



## Deferral, Suspension, and Cancellation Policy & Procedure

### Purpose & Legislative Background

According to Standard 9 of the National Code of Practice for Providers of Education and Training of Overseas Student 2018, enrolment can be deferred, suspended, or cancelled in limited circumstances by Wall Street College (WSC) or by the student. When deferral, suspension, or cancellation of enrolment is initiated by Wall Street College, the student has the right to appeal the decision. Overseas students need to note that any deferral, suspension, or cancellation may affect their study visa in Australia.

### Scope

This policy may impact current and future students at Wall Street College. It may also impact third parties, specifically authorised agents of Wall Street College.

### Policy

Students can only apply to WSC for deferment or suspension of their studies for compassionate or compelling circumstances (defined as those beyond the control of the student and which have an impact on course progress or wellbeing).

Students may request a deferral before course commencement. Requests must be in writing and addressed to the Campus Manager. If the deferral is approved the student will receive a revised Letter of Offer and Confirmation of Enrolment (CoE).

All applications for deferment or suspension will be considered and the decision provided in writing to the student within 10 working days from the date of application.

WSC may choose to grant or decline any student's request for deferment or suspension of studies. All documentation including reasons are kept on the student file.

If students apply to suspend their studies the maximum allowable period of suspension is six (6) months. Students may be required to apply for a new student visa to continue their course.

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 the 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 a natural disaster in the home country requiring emergency travel which has impacted on the student's studies;
- A traumatic experience which could include involvement in or witnessing of a serious accident or a serious crime, which has impacted on the student (these cases should be supported by police or psychologists' reports)
- Where the registered provider was unable to offer a pre-requisite unit; or
- Inability to begin studying on the course commencement date due to delay in receiving a student visa.

WSC will use its professional judgement to assess each case on its merits. Documentary evidence will be required to support any compassionate/compelling application. All evidence/notes/comments are stored on the student file.

## Procedure

### Student Initiated Deferral, Suspension, or Cancellation

1. Students wishing to defer, cancel, suspend (i.e., take a leave of absence or withdraw) from their studies, should apply to do so, using the student *Deferral/Suspension/Cancellation/Leave Request Form*, available on the WSC website or at reception. Students must submit the completed form to reception or email it to [admissions@wallstreet.edu.au](mailto:admissions@wallstreet.edu.au)
2. Upon receipt of the completed form, the Campus Manager and/or delegate will assess the application including a VEVO check.
3. The application assessment will consider the grounds on which the application has been made, the evidence provided to support the application, and the timing of the request and academic progress (if submitted during a period of study).
4. If the application is rejected, the student will be informed (in writing) of the outcome and the reasons for the outcome. The student will be advised that they can access WSC's complaints and appeals process in accordance with the *Complaints and Appeal Policy and Procedure*. Students will be advised that they have 20 working days in which to access this process.
5. If the application is approved, the student will be informed in writing of the outcome as follows:
  - a. Deferrals: A revised offer letter and Written Agreement will be issued by Admissions. The student will be required to sign and accept the new Agreement. The student will be advised in writing that changes to their course duration will be recorded on PRISMS and that this may have implications for their student visa.
  - b. Cancellations: The student will be notified in writing that their CoE will be cancelled. WSC will subsequently report this on PRISMS within 30 days.



- c. Suspensions: Suspension of studies will be recorded on PRISMS. Student will be advised in writing that changes to course duration may have implications on their student visa. If the duration is revised, a revised copy of the CoE will be provided to the student.
6. If the student advises WSC that they no longer wish to remain enrolled in the course or the student indirectly cancels their enrolment through their conduct, the College will advise the DHA via PRISMS, and their CoE will be cancelled.
7. WSC will retain copies of all written material related to deferrals, suspensions, or cancellations in the student's file.

### College initiated Deferral, Suspension, or Cancellation

1. Students may also have their enrolment deferred, suspended or cancelled by Wall Street College in the event of:
  - a) Misbehaviour or breach of the student written agreement
  - b) Discovery of evidence of fraudulent documentation to gain admission
  - c) If the student behaves in a way which could potentially bring Wall Street College in disrepute
  - d) Wall Street College implementing its intervention strategy for students being at risk of not meeting satisfactory course progress (including where the student is having difficulties completing the course within the expected duration, as specified on the student's CoE).
2. Students have the right to appeal a decision by WSC to defer, suspend or cancel their studies. WSC will maintain their enrolment until the internal and external appeals process is completed.
3. In cases where deferral, suspension or cancellation of a student's enrolment is initiated by WSC, the student will be notified in writing and given twenty (20) working days to access WSC's internal complaints and appeals process.
4. After all due processes have been completed, and WSC decides to defer, suspend or cancel a student's enrolment, a designated college Administration Officer must notify the Secretary of DET via PRISMS within 14 days of the change to the student's enrolment status. In the event, however, of WSC cancelling a student's enrolment due to a breach of a condition of a student visa, WSC Administration Officer must give the Secretary particulars of this breach via PRISMS as soon as practicable after the breach occurs.

### Definitions

ESOS Act:	Education Services for Overseas Students Act 2000
-----------	---



National Code:	National Code of Practice for Providers of Education and Training to Overseas Students 2018
Student Misbehaviour:	Cheating or plagiarism, swearing, fighting, displays of aggressive behaviour, abusive language, engaging in discriminatory or threatening behaviour.
Student Visa:	A non-immigrant visa that any student from another country must obtain to study in the country.
PRISMS:	Provider Registration and International Student Management System
VEVO:	Visa Entitlement Verification Online
DHA:	Department of Home Affairs
Suspension:	Prevent from continuing, defer.
Cancellation:	Revoke an arrangement, make void.

## Document Control

Policy Owner:	Wall Street College Pty Ltd
Endorsed By:	PEO
Person Responsible for Implementation:	Campus Manager
Endorsement Date:	January 2021
Version:	2.4