

# DEFER, SUSPENSION & CANCELLATION POLICY & PROCEDURES (International Students)

## Scope

This policy is to:

- set out a fair and transparent policy and procedure when dealing with students regarding deferring, suspension and cancellation.
- set out the circumstances in which Evolution will consider as compassionate or compelling circumstances exist for students, to defer the commencement of studies, take a leave from studies or temporarily suspend their studies during their program.
- set out the circumstances in which Evolution may seek to cancel or suspend the student's enrolment.
- ensure that Evolution complies with legislative and regulatory requirements.

This policy applies to:

- all international students (enrolled and intending students).
- all Evolution stakeholders.

## Definitions

DEFINITION	
CoE	Confirmation of Enrolment
Cancellation	Cancel the student's enrolment (CoE) permanently. This can be initiated by a student or Evolution.
Compassionate or compelling circumstances	<p>Circumstances are generally those beyond the control of the student and have an impact on the student's course progress or well-being. These could include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• serious illness or injury, where a medical certificate states that the student was unable to attend classes.</li> <li>• bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided).</li> <li>• major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted the student's studies.</li> <li>• traumatic experience, which could include: <ul style="list-style-type: none"> <li>○ involvement in, or witnessing of a serious accident; or</li> <li>○ 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)</li> </ul> </li> <li>• where the registered provider was unable to offer a pre-requisite unit, or the student has failed a prerequisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol.</li> </ul> <p>Note: Evolution uses professional judgement to assess each case on its merits.</p>
Deferment	A request by the student (student-initiated) temporarily postpones the commencement of study.
Evolution / College	Evolution Systems for Training and Development Pty Ltd (ABN: 73 114 531 636) trading as Evolution Hospitality Institute/Evolution English Language Centre (RTO 91256) (CRICOS: 02869G)

DEFINITION	
International Student / Overseas Student	An overseas student is defined as a person (whether inside or outside Australia) who holds a student visa
PRISMS	Provider Registration and International Student Management System.
Suspension	A request by the student (student-initiated) temporarily postpones the enrolment after commencement.

## Policy and Procedures

- Deferring, suspending or cancelling enrolment on any grounds may affect a student visa.
- A student's visa may be cancelled if the deferral or suspension:
  - is due to the conduct of the student;
  - is for reasons other than compassionate or compelling circumstances;
  - the compassionate or compelling circumstances which warranted the deferral or suspension of studies cease to exist; or
  - is based on fraudulent evidence or documents given to the Evolution.

### STUDENT'S REQUEST

#### DEFERRAL OR SUSPENSION

- Deferral or Suspension request:
  - must be made due to compassionate or compelling reasons.
  - must be made in writing and the signature needs to match that on the passport.
  - must provide documentary evidence.
  - must be submitted at least 10 working days before the requested deferral or suspension date.
- If the Deferral or Suspension request is **APPROVED**, Evolution will:
  - advise the student in writing of the approved deferral or suspension period and/or new commencement date and/or new fees may apply.
  - advise the student to contact the Department of Home Affairs to discuss the potential impact on the visa.
  - inform the Department of Education, via PRISMS, of the change to the student's enrolment within 31 days.
- If the Deferral or Suspension request is **REFUSED**, Evolution will:
  - advise the student in writing of the refusal with reasons.
  - inform the student of the right to access the complaints and appeals process.
- Deferral or suspension procedure

#### Step 1

**Complete the Defer / Suspension Form.** This form can be retrieved from Evolution's website, under Forms and Policies [www.evolution.edu.au](http://www.evolution.edu.au).

**Submit completed form with supporting documents (if any) to [studentsupport@evolution.edu.au](mailto:studentsupport@evolution.edu.au)**



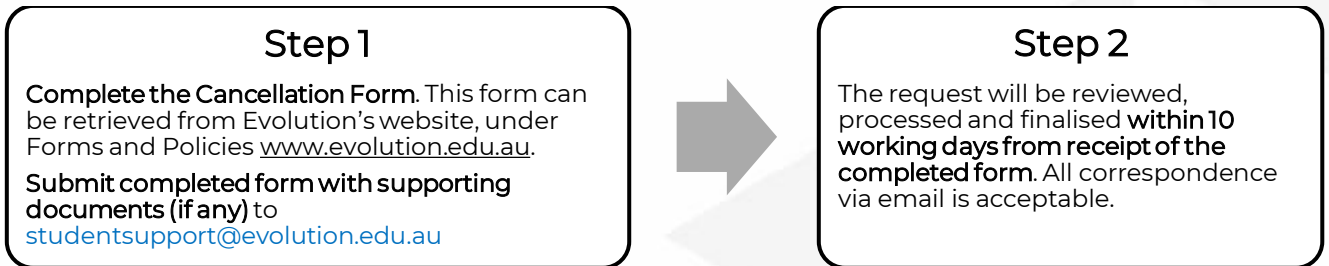
#### Step 2

The request will be reviewed, processed and finalised **within 10 working days from receipt of the completed form**. All correspondence via email is acceptable.

#### CANCELLATION

- Cancellation request:
  - does not include an automatic Release. A student who requests cancelling their enrolment to go to another provider must apply for a **Release to Another Provider Form** (under Forms and Policies [www.evolution.edu.au](http://www.evolution.edu.au).) and must refer to the Transfer and Release Policy International Student for details.
  - must be made in writing and the signature needs to match that on the passport.

- must provide documentary evidence.
- must be submitted at least 10 working days before the requested cancellation date.
- If the Cancellation request is **APPROVED**, Evolution will:
  - advise the student in writing of the cancellation and/or new fees may apply.
  - advise the student to contact the Department of Home Affairs to discuss the potential impact on the visa.
  - inform the Department of Education, via the PRISMS, of the change to the student's enrolment within 31 days.
- If the Cancellation request is **REFUSED**, Evolution will:
  - advise the student in writing of the refusal with reasons.
  - inform the student of the right to access the complaints and appeals process.
- Cancellation procedure



### EVOLUTION INITIATED SUSPENSION OR CANCELLATION OF STUDENT'S ENROLMENT

- Evolution may suspend or cancel a student's enrolment based on, but not limited to:
  - misbehaviour by the student.
  - the student's failure to pay the required amount to undertake or continue the course as stated in the written agreement.
  - a breach of course progress or attendance requirements by the student.
- For any suspension or cancellation of enrolment initiated by Evolution,
  - the student will be given a notice of Intention to Report and 20 working days to access Evolution's internal complaints and appeals process, **UNLESS** the student's health or wellbeing, or the wellbeing of others, is likely to be at risk, including but not limited to:
    - refuses to maintain approved care arrangements, if they are under 18 years of age.
    - is missing.
    - has medical concerns, severe depression or psychological issues which lead the provider to fear for the overseas student's wellbeing.
    - has engaged or threatened to engage in behaviour that is reasonably believed to endanger the overseas student or others.
    - is at risk of committing a criminal offence.
  - inform the student of that intention and the reasons for doing so, in writing.
  - recommend that the student contacts the Department of Home Affairs to discuss how a deferral or temporary suspension may impact their visa.
- Evolution will **ONLY** wait for both internal and external complaints handling and appeals process to be completed to proceed with the suspension or cancellation of student's enrolment in cases of progress and/or attendance breaches (if needed).

#### Complaints and Appeals

- Where the student has chosen to appeal Evolution's decision to defer, suspend or cancel the enrolment within 20 days and the process results in a decision supporting the student, the enrolment will continue, and Evolution will provide learning opportunities for the student to catch up on academic progress if needed.
- Where the student has chosen not to appeal, Evolution's decision to defer, suspend or cancel the enrolment in a course will stand, and Evolution will inform the Department of Education, via the PRISMS, of the change to the student's enrolment.