



STUDENT COURSE VARIATION OR WITHDRAWAL POLICY

References:

NC Standard 13 Deferring, Suspending or Cancelling Enrolment

VERSION HISTORY

Policy Owner:		Principal	
Document Management:		Principal	
File:		POL_SS12 Student Course Variation Withdrawl Policy v2.1	
Last Updated on:		09/2018	Next Review Date: 09/2019
Changes history			
Number	Dates	Changes summary	
V2.1	September 2018	Quality assurance check across documents with reference to ASQA fact sheets and ESOS Act changes & Explanatory guide, Review and update as per internal audit report.	
V2.0	September 2016	Quality assurance check across documents	
v1.0	July 2016	New standards for RTO's 2015	

DEFERRING, SUSPENDING, WITHDRAWAL

PURPOSE

South Sydney College's (SSC) course variation or withdrawal policy includes guidelines for Deferral, Leave of Absence, Change in Course, Change in Schedule, Withdrawal requests, Release requests, Change in Start Date and inactive students.

Students may, through formal agreement with their registered provider, be given permission to defer commencement, take a leave of absence or temporarily suspend their studies during the course. Such absences, however, may affect the student's visa status.

This policy also describes the limited circumstances in which students have the right to appeal the decision if deferral, suspension or cancellation of enrolment is initiated by SSC.

The registered provider may also seek to cancel the student's enrolment in certain circumstances.

References

NC Standard 13

Deferring, suspending or cancelling the student's enrolment

Implementation

The **CEO** is ultimately responsible for the compliance with the ESOS Act and visa conditions

The Principal will train staff and monitor systems to implement this policy and procedure through the student Services Manager.

The **Student Services Manager** is responsible for day to day course and student administration and counselling for students. The Manager will extract reports and meet with the Principal in relation to student study loads and requests for variations.

PROCESS

1. Course Variation Initiated by SSC

1.1 Defer Commencement Date:

SSC may defer the commencement of a course when it is not offered.

1.2 Suspension of Enrolment:

SSC may suspend a student's enrolment in the following circumstances;

Student misconduct:

- i If the student gave false and misleading information upon application, the enrolment may be suspended while SSC considers the consequences.
- ii Serious misconduct as outlined in the International Student Handbook

1.3 Cancellation of Enrolment:

SSC may cancel student's enrolment in the following circumstances;

- i Non-payment of outstanding fees
- ii Inconsistent course progress (e.g. continuous absence from scheduled course hours, consistent unsatisfactory course progress)
- iii Serious misconduct as outlined in the International Student Handbook
- iv If a student is found to have provided false or misleading information, or documentation
- v New students who at the end of week 2 from COE commencement date have not completed orientation and enrolment, and have not received approval for a change in course or commencement date
- vi Continuing students who at the end of week 3 after 15 consecutive days absence in the compulsory study period (term) have not re-enrolled and re-commenced the term and have not notified the College of a change in study plan.
- vii Student must meet the requirements of the College. Breach of any of the College's rules or behaviour is deemed unacceptable by the College, Student enrolment may be deferred/temporarily suspend/cancelled and student may not be entitled to any refund of the tuition fees or other charges paid to the College under the Contract.

1.4 Guidelines:

In cases where a student's enrolment has been suspended, deferred or cancelled by SSC except in 1.3(v) and (vi) listed above, the student will be notified and given 20 working days to access SSC's internal complaints and appeals process.

SSC will notify the relevant department via PRISMS (Provider Registration and International Student Management System) only after all internal appeal processes then external appeals processes if activated by the student have been exhausted and the outcome is not in favour of the student.

2. Course Variation Requested By Student

2.1 Change in Schedule:

The student must complete SSC Change in Course/Start Date Request Form.

A student can request a change in schedule; however, it is subject to approval by the Principal.

Timetable/schedules cannot be changed in the middle of the unit. Students are discouraged from making Change in Schedule requests to accommodate work requirements – but they shall be approved where possible.

2.2 Change in Start Date:

The student must complete the SSC_Change in Course/Start Date Request Form.

Students, both onshore as well as offshore will be required to submit substantial proof for change in start date.

Once the approval has been granted, the start date change will be processed in the RTO Manager System and a new Offer Letter provided. Once the student accepts the new offer by submitting the signed contract the update will be made on PRISMS.

If the student wishes to start at a later date owing to medical reasons or if a visa has not been granted he/she will not be charged any administration fees.

2.3 Change in Course:

The student must complete the SSC_Request for Course variation, change form.

The change in Course is subject to approval by the Principal

A student wishing to change course can do so provided accounts/fees are paid in full for the previous course and they satisfy the entry requirements for the new course.

The student must pay at least one term towards the new course.

Once the approval has been granted, the course change will be processed in the RTO Manager System and a new Offer Letter provided. Once the student accepts the new offer by submitting the signed contract the update will be made on PRISMS.

2.4 Current student – Temporary Suspension, Deferral or Leave:

The student must complete the SSC_Request for Course variation, change form that includes deferral and submit substantial proof for a request for leave of absence.

Request needs to be made a minimum of 14 days before the leave start date. A shorter notice will be considered only in the event of compassionate or compelling reasons.

Leave of absence is subject to approval by the Principal.

Leave of absence will be treated as deferral if the course end is going to be affected owing to the absence - 4 weeks or more of absence (not including school holidays).

Leave of absence will be treated as leave if the course end is not going to be affected – less than 4 weeks of absence not including school holidays.

If treated as deferral - CoE (Confirmation of Enrolment) through PRISMS will be changed and recorded on the RTO Manager System. If treated as leave it will be recorded on the Student Management System only.

2.5 Withdrawal from the course/Change in provider

Students can complete and submit SSC_Request for course withdrawal, cancellation-Form, withdrawal to withdraw from their course of study. The supporting documents, for example a doctor's certificate, should be provided with the request.

As per the National Code, standard 7, registered providers are restricted from enrolling transferring students for the first six months from the commencement of the student's principle course of study. Therefore, students who wish to transfer to a different provider before completing six months of study at SSC (the principle course), need to apply for a Release Letter. Students need to follow the process as outlined in the Student Transfer Provider Policy.

3. Inactive Students Returning to Study:

An inactive student is a former student previously enrolled at SSC who has withdrawn through application or by failure to attend or failure to re-commence in a compulsory study period.

3.1 Process for returning to study;

- i An inactive student submits a completed Return to Study form.
- ii A check is performed to ensure that there are no outstanding fees from the Inactive student. Inactive students requesting to return to the College will not be accepted where previous tuition fees remain outstanding.
- iii A determination is made as whether the Inactive Student's originally offered course is current:
 - a. Where the Inactive student's course is current, the Inactive Student will be provided with a new Offer Letter detailing the duration remaining to complete the course. Once the student accepts the new offer by submitting the signed contract the update will be made on PRISMS.
 - b. Where the Inactive Student's course has expired or is to expire before the student can complete, the student will be contacted and offered an equivalent course where available.

DOCUMENTS AND EVIDENCE

Request for course variation, change form
Request for course cancellation, withdrawal form
Student intervention meeting record
Warning letters and SMS notification
Letter cancellation – attendance
Changes in RTO Manager system
Changes in PRISMS
Records in student file