



## Deferral, Suspension, Cancellation Policy and Procedure

### 1. Purpose

To defer or suspend enrolment means to temporarily put studies on hold i.e. adjourn, delay, postpone. A student may request a temporary suspension to his or her enrolment on the grounds of compassionate or compelling circumstances. A provider may also initiate suspension or cancellation of a student's enrolment due to misbehavior of the student.

All employees must comply with this policy, and associated records management procedures, in their conduct of official business for Empyrean Education Institute (EEI). This policy applies to records in all formats, including electronic records.

### 2. Procedure

All students must be aware that the deferment, suspension or cancellation of his or her enrolment may affect his or her visa. The request for deferment, cancellation or suspension of enrolment should be applied for using the EEI Student Variation Form. The application must be lodged with EEI Student Services.

#### a. Definitions:

- Deferment: Postponing the course commencement date prior to commencement of the course.
- Suspension: Postponing the enrolment during the course
- Cancellation: Cessation of your enrolment at EEI.

### 3. Deferment of Enrolment – Student initiated

The student may request a deferral of your course commencement by completing an application and submitting it to student services or administration staff.

Deferments can be lodged for the following reasons

- Not receiving their student visa in time to commence their course for the current enrolment
- Other compassionate or compelling reasons. (Evidence is required)
- Once their request has been approved, EEI will issue a new confirmation of enrolment with a new commencement date.
- Please note this may affect your refund. Please refer to our refund policy for more details.

### 4. Deferment of Enrolment – EEI Initiated

EEI may defer your course enrolment if the course does not commence as agreed in the student agreement. The student will be informed about the changes and receive an option to either cancel or agree to the changes.

### 5. Cancellation of Enrolment-Student Initiated



The student can request the cessation of enrolment using Course Variation form. The cancellation will affect student's fees and refund calculation, please refer to refund policy for more information.

## 6. Cancellation of Enrolment –EEI Initiated

EEI can cancel student's enrolment for following reasons:

- Non-commencement of studies
- Non-payment of fees
- Disciplinary reasons
- No longer holding student visa
- Empyrean unable to deliver the course
- Non-compliance with visa conditions

### a. Unsatisfactory course progress:

Any student has who has completed less than 50% of the units within one study periods shall be deemed at risk of unsatisfactory academic progress. A student who has not achieved competency and resit the same unit twice shall also be deemed to be at high risk of unsatisfactory course progress. All students at risks of unsatisfactory academic progress are issued with various warning letters and are advised to attend a compulsory counselling session with trainer, course coordinator and student services officer. The trainer, course coordinator, and student's services plan an intervention strategy to help the student to achieve good results. On the failure of interventional strategy plan, EEI issues a notice of intention to cancel for the poor academic progress. The student can appeal against EEI's decision, please refer to complaint and appeal policy for further details. Failure of appeal will result in the cancellation of enrolment and the student's will be reported to DIBP for the cancellation of their student visa.

### b. Unsatisfactory attendance:

At EEI, we regularly monitor student attendance to identify the poor course progress. EEI always advises students that if the attendance percentage is below 80% it is very likely that they will be unable to complete their course in the given duration. If student's attendance for any unit is below 50%, they will be excluded from any assessment activities and will be deemed not yet competent for that unit. Attendance is recorded only if the student is physically present in class, supervised self-access or at the work-based training venue. All forms of non-attendance in class, site visits, excursions and work based training are considered and recorded as absences.

## 7. Suspension of Enrolment –Student Initiated

EEI must approve your application for suspension in writing before you can leave. You must lodge your request for suspension with a Course Variation Application Form, at least 10 working days prior to the requested suspension date (unless in an emergency – see 'compassionate or compelling reasons'). The maximum accepted duration for suspensions is two study terms (20 weeks).

### NOTE:

Suspending your enrolment may cause your refund for the current and subsequent semester to be forfeited. Please read the Refund and Cancellation Policy carefully to make an informed decision. A copy of our Refund and Cancellation Policy was included in your letter of offer. Complete a Course Variation Application Form and submit to the EEI Student Support Officer, who will:



- Discuss your application for suspension with EEI management
- Discuss the changes to your training plan with you
- Confirm the outcome of the meeting in writing, and, if granted, provide you with a copy of the new training plan
- Inform you whether your application for suspension affects your visa
- Update your student file accordingly
- Send you a letter outlining the details of your suspension, and
- Notify via PRISMS that the enrolment has been suspended.

#### 8. Extension of Enrolment –EEI Initiated

EEI will extend student enrolment in the following case:

- The student is under intervention strategy and requires more time to complete the course
- Compassionate & compelling reasons temporary suspension
- Change to course in the same sector, no gap but longer duration.

#### 9. Additional Guidelines

##### a. Approved Leave – Domestic Student

- Students cannot apply for approved leave for a teaching period after the academic withdrawal date for that teaching period.
- The maximum period of approved leave that may be granted in the first instance is 12 months.
- To extend a period of approved leave a student must apply in writing.
- Students who have been granted approved leave and re-enrol by the stipulated re-enrolment date do not have to re-apply for readmission to their course.
- Students who do not re-enrol by the due date for any teaching period and who have not been granted a period of approved leave are taken to have cancelled their enrolment and are considered as having discontinued their course.
- Students who have been classed as having discontinued their course must re-apply for admission if they wish to resume their studies.

##### b. Approved Leave – International Students

- Applications for holiday leave during a teaching period will not be approved unless the student has applied for the leave period (gap between two courses - CoEs) prior to enrolment and had the application approved by EEI Training & Compliance Manager prior to enrolment.
- International students will be granted an approved leave for medical reasons but not more than of two weeks where a medical certificate states that the student was unable to attend classes.
- If or when student needs to take an approved leave not more than two weeks for reasons other than medical, the student needs to pay the resit fee for the unit/units missed.
- International students can temporarily suspend enrolment for a maximum period of six months.
- Deferral, suspension or cancellation of enrolment may affect the student's visa and students are strongly advised to contact DIBP for advice. Ph: 131 881.
- If an international student's enrolment is suspended for more than six months, the student's visa may be cancelled by DIBP.



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- Upon deferral, suspension or cancellation the course the fees, which are scheduled in the student's contract, remain due on the scheduled dates.

This policy supports the government legislation standards of *AQTF 2007*, *National Code 2007*, *National Vocational Education and Training Regulator Act 2011*, *Education Services for Overseas Students Act 2000*, *Standards for Registered Training Organisations (RTOs) 2015*

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