may apply to cancel their studies by withdrawing from the course of study or a unit of study.
- 8.2 A domestic learner must complete the Withdrawal Form available on the College website, and attach any applicable supporting documentation.
- 8.3 The Administration and Enrolment Officer will approve the withdrawal application if the application is received on or prior to the census date of the first study period without incur a HELP debt.
- 8.4 If the application is received after the census date, the learner will incur a HELP debt for the unit(s) of study enrolled unless the learner can demonstrate special circumstances refer to the *Re-credit of HELP Balance Policy and Procedure*.

9. RE-ENROLMENT OF STUDIES (LEARNER INITIATED) FOR DOMESTIC LEARNERS

- 9.1 Where a domestic learner has already completed part of the course under their previous enrolment where they had earlier withdrawn, they can choose to apply and re-enrol only in the part/s of the course.
- 9.2 A domestic learner must complete the Enrolment Application Form available on the College website.
- 9.3 The Administration and Enrolment Officer will approve the enrolment application and notify the domestic learner by providing the relevant information to reactivate by continue with their enrolment.

10. DEFERMENT, SUSPENSION OR CANCELLATION OF STUDIES (COLLEGE INITIATED) FOR OVERSEAS LEARNERS

- 10.1 The College may decide to defer, suspend or cancel a learner's enrolment. Example reasons for doing this include:
 - 10.1.1 misbehaviour of the learner, including failure to maintain satisfactory attendance; or
 - 10.1.2 non-payment of tuition fees by due date;
 - 10.1.3 non-commencement of studies when the learner has not notified the College of their intention to defer commencement, or have not provided evidence of compassionate or compelling reasons for deferring the commencement date; or
 - 10.1.4 a breach of course progress or attendance requirements by the overseas learner, which will occur in accordance with Standard 8 (overseas student visa requirements).
- 10.2 In this instance, the Director: QAA, or delegated college representative, will notify the learner, in writing, of its intention and allow the learner 20 working days to access the College's internal complaints and appeals process, unless extenuating circumstances relating to the welfare of the learner apply, such as the learner:
 - 10.2.1 refuses to maintain approved care arrangements (only for learner under 18 years of age);
 - 10.2.2 is missing;
 - 10.2.3 has medical concerns, severe depression or psychological issues which lead the provider to fear for the learner's wellbeing;

- 10.2.4 has engaged or threatens to engage in behaviour that is reasonably believed to endanger the learner or others; or
- 10.2.5 is at risk of committing a criminal offence.
- 10.3 The Director: QAA, will inform the learner that a deferment, suspension or cancellation of their studies may affect their student visa. The learner will be advised to contact the Department of Home Affairs for further information.
- 10.4 If, after 20 working days, the learner does not access the College's internal complaints and appeals process, the Administration and Enrolment Coordinator will notify the Department of Education of the change to the learner's enrolment status through PRISMS.
- 10.5 The Director: QAA, will notify the learner in writing of the outcome and will keep records of the correspondence in the learner's file.
- 10.6 If, within 20 working days, the learner does access the College's internal complaints and appeals process, the Director: QAA will apply the College's normal complaints and appeals process within 10 working days of the formal lodgement of the complaint or appeal.
- 10.7 The College will maintain a learner's enrolment until the complaints and appeals process has been completed.
- 10.8 If the outcome of the complaint or appeal is successful for the learner, the learner's enrolment is maintained and the Director: QAA will determine an appropriate management plan to allow the learner to continue their studies.
- 10.9 If the outcome of the complaint or appeal is unsuccessful for the learner, the learner's enrolment is deferred, suspended or cancelled. The Administration and Enrolment Coordinator will make the required changes to the learner's enrolment in PRISMS and inform the learner in writing.
- 10.10 If the learner's enrolment is deferred or suspended, the College will make the changes to the learner's enrolment via PRISMS, including by providing the following information within 31 days as prescribed by subsection 19(1A) of the *ESOS Act*:
 - 10.10.1 The day the deferral or suspension starts; and
 - 10.10.2 The expected duration of the deferral or suspension; and
 - 10.10.3 The learner's residential address, phone number and email address
- 10.11 If, at any point during the deferral or suspension, the end date of the deferral or suspension is changed, the Administration and Enrolment Coordinator will make the required change in PRISMS.
- 10.12 If the learner's enrolment is cancelled, the College will notify the Department of Home Affairs via PRISMS, including by providing the following information within 31 days as prescribed by subsection 19(1A) of the *ESOS Act*:
 - 10.12.1 The day the learner's studies are terminated (whether or not the termination takes effect on that day); and
 - 10.12.2 The last day of the learner's studies; and
 - 10.12.3 The learner's residential address, phone number and email address.
- 10.13 The Director: QAA will maintain a record of all communication with the learner regarding their suspension application, along with all relevant documentation, in the learner's file.

11. SUSPENSION AND CANCELLATION OF STUDIES (COLLEGE INITIATED) FOR DOMESTIC LEARNERS

- 11.1 The College may decide to cancel a domestic learner's enrolment. Example reasons for doing this may include but not limited to:

- 11.1.1 non-genuine learner enrolment as determined by the College;
 - 11.1.2 misbehaviour of the domestic learner, including failure to maintain satisfactory course progress; or
 - 11.1.3 non-payment of tuition fees by due date
- 11.2 In this instance, the Director: QAA, or delegated college representative, will notify the domestic learner, in writing, of its intention and allow the domestic learner 28 days to access the College's internal complaints and appeals process, unless extenuating circumstances relating to the welfare of the domestic learner apply, such as the domestic learner:
- 11.2.1 is missing;
 - 11.2.2 has medical concerns, severe depression or psychological issues which lead the provider to fear for the learner's wellbeing;
 - 11.2.3 has engaged or threatens to engage in behaviour that is reasonably believed to endanger the learner or others; or
 - 11.2.4 is at risk of committing a criminal offence.
- 11.3 If, after 28 days, the domestic learner does not access the College's internal complaints and appeals process, the Administration and Enrolment Coordinator will change the domestic learner's enrolment status in the student management system.
- 11.4 The Director: QAA, will notify the domestic learner in writing of the outcome and will keep records of the correspondence in the learner's file.
- 11.5 If, within 28 days, the domestic learner does access the College's internal complaints and appeals process, the Director: QAA will apply the College's normal complaints and appeals process within 10 working days of the formal lodgement of the complaint or appeal.
- 11.6 The College will maintain the domestic learner's enrolment until the complaints and appeals process has been completed.
- 11.7 If the outcome of the complaint or appeal is successful for the domestic learner, the domestic learner's enrolment is maintained and the Director: QAA will determine an appropriate management plan to allow the domestic learner to continue their studies.
- 11.8 If the outcome of the complaint or appeal is unsuccessful for the domestic learner, the domestic learner's enrolment is suspended or cancelled. The Administration and Enrolment Coordinator will make the required changes to the domestic learner's enrolment in student management system and inform the domestic learner in writing. The Administration and Enrolment Coordinator will email the notification in writing and set out the circumstances in which fees for the course, or the part of the course, will, or will not be, refunded and re-credited. The tuition fees, including the HELP debt, for the relevant Unit of Study will not be remitted as a result of the enrolment cancellation by the College if it is occurred after census date.
- 11.9 The Director: QAA will maintain a record of all communication with the domestic learner regarding their suspension or cancellation, along with all relevant documentation, in the domestic learner's file.

12. RESPONSIBILITIES

- 12.1 Laneway Education implements a RASCI Responsibility Matrix to assign and display responsibilities of individuals to carry out a process within the organisation.

| | CEO | Head of Growth | Director: QAA | Administration and Enrolment Coordinator | Administration and Enrolment Team Members | Trainers and Assessors | Student Experience Team Members | Growth Team Members | Head of Compliance |
|---|-----|----------------|---------------|--|---|------------------------|---------------------------------|---------------------|--------------------|
| R | | | | X | | | | | |
| A | X | | X | | | | | | |
| S | | X | | | X | | | | |
| C | | | | | | | | | X |
| I | | | | | | X | X | X | |

'R' Responsible – the person who is responsible for carrying out the entrusted task, monitoring compliance and maintaining records.

'A' Accountable (also Approver) – the person who is responsible for the whole task and who is responsible for what has been done.

'S' Support – the person who provides support during the implementation of the process.

'C' Consulted – the person who can provide valuable advice or consultation for the process.

'I' Informed – the person who should be informed about the process.

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| Policy and Procedure Contact Person | Rupi Malhi |
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| Revision History | | | |
|------------------|---------|--|--------------|
| Date | Version | Description of Modifications | Approved By |
| 12/06/2017 | 1.0 | Original | Dan Wortley |
| 14/06/2017 | 1.1 | Document style and content edits | Dan Wortley |
| 10/08/2017 | 1.2 | Document style and content edits | Dan Wortley |
| 04/10/2017 | 1.3 | Minor content edits | Dan Wortley |
| 11/10/2017 | 1.4 | Minor content edits | Dan Wortley |
| 18/10/2017 | 1.5 | Minor content edits | Dan Wortley |
| 30/11/2017 | 1.6 | Amendments to the owner of some procedural elements | Dan Wortley |
| 29/05/2018 | 1.7 | Minor grammatical edits and correct reference to supporting Policy | Dan Wortley |
| 07/03/2019 | 2.0 | Change to company name. Update to reference the Department of Home Affairs (formerly the Department of Immigration and Border Protection) | Dan Wortley |
| 04/06/2019 | 2.1 | Minor document format and content edits | Stuart Hicks |
| 18/09/2019 | 2.2 | Expanded Clauses 4.10, 5.9 and added Clause 4.11, 5.10, 7.10, 7.11 and 7.12 to comply with the newly released ESOS Regulation 2019. | Stuart Hicks |
| 28/02/2020 | 2.3 | Replaced Suspension of studies (learner initiated) with Leave of Absence to provide greater clarity on the options available to students. Extended maximum period of time for a leave of absence to twelve months. Head of Product has been replaced with Director: QAA to implement the actions required within this procedure. | Dan Wortley |
| 26/05/2021 | 2.4 | Included information to cover domestic learners in VSL approved courses in relation to deferral, withdrawal and cancellation procedures. | Dan Wortley |

| Revision History | | | |
|------------------|---------|---|-------------|
| Date | Version | Description of Modifications | Approved By |
| 25/05/2022 | 3.0 | Revised in accordance with the VET Student Loans Act 2016 (the Act) and the VET Student Loans Rules 2016 (the Rules). | Rupi Malhi |