



1. Purpose:

This policy and related procedure in accordance with the ESOS National Code relates to Deferring, Suspending or Cancelling a Student's Enrolment

2. Scope

This policy/procedure applies to all international student operations of the KCBT. Chief Executive Officer and Academic Coordinator are responsible for this procedure.

3. Procedure

3.1 Student initiated deferral, suspension or cancellation

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

- 3.1.1 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:
- 3.1.2 Serious illness or injury, where medical certificate states that the student was or will be unable to attend classes;
- 3.1.3 Bereavement of close family members such as parents or grandparents (where possible death certificates should be provided);
- 3.1.4 Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; or
- 3.1.5 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)
- 3.1.6 where the registered provider was unable to offer a pre-requisite unit; or
- 3.1.7 Inability to begin studying on the course commencement date due to delay in receiving a student visa.

3.2 Deferral prior to commencement

Students may request a deferral prior to course commencement. Student must complete "Student request to defer, suspend or cancel a course" form with all supporting documentation attached. All applications should be submitted at least 14 working days prior to deferral date to enrolment officer or at reception. When the deferral is processed, the student will receive a revised eCOE.

3.3 Suspending your enrolment

Students wishing to suspend their enrolment must complete a "course variation" form with all supporting documentation attached. All applications should be submitted at least 14 working 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.

3.4 Cancelling your enrolment

Students wishing to cancel their enrolment must complete a "course variation" 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. See policy on Transfer between Providers.

3.5 Leave of absence

Student Support Officer in collaboration with the Academic Coordinator may consider granting the student special leave on compassionate or compelling circumstances for approval of up to two weeks only. Students wishing to apply for a leave of absence must complete a "course variation" form with all supporting documentation attached. The student will receive notification in writing of the result of the request

3.6 Keystone College of Business and Technology initiated deferral, suspension or cancellation.

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

KCBT may suspend a student enrolment for:

3.6.1 misconduct – where behaviour of a student:

- has been in serious breach of a Institute rule
- is in breach of enrolment conditions
- is considered to provide a threat to the wellbeing of other students or staff

KCBT may cancel a student enrolment for:

3.6.2 a serious breach of an Institute rule

3.6.3 breach of enrolment conditions

3.6.4 where a student is considered to provide a threat to the wellbeing of other students or staff

3.6.5 serious misconduct

3.6.6 failing to meet the requirements of the course progress policy

3.6.7 non-payment of tuition fees

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



KEYSTONE COLLEGE
OF BUSINESS & TECHNOLOGY

Deferring, Suspending or Cancelling a Student's Enrolment

CRICOS Provider Code: 03425F

RTO Code: 41183

Applicants will be informed that deferring, suspending or cancelling his or her enrolment may affect his or her student visa.

The suspension or cancellation will be notified to the via PRISMS and DOAH as required under section 19 of ESOS Act where the student's enrolment is deferred, temporarily suspended or cancelled on completion of the 20 days or at the end of the appeals process if the appeal is not upheld.

All the relevant documents are kept on the student file