A22.0: Suspension and Cancellation Policy (International Students)

<table>
<thead>
<tr>
<th>Policy Category</th>
<th>Academic</th>
</tr>
</thead>
<tbody>
<tr>
<td>Document Owner</td>
<td>Vice-Chancellor and President</td>
</tr>
<tr>
<td>Responsible Officer</td>
<td>Academic Director</td>
</tr>
<tr>
<td>Review Date</td>
<td>1 September 2016</td>
</tr>
<tr>
<td>File Number</td>
<td></td>
</tr>
<tr>
<td>Related Documents</td>
<td>Deferral, Suspension and Cancellation Procedures</td>
</tr>
<tr>
<td></td>
<td>Amendment to Program Form (International Students)</td>
</tr>
<tr>
<td></td>
<td>Refund Policy (International Students)</td>
</tr>
<tr>
<td>Version</td>
<td>Endorsed by</td>
</tr>
<tr>
<td>1.0</td>
<td>Academic Council</td>
</tr>
</tbody>
</table>

1. **Context**

   International students studying at Torrens University Australia are generally expected to proceed through their program of study on a full-time basis and in a continuous manner. However, the University recognises that it is sometimes necessary for a student to cancel their enrolment or place their studies temporarily on hold due to compassionate or compelling circumstances, or for a student’s enrolment to be suspended or cancelled at the initiation of the University. This policy establishes the obligations of the University to comply with Standard 13 of the National Code, and the requirements of students to meet the requirements of their student visa as they relate to deferral, suspension or cancellation of their study.

2. **Definitions**

   **Cancellation**: Withdrawal from a program of study. Applicable before the commencement and at any time during the program of study in which the student is enrolled.

   **CoE**: Confirmation of enrolment in PRISMS.

   **Compassionate or Compelling circumstances**: Circumstances that are generally beyond the control of the student and which affect the student’s wellbeing or progress in their program of study.

   **International students**: A full fee-paying student studying in Australia on a student visa as defined in the ESOS Regulations 2001.


   **PRISMS**: Provider Registration and International Student Management System.

   **Suspension**: Temporarily place studies on hold.

3. **Scope**

   This policy applies to all international students as defined in this policy.
4. Principles

Torrens University Australia will:

- Inform students prior to enrolment of the grounds on which their enrolment may be suspended or cancelled and the potential effect of such action on their student visas.
- On a case by case basis, assess and approve student requests for suspension of studies on the grounds of compassionate or compelling circumstances in a fair and equitable manner, based on documentary evidence provided to support the request.
- Prior to enrolment, inform students of the University's grievance management policies and procedures which they can access in cases of University initiated cancellation or suspension.

5. Student initiated suspension or cancellation

Students may apply to defer or cancel their studies prior to commencement of their program, or suspend their enrolment for a period based on compassionate or compelling circumstances. Examples include but are not limited to:

- serious illness or injury;
- bereavement of close family members;
- major political upheaval or natural disaster in the home country requiring emergency travel;
- a traumatic experience such as involvement in, or witnessing a serious accident, or witnessing or being a victim of a serious crime;
- a temporary inability to progress through a program of study because pre-requisite courses are not available; and
- an inability to begin study on the program commencement date due to a delay in receiving a student visa.

Requests must be made using the Amendment of Program Form (International Students) and must be accompanied by supporting documentation (such as medical certificates, police reports, death certificate, psychologist reports, as relevant).

6. University initiated suspension or cancellation

The University can suspend or cancel a student’s enrolment for breaches of the Student Misconduct Policy, the Research Misconduct Policy or for the non-payment of tuition fees.

A student may also be reported under the Academic Progress Policy for failing to make satisfactory academic progress which may result in the cancellation of their student visa.

7. Appeals

A student subject to a University initiated suspension or cancellation will be advised that they have 20 days to appeal the decision in accordance with the Student Grievance Management Policy and Procedures. The Student’s enrolment will be maintained until a determination is made by the Student Grievance and Appeals Committee unless extenuating circumstances related to the welfare of the student exist. Examples of extenuating circumstances include, but are not limited to circumstances when a student:

- is under 18 and refuses to maintain approved care arrangements;
- is missing;
- has medical concerns or psychological issues which lead the University to fear for the student’s wellbeing;

Suspension and Cancellation Policy (International Students) Page 2 of 3
Version 1.0. Effective 1 September 2014
• has engaged or threatens to engage in behaviour that is reasonably believed to endanger the student or others; or
• is at risk of committing a criminal offence.

8. Change of enrolment status notification
The University is required to advise the Department of Education through PRISMS of a changes to a student’s enrolment status on the basis of a decision to suspend or cancel the student’s enrolment, regardless of whether the change is student initiated or University initiated.

8.1 No change to CoE
If a suspension does not affect the end date of a student’s CoE, the notice of deferment or suspension will be recorded in PRISMS. The notice of deferment will be sent by PRISMS to the Department of Immigration and Border Protection for future reference.

8.2 New CoE
If a suspension will affect the end date of the CoE, PRISMS will cancel the original CoE and the University will create a new CoE with a revised end date.

8.3 Cancelled CoE
In cases where the return date after a suspension is unknown, the University will not create a new CoE after PRISMS has cancelled the original until notified by the student of the date they intend to resume studies.

If a decision is made to terminate a student’s enrolment, the University will cancel the enrolment in PRISMS.

If a student’s enrolment is cancelled or suspended without the re-issue of a new CoE, the student must:
• leave Australia within 28 days;
• show the Department of Immigration and Border Protection a new CoE; or
• provide evidence that the student has accessed an external appeals process.

9. Refunds
The Refund Policy (International Students) outlines the circumstances where a refund of fees may apply when a student’s enrolment is suspended, or cancelled.