

STUDENT SUSPENSION AND CANCELLATION OF ENROLMENT POLICY AND PROCEDURE

Policy Statement	<p>Kent Institute of Australia (Kent) recognises that students may need to suspend their enrolment in a course of study in certain circumstances. This policy and procedure sets out the circumstances in which a student may be eligible to apply for suspension or cancellation of their enrolment. This policy also sets out when Kent may cancel a student's enrolment.</p> <p>This policy is supported by:</p> <ul style="list-style-type: none"> • National Code of Practice for Providers of Education and Training to Overseas Students 2018, Standard 9 • Education Services for Overseas Students (ESOS) Act 2000 • Higher Education Support Act 2003 • TEQSA, Higher Education Standards Framework, (Threshold Standards) 2015, Standards 1.3 and 7.2.2 • Standards for NVR Registered Training Organisations 2015
Responsibility for Implementation	Manager Student Services, Executive Manager Student Engagement, Student Administration Officer,
Compliance and Monitoring	Manager Student Services, Executive Manager Student Engagement, Executive Manager Risk & Compliance.

Purpose

This policy and procedure meets the legislative requirements and quality assurance standards relating to students who apply to suspend their course of study. It also establishes an effective process for managing applications for suspension of enrolment. This policy also sets out when Kent may cancel a student's enrolment on the basis of student misbehavior and the process to be followed.

Scope

Any Kent student who applies for a period of leave from their studies. It also applies to students for whom Kent has initiated a cancellation of studies.

Aim

This policy outlines the procedures by which Kent is governed and will comply with, to allow the suspension and cancellation of students undertaking a course of study at Kent.

Definitions

Extenuating circumstances relating to the welfare of the student may include, but are not limited to the following.

- The student is missing
- The student has medical concerns, severe depression or psychological issues which lead the provider to fear for the student's wellbeing
- The student has engaged or threatens to engage in behaviour that is reasonably believed to endanger the student or others
- The student is at risk of committing a criminal offence

1.0 Suspending a Student's Enrolment

- 1.1 Kent may allow a student to suspend their course of study if the student:
- Has been enrolled for at least one Trimester or Block of study; and
 - Has circumstances beyond their control that result in the student needing to be absent for more than 25% of the study period; and
 - Is able to demonstrate documented medical grounds (e.g. an illness or a disability certified by a licensed medical practitioner by a medical certificate); or
 - Is able to demonstrate exceptional compassionate circumstances (e.g. death of a close family member, major political upheaval or natural disaster in the student's home country requiring emergency travel, or a traumatic experience that has impacted their studies).

Staff may request additional documentation as deemed necessary to meet this criteria. Student Services needs to be notified of the situation/circumstances as soon as possible.

Kent and the Department of Home Affairs (DHA) **do not consider such events as a wedding, a holiday, work opportunities or financial difficulties as appropriate grounds for suspension of studies**. No request for suspension of studies will be granted for these reasons.

- 1.2 The maximum period of time for which a suspension will be granted **is twelve (12) months for HEd and six (6) months for VET** and will only be assessed and granted for one Trimester or Term at a time. If a student requires further suspension at the end of the Term/Trimester they will need to reapply with new supporting documentation prior to their expected resumption date. Approved suspensions cannot be granted for periods greater than the maximum period.
- 1.3 Students requesting to suspend their course must make the request on the Student Request for Leave or Suspension of Enrolment Application Form and submit the completed form to the Student Services Unit. ([Documents](#) > *Student Policies and Forms* > *FORM– Student Request for Leave or Suspension of Enrolment Application Form – Login Required*). Supporting documents must also accompany the Form at the time it is submitted.

2.0 Review of Request for Suspension of Enrolment

- 2.1 All requests for suspension of enrolment will be considered by the Manager Student Services or the Executive Manager Student Engagement as appropriate, and assessment will be completed in ten (10) working days.

3.0 Appeals

- 3.1 Students have the right to appeal in the case of not being satisfied by the decision in accordance with Kent's Complaints and Appeals Policy and Procedure. ([Documents](#) > *Student Policies and Forms* > *POLICY– Complaints and Appeals Policy and Procedure – Login Required*).
- 3.2 If the student accesses Kent's internal complaints and appeals process, suspension of the student's enrolment will not take effect until the internal process is completed, unless there are extenuating circumstances relating to the welfare of the student. See the **Definitions** for information on what constitutes extenuating circumstances.

4.0. Notice to Students

- 4.1 All students will be notified in writing of the outcome of their suspension of enrolment request (or appeal). The outcome of the decision to either grant or deny the request for suspension or cancellation of enrolment will be provided by Student Services, as appropriate, to the student in writing to their personal email address and Kent email address on the Kent Student Information System (SIS).

- 4.2 International students who have successfully applied for suspension of their enrolment will be advised in writing that undertaking a period of leave may affect their student visa.

5.0 Reporting

Kent must notify the Department of Education through the Provider Registration and International Student Management System (PRISMS) of the suspension of enrolment of an international student. The information entered into PRISMS will be reported to the DHA.

6.0 Suspension or Cancellation of a Student's Enrolment Initiated by Kent

- 6.1 Where the suspension or cancellation of a student's enrolment is initiated by Kent on the basis of student misconduct, Kent must inform the student of its intention to suspend or cancel the student's enrolment and notify the student that he or she has **twenty (20)** working days to access Kent's Complaints and Appeals Policy and Procedure ([Documents > Student Policies and Forms > POLICY– Complaints and Appeals Policy and Procedure – Login Required](#)).
- 6.2 If the student accesses Kent's internal complaints and appeals process, cancellation of the student's enrolment cannot take effect until the internal process is completed, unless extenuating circumstances relating to the welfare of the student apply. See the **Definitions** for information on what constitutes extenuating circumstances.
- 6.3 International students who have successfully applied for suspension of their enrolment will be advised in writing that undertaking a period of leave may affect their student visa.

7.0 Reporting

Kent must notify the Department of Education through PRISMS of the suspension, cancellation or any leave of absence from study of an international student's enrolment. The information entered into PRISMS will be reported to the DHA.

8.0 Records Management

The Manager Student Services and Student Administration Officers are responsible for ensuring all relevant documentation (Student Request for Leave or Suspension of Enrolment form, supporting documentation and all incoming/outgoing correspondence) is scanned to the student's file on the Kent SIS.

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