

Deferral, Suspension, Cancellation

Policy

There are limited circumstances in which a student's enrolment may be deferred, suspended or cancelled.

Definitions:

- ❖ Deferral: Postponement of commencement of a course
- ❖ Suspension: Temporary postponement of enrolment during course
- ❖ Cancellation: Cessation of enrolment in course

Procedure

Student Initiated Deferral, Suspension or Cancellation

Students wishing to defer, suspend or cancel enrolment must meet one of the following conditions:

- ❖ Unavailability of a course
- ❖ Visa delay
- ❖ Compassionate and compelling circumstances. These are generally beyond the control of the student and have an impact on the student's course progress or wellbeing. These could include but are not limited to:
 - Serious illness or injury, where medical certificate states that the student was or will be unable to attend classes;
 - Bereavement of close family members such as parents or grandparents (where possible death certificates 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
 - 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' reports).

Supporting documents must be provided upon application e.g.. medical certificates, police reports etc. and kept on the student's file.

Deferral Prior to Commencement

Students may request a deferral prior to course commencement. Request must be in writing and addressed to the Admissions office. When the deferral is processed the student will receive a revised Letter of Offer and eCOE.

Suspending your Enrolment

Students wishing to suspend their enrolment must complete a "student request to defer suspend or cancel a course form" with all supporting documentation attached. All applications should be submitted at least 14 days prior to suspension date. The maximum suspension period is Six (6) months. Approval will only be given in the limited circumstances described above. The student will receive notification in writing of the result of the request.

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Cancelling your Enrolment

Students wishing to cancel their enrolment must complete a “Student Request to Defer Suspend or Cancel a Course Form” with all supporting documentation attached. The student will receive notification in writing of the result of the request.

If the student has not completed the first six months of their principal course they must provide a letter of offer from an alternative provider therefore complying with the conditions of Standard 7 of the National Code. See policy on Transfer between Providers.

U18 Students

All students under 18 years of age wishing to defer, suspend or cancel their course must in addition to the above requirements supply a written request from their parent or legal guardian at the time of application. Adequate welfare and accommodation arrangements must be in place before any modification of their enrolment will occur.

Deferring, suspending or cancelling an enrolment may affect your student visa. All students should contact their nearest DIBP office or refer to www.immi.gov.au for further information.

Any deferral, suspension or cancellation will be reported on PRISMS and supporting documentation recorded in the student file.

Headmasters Academy Initiated Deferral, Suspension or Cancellation

Headmasters may defer commencement of a course when a course is not offered.

Headmasters may suspend a student enrolment for:

- ❖ Misconduct – where behaviour of a student:
 - Has been in serious breach of a college rule;
 - Is in breach of enrolment conditions;
 - Is considered to provide a threat to the wellbeing of other students or staff.

Headmasters may cancel a student enrolment for:

- ❖ A serious breach of a college rule;
- ❖ Breach of enrolment conditions;
- ❖ Where a student is considered to provide a threat to the wellbeing of other students or staff;
- ❖ Serious misconduct;
- ❖ Failing to meet the requirements of the Course Progress Policy;
- ❖ Failing to meet the requirements of the Course Attendance Policy;
- ❖ Non –payment of tuition fees;
- ❖ Non re-enrolment.

Where suspension or cancellation is initiated by Headmasters, students will receive a notice of Intention to Report. This notice will clearly identify that a student will be given 20 working days to access the Academy’s internal complaints and appeals process. When the appeals process is initiated, Headmasters will maintain the student’s enrolment until the internal appeals process is complete. Headmasters reserves the right to not provide learning opportunities during this process should it be deemed appropriate.

In the case of U18 students, a copy of the notice of Intention to Report will be forwarded to the parents or legal guardian. Headmasters will liaise with the parents or legal guardian to achieve the best possible outcome.

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Where Headmasters intends to defer, suspend or cancel the enrolment of a student under 18, Headmasters will continue to check the suitability of accommodation and welfare arrangements until:

- a. The student is accepted by another registered provider and that registered provider takes over responsibility for approving the student's accommodation, support and general welfare arrangements;
- b. The student leaves Australia;
- c. Other suitable arrangements are made that satisfy migration regulations; or
- d. Headmasters reports under Standard 5.1 that it can no longer approve of the arrangements for the student.

The suspension or cancellation will be notified via PRISMS on completion of the 20 working days or at the end of the appeals process if the appeal is not upheld.
Students may access Headmasters external appeals process.