

## DEFERRAL, SUSPENSION, AND CANCELLATION POLICY AND PROCEDURE

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<b>Policy Lead</b>	Academic Dean
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<b>Relevant legislation or external requirements</b>	<p>National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code) (NC: 2.1, 3.3, 3.4, 5.6, 5.7, 6.7, 8, 9) Higher Education Standards Framework (Threshold Standards) 2021 (HESFs: 6.2.1c, 7.2.2, 7.2.3)</p> <p>Education Services for Overseas Students Act 2000 (Cth) (ESOS Act) Education Services for Overseas Students Regulations 2019 (Cth) (ESOS Regulations) Tertiary Education Quality and Standards Agency Act 2011 (TEQSA Act) Higher Education Provider Amendment (Support for Students Policy) Guidelines 2023 (Cth) Corporations Act 2001 (Cth) (Corporations Act) Competition and Consumer Act 2010 Higher Education Support Act 2003 Higher Education Provider Guidelines 2023 Higher Education Administrative Information for Providers</p>
<b>Related ASA Documents</b>	<p>Student Enrolment and Attendance Policy and Procedure Student Fees, Charges, and Refund Policy Student Fees, Charges, and Refund Procedure Student Transfer Policy and Procedure Student Support Framework Student Support, Wellbeing, and Health Policy and Procedure Student Code of Conduct Academic Integrity Policy Student Academic Misconduct Procedure and Flowchart Student Progression and At Risk Policy Student Progression and At Risk Procedure Student Grievance Policy Student Grievance Procedure</p>

### 1. Purpose

This policy and procedure details the required conditions, processes, and approvals for assessing, approving, and recording a deferment of the commencement of study, suspension of study, or cancellation of study for ASA Institute of Higher Education (**ASA**) courses. This document also describes the requirements for appropriate communication with the student, record keeping, and reporting of all decisions.

### 2. Scope

This policy and procedure applies to all ASA applicants, students, and staff who support these processes.

This document applies to course enrolment variations. Policy regarding variations to unit

enrolments is described in the *Student Enrolment and Attendance Policy and Procedure*.

Students wishing to be granted a Leave of Absence should refer to the *Student Enrolment and Attendance Policy and Procedure* for detail.

Students wishing to transfer to another course at ASA should refer to the *Student Transfer Policy and Procedure* for detail.

### 3. Principles

ASA will be transparent in the conditions of enrolment and provide appropriate and fair processes for applicants and students when responding to requests and determining variations to course enrolments.

ASA will at all times abide by relevant legislation and regulations that governs its operations, including Australian Consumer Law, as set out in the Competition and Consumer Act 2010, National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code), and the Education Services for Overseas Students Act 2000 (Cth) (ESOS Act) as well as its own Policy Suite.

### 4. Definitions

Term	Definition
appeal	A formal request that a decision be changed.
applicant	A person who has applied to study at ASA.
cancel	The action initiated by ASA that ceases a student's enrolment in a specific course of study.
census	The census date is the last date for a student to withdraw from a unit without incurring academic penalty for the unit.
Chief Executive Officer (CEO) / Principal	The Chief Executive Officer is the highest organisational role for ASA and performs the role of Principal as well as their other duties.
commence	To start a course. The commencement date is the first day of the study period that a student is enrolled in a unit. This does not include units that have been granted Advanced Standing or exemption.
compassionate or compelling circumstances	Compassionate and compelling circumstances are circumstances that produce a feeling of sympathy for the student's troubles or are powerfully convincing. These circumstances can include, but are not limited to: <ol 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</li> <li>Major political upheaval or natural disaster in the home country requiring emergency travel which has impacted on the student's studies,</li> <li>A 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 these experiences have impacted on the student</li> </ul> </li> </ol>
complaint	A formal notification to ASA that something was wrong or unsatisfactory, and usually indicates what actions would resolve the issue.
defer	To delay the start of a course, i.e. edit the course enrolment to have a later start date.
governance reporting	Reports made to ASA's governing bodies, such as the Academic Board.
Leave of Absence (LoA)	A temporary suspension of study (pause) requested by a student that has been approved for compassionate or compelling reasons.

Term	Definition
Letter of Offer (LoO)	A Letter of Offer (LoO) is a document supplied to successful applicants which details the course enrolment that the applicant may accept or decline. Once it has been signed and returned to ASA it is the Written Agreement that constitutes a legal contract between the applicant and ASA.
lodgement	The act of formally providing information to ASA or another organisation so that it can be recorded or dealt with.
non-commencement	When an applicant does not start their course. The commencement date is the first day of the study period that a student is enrolled in a unit. This does not include units that have been granted Advanced Standing or exemption.
policy suite	A policy suite is the entire connected series of documents that encompass frameworks, policies, procedures, plans, guidelines, and forms.
progression	The process of completing units in a course of study over time.
session	A session at ASA is a scheduled time when formal teaching and learning activities take place. Each session is generally 2-4 hours long, but this may vary based on the unit and/or course. Students should attend all sessions that appear on their timetable for each unit.
specific equity groups	<ul style="list-style-type: none"> <li>• Aboriginal and Torres Strait Islander peoples</li> <li>• people from lower socio-economic backgrounds</li> <li>• people with disability</li> <li>• people from remote, rural or isolated areas</li> <li>• people who are the first in their family to attend a university or other higher educational institution</li> <li>• people from non-English speaking backgrounds</li> <li>• women, especially in areas of study where they have been under-represented, such as IT.</li> </ul>
suspend	To suspend enrolment means to temporarily place studies on hold after enrolment has commenced. ASA refers to suspension of a student's enrolment within disciplinary contexts. ASA refers to Leave of Absence in all other contexts. Students may request a Leave of Absence after referring to the Student Enrolment and Attendance Policy and Procedure for information.
withdrawal	When a student chooses not to continue a course after they have commenced, but before they have completed all the academic requirements of the course.
working day	A working day is any day between Monday to Friday but does not include Saturdays, Sundays or Australian public holidays for the state where the relevant campus is located.

## 5. Policy Statement

ASA offers a high-quality educational experience for students and provides fair and reasonable mechanisms for altering the commencement, progress, and enrolment status of students. ASA will work with applicants and students to:

- Ensure appropriate communication of information and advice to students, particularly international students.
- Assist applicants and students when unexpected events occur, including compassionate and compelling circumstances.
- Provide clarity regarding the obligations of students and ASA, including critical deadlines and enrolment or cancellation processes.

- Protect Australia's student visa, and broader immigration, system.

The details in this document provide the ordinary conditions and processes for deferral and cancellation of ASA course enrolment. However, ASA reserves the right to make compliant determinations in favour of the applicant or student on a discretionary basis in order to respond to extenuating circumstances.

The suspension or cancellation of the overseas student's course enrolment for the reasons outlined cannot take effect until the internal grievance process is completed, unless the health or wellbeing of the student, or the wellbeing of others, is likely to be at risk.

ASA applicants and students must ensure they are aware of their responsibilities and obligations if they hold a Student Visa. Individuals should seek assistance from the Department of Home Affairs, their education agent, or their migration agent if they require information regarding a visa.

Records of the decisions made, and the basis for these decisions, will be kept for at least two (2) years by ASA.

Applicants and students are not entitled to access ASA services, facilities, or resources without a future or current course enrolment, aside from access to the grievance processes. ASA may grant access within its discretion.

## 6. Course Deferral

Applicants or ASA may defer the course up to three (3) weeks prior to the commencement date indicated on the Letter of Offer (**LoO**).

### 6.1 Applicant-initiated Deferral

Applicants may request to defer their course for up to 12 months for the following reasons:

- Delays in receiving a Student Visa
- Delays in meeting conditions associated with application acceptance, or
- Compassionate or compelling circumstances.

#### 6.1.1 Applicant-initiated Procedure

- a. Applicants wishing to defer should complete the *Deferral, Suspension and Cancellation Form* which is available on ASA website (<https://asahe.edu.au/policies-and-forms/>). Supporting documents should be submitted with the Form.
- b. The Admissions staff will upload both the Form and supporting documents onto the Student Management System (SMS) under the applicant's profile.
- c. The Admissions Manager will assess the deferral request and determine an outcome.
- d. The applicant will receive an email of the outcome, and if approved, an updated Confirmation of Enrolment (**CoE**) and LoO from the Admissions Manager, or delegate, within 10 working days of lodgment.
- e. The Admissions Manager, or delegate, will update the SMS profile and course enrolment details. International applicants will have their CoE details updated on Provider Registration and International Student Management System (**PRISMS**).

### 6.2 ASA-initiated Deferral

ASA may defer the course for up to 12 months for the following reasons:

- Capacity or cohort maximums / minimums

- Delays in receiving re-accreditation from TEQSA or CRICOS, or
- Other reasons decided by the Chief Executive Officer (CEO).

### 6.2.1 ASA-initiated Procedure

- a. Senior Management will consider upcoming intakes and organisational context to consider course deferrals on individual or cohort basis.
- b. Affected applicants and, if relevant, their associated agent will be contacted by the Admissions Manager, or delegate, to discuss the circumstances requiring deferral and the options available.
- c. Affected applicants will select the appropriate option e.g. deferral, withdrawal, or a change of course within 5 working days of contact.
- d. The applicant will receive an email with, if relevant, an updated Confirmation of Enrolment (CoE) and LoO from the Admissions Manager or delegate within 5 working days of applicant decision.
- e. The Admissions Manager, or delegate, will update the SMS profile and course enrolment details. International applicants will have their CoE details updated on Provider Registration and International Student Management System (PRISMS).

## 7. Course Suspension

### 7.1 Grounds for Suspension

Students may request to suspend their course enrolment. ASA may offer a student the opportunity to suspend their enrolment on compassionate or compelling grounds. ASA refers to this action as requesting a **Leave of Absence** to avoid any negative associations. Students should refer to the *Student Enrolment and Attendance Policy and Procedure* for details on how to request a Leave of Absence.

ASA may suspend a student's course enrolment for the following reasons:

- breaches of the *Student Code of Conduct*, including academic and non-academic breaches.
- failure by the student to pay required amounts as stated:
  - i. in the LoO or
  - ii. included in the *Student Fees, Charges, and Refund Policy* and associated procedure, or
  - iii. other amounts (such as fee increases, fines) as communicated with reasonable notice.
- failure by the student to make appropriate course progress as set out in the *Student Progression and At Risk Policy* and associated procedure.
- failure by the student to attend course learning and teaching activities as set out in the *Student Enrolment and Attendance Policy and Procedure*.

ASA will monitor the student's conduct, financial status, course progression, and course attendance. ASA will communicate with the student to support their understanding of appropriate information and awareness of their obligations.

ASA will apply intervention strategies to mitigate the risk of poor course progression or attendance as indicated in the *Student Progression and At Risk Policy*, the *Student Enrolment and Attendance Policy and Procedure* and associated procedures.

## 7.2 Suspension Procedure

If a student breaches the *Student Code of Conduct* or the *Academic Integrity Policy* and the determined penalty is suspension of enrolment the following process will apply.

- a. The student will be contacted by the Director Student Experience, or their delegate, to provide a written outcome of any disciplinary decisions. The student will be informed of:
  - i. the intention to suspend the student's enrolment;
  - ii. the reason for suspension;
  - iii. the student's right to complain and appeal against the outcome through the provider's internal complaints and appeals process within 20 working days;
  - iv. directed to relevant ASA policy and procedure documents; and
  - v. the need to seek advice from the Department of Home Affairs on the potential impact on their Student Visa.
- b. The Academic Dean, or delegate, may vary the student's unit enrolment details for units that have not passed the census date in order to avoid disadvantaging the student or other students.
- c. ASA staff will not complete any further actions on the student's course enrolment until the internal appeals process has been completed, unless the student's health or wellbeing, or the wellbeing of others is at risk.
- d. If it is deemed necessary for the health and wellbeing of the student or others that the suspension is effective sooner, the CEO is required to approve any decisions prior to actioning.
- e. Once the appeals period has ended, or the appeals process has found in favour of ASA, the Academic Dean, or delegate, will update the SMS profile and course enrolment details.
- f. For international students, the Admissions Manager, or delegate, will update the CoE details on Provider Registration and International Student Management System (**PRISMS**)
- g. Students who have been suspended must contact ASA within four (4) weeks of their suspension end date to indicate their willingness to continue studying at ASA and organise for appropriate study arrangements at the end of their suspension. This may include seeking a variation of their CoE for international students.
- h. ASA will cancel the course enrolment of any suspended student who does not contact ASA prior to the end of their suspension as per Section 9.3.2 of this document.

## 8. Monitoring, participation, and success

ASA commits to the monitoring of the participation, progress, and completion of all students, including specific equity groups that may have experienced or be at risk of disadvantage or inequitable outcomes.

Data will be collected through the Admissions process, Student Services, and academic results in order to analyse the participation and success of these groups at ASA.

ASA monitors the participation, progress, and completion by student cohorts and specific equity groups and uses analysis of data to inform policy suite amendments and improvement of teaching, learning and support strategies for all students.

## 9. Cessation of Enrolment

There are a number of terms that ASA uses to distinguish different circumstances where a course

enrolment has ceased. This assists ASA to record and analyse trends and rates over time to support continuous improvement activities and reporting.

1. **Non-Commencement** – when an applicant chooses not to commence a course or ASA rescinds an offer to an applicant prior to their course commencement.
2. **Withdrawal** – when a student chooses to not continue a course after they commenced, but before they have completed all the academic requirements of the course.
3. **Cancellation** – when ASA cancels a student’s course enrolment after they have commenced their course but before they have completed all the academic requirements of the course.

Students are encouraged to seek advice from ASA regarding key dates and their academic and financial obligations prior to varying their course enrolment.

Students who have had their course enrolment varied to not commence, withdrawn or cancelled may need to apply through the Admissions process for re-entry into an ASA course at the discretion of ASA.

## 9.1 Non-Commencement Grounds or Conditions

Any ASA offshore applicants may elect to not commence their course on the following grounds:

- inability to gain a Student Visa
- inability to travel to Australia
- inability to meet conditions associated with application acceptance
- compassionate or compelling circumstances
- change of mind (at least 10 weeks prior to the commencement date)

*Note: the reason indicated for non-commencement may impact the refund granted under the Student Fees, Charges, and Refund Policy and associated procedure.*

Any ASA Applicant who has received a CoE and is listed as ‘onshore’ by VEVO must meet the following conditions for their enrolment to be approved as not commenced:

- maintain study at another provider with less than 4 weeks gap in enrolment, or
- compassionate or compelling circumstances.

ASA may elect to vary an applicant’s course enrolment to not commenced on the following grounds:

- Failure to attend orientation and transition session/s prior to the census date of their commencing study period.
- Failure to supply any documents required to meet LoO conditions.
- Failure to respond to communication from ASA within 5 working days or provide appropriate personal details as required by the National Code.

**Any ASA Applicant who has received a CoE and is listed as ‘onshore’ by VEVO who does not commence or obtain approval for a deferral or non-commencement will be reported to the Department of Home Affairs.**

## 9.2 Non-Commencement Procedure

### 9.2.1 Applicants without a CoE

Any applicants who have not received a CoE in response to their application are requested to

inform ASA if they decide not to accept an offer of enrolment. Applicants, or their agent, may communicate with ASA in the same manner as their application to indicate they are no longer interested in studying with ASA.

### 9.2.2 Applicants with a CoE

- a. Applicants who have accepted an offer by returning a signed LoO and making the required payment must apply to ASA by completing the *Course Withdrawal or Transfer Request Form* which is available on ASA website (<https://asahe.edu.au/policies-and-forms/>). Supporting documents should be submitted with the Request Form.
- b. Admissions staff will upload both the Request Form and supporting documents onto the Student Management System (**SMS**) under the applicant's profile.
- c. The Admissions Manager will assess the request within five (5) working days of lodgment.
- d. The applicant will receive an email of the outcome from the Admissions Manager or delegate within 10 working days of lodgment.
- e. The Admissions Manager, or delegate, will update the SMS profile and course enrolment details. International applicants will have their CoE details updated on Provider Registration and International Student Management System (**PRISMS**).

### 9.2.3 ASA-initiated Procedure

- a. Senior Management will consider upcoming intakes and organisational context to consider course commencements on individual or cohort basis.
- b. Affected applicants and, if relevant, their associated agent will be contacted by the Admissions Manager, or delegate, to discuss the circumstances requiring non-commencement and the options available.
- c. Affected applicants will select the appropriate option e.g. non-commencement, assistance in finding another provider, or a change of course within 10 working days of contact.
- d. The applicant will receive an email with, if relevant, an updated Confirmation of Enrolment (**CoE**) and LoO, and further information and support from the Admissions Manager or delegate within five (5) working days of applicant decision.
- e. The Admissions Manager, or delegate, will update the SMS profile and course enrolment details. International applicants will have their CoE details updated on Provider Registration and International Student Management System (**PRISMS**).

## 9.3 Withdrawal

### 9.3.1 Conditions for Withdrawal

Any student that has commenced their course and wishes to withdraw must ensure that they have met the conditions of their LoO including:

- paid all fees for any unit enrolment that has met census requirements and
- one of the following conditions has been met:
  - i. the student has completed the first six (6) months of their enrolment;
  - ii. the student will be reported for poor course progression despite utilising ASA's intervention strategies;
  - iii. there is evidence of compassionate or compelling circumstances;
  - iv. ASA has failed to deliver the course as outlined in the LoO;



- v. there is evidence that the reasonable expectations of the student have not been met;
- vi. there is evidence that the student was misled by ASA or the student's education agent; or
- vii. an appeal outcome has determined that the student should be released.

A student on an International Student Visa must also have:

- received a LoO from another registered Higher Education provider with a commencement date within four (4) weeks;
- approval from the Department of Home Affairs to remain in Australia; or
- or has made evidenced plans to leave Australia.

### 9.3.2 Withdrawal Procedure

If the above circumstances have been met, then the following process must be followed.

- a. The student must complete the *Course Withdrawal or Transfer Request Form* which is available on ASA website (<https://asahe.edu.au/policies-and-forms/>). Supporting documents should be submitted with the Request Form.
- b. Admissions staff will upload both the Request Form and supporting documents onto the Student Management System (SMS) under the applicant's profile.
- c. The Academic Dean, or delegate, will assess the request within five (5) working days of lodgment.
- d. The student will receive an email of the outcome from the Academic Dean, or delegate within 10 working days of lodgment.
- e. The Admissions Manager, or delegate, will update the SMS profile and course enrolment details. International students will have their CoE details updated on Provider Registration and International Student Management System (PRISMS).
- f. A letter of Release will be provided via email to the student within 10 working days of lodgment if the request is approved.

If the request is denied then the student may appeal the outcome in accordance with ASA's Grievance processes as per the *Student Grievance Handling Policy* and associated procedure.

## 9.4 Cancellation

### 9.4.1 Grounds for Cancellation

ASA may cancel a student's course enrolment for the following reasons:

- breaches of the *Student Code of Conduct*, including academic and non-academic breaches.
- failure by the student to pay required amounts as stated:
  - i. in the LoO
  - ii. included in the *Student Fees, Charges, and Refund Policy* and associated procedure, or
  - iii. other amounts (such as fee increases, fines) as communicated with reasonable notice.
- failure by the student to make required course progress as set out in the *Student Progression and At Risk Policy* and associated procedure.

- failure by the student to meet attendance requirements as set out in the *Student Enrolment and Attendance Policy and Procedure*.

ASA will monitor the student's conduct, financial status, course progression, and course attendance.

ASA will communicate with the student to ensure that they have appropriate information and awareness of their obligations.

ASA will apply academic intervention strategies to mitigate the risk of poor course progression or attendance as indicated in the *Student Progression and At Risk Policy*, the *Student Enrolment and Attendance Policy and Procedure* and associated procedures.

## 9.4.2 Cancellation Procedures

### Breaches of Conduct

If a student breaches the *Student Code of Conduct* or the *Academic Integrity Policy* and the determined penalty is cancellation of enrolment the following process will apply.

- The student will be contacted by the Academic Dean, or their delegate, to provide a written outcome of any disciplinary decisions. The student will be informed of:
  - the intention to cancel the student's enrolment;
  - the reason for cancellation;
  - the student's right to complain and appeal against the outcome through the provider's internal complaints and appeals process within 20 working days;
  - directed to relevant ASA policy and procedure documents; and
  - the need to seek advice from the Department of Home Affairs on the potential impact on their Student Visa.
- The Academic Dean, or delegate, may vary the student's unit enrolment details for units that have not passed the census date in order to avoid disadvantaging the student or other students.
- ASA staff will not complete any further actions on the student's course enrolment until the internal appeals process has been completed, unless the student's health or wellbeing, or the wellbeing of others is at risk.
- If it is deemed necessary for the health and wellbeing of the student or others that the cancellation is effective sooner, the CEO is required to approve any decisions prior to actioning.
- Once the appeals period has ended, or the appeals process has found in favour of ASA, the Academic Dean, or delegate, will update the SMS profile and course enrolment details.
- For international students, the Admissions Manager, or delegate, will update the CoE details on Provider Registration and International Student Management System (**PRISMS**)

### Outstanding Payments

If a student fails to make pay required amounts as stated in the LoO, included in the *Student Fees, Charges, and Refund Policy* and associated procedure, or other amounts the following process will apply.

- The Finance Manager, or delegate, will provide invoices and required payment details to students as part of ordinary business processes which may vary according to organisational practices.

- b. The Finance Manager, or delegate, will communicate overdue payment details and require payment by students within 10 working days.
- c. The student must pay required amounts in full as specified or communicate any compassionate or compelling reasons why they are unable to meet payment deadlines.
- d. The Finance Manager, or delegate, will provide written notification of the student's failure to meet financial deadlines. The student will be informed of:
  - i. the intention to cancel the student's enrolment;
  - ii. the reason for cancellation;
  - iii. the student's right to complain and appeal against the outcome through the provider's internal complaints and appeals process within 20 working days;
  - iv. directed to relevant ASA policy and procedure documents; and
  - v. the need to seek advice from the Department of Home Affairs on the potential impact on their Student Visa.
- e. The Academic Dean, or delegate, may vary the student's unit enrolment details for units that have not passed the census date in order to effectively manage academic delivery and avoid disadvantaging the student or other students.
- f. ASA staff will not complete any further actions on the student's course enrolment until the internal appeals process has been completed, unless the student's health or wellbeing, or the wellbeing of others is at risk.
- g. If it is deemed necessary for the health and wellbeing of the student or others that the cancellation is effective sooner, the CEO is required to approve any decisions prior to actioning.
- h. If the student makes the required payment within the appeals period, ASA may or may not cease the cancellation process within its own discretion.
- i. Once the appeals period has ended, or the appeals process has found in favour of ASA, the Director Student Experience, or delegate, will update the SMS profile and course enrolment details.
- j. For international students, the Admissions Manager, or delegate, will update the CoE details on Provider Registration and International Student Management System (**PRISMS**).
- k. International students who have been cancelled for outstanding payments are still required to pay outstanding amounts. Cancelled students may need to apply through the Admissions process for re-entry into an ASA course at the discretion of ASA.

### Academic Progress

If a student fails to make the required academic progress as set out in the *Student Progression and At Risk Policy* and associated procedure the following process will apply.

- a. The Academic Dean, or delegate, will review student progress and determine if a student has failed to make appropriate academic progress.
- b. The Academic Dean, or delegate, will ensure that suitable academic and other support is offered to the student as set out in ASA's policy suite in the first instance.
- c. If a student has not utilised or complied with academic or other support strategies and conditions the Academic Dean may direct staff to cancel the student's course enrolment.

- d. The Academic Dean, or delegate, will provide written notification of the student's failure to make appropriate academic progress. The student will be informed of:
  - i. the intention to cancel the student's enrolment;
  - ii. the reason for cancellation;
  - iii. the student's right to complain and appeal against the outcome through the provider's internal complaints and appeals process within 20 working days;
  - iv. directed to relevant ASA policy and procedure documents; and
  - v. the need to seek advice from the Department of Home Affairs on the potential impact on their Student Visa.
- e. The Academic Dean, or delegate, may vary the student's unit enrolment details for units that have not passed the census date in order to avoid disadvantaging the student or other students.
- f. ASA staff will not complete any further actions on the student's course enrolment until the internal appeals process has been completed, unless the student's health or wellbeing, or the wellbeing of others is at risk.
- g. If it is deemed necessary for the health and wellbeing of the student or others that the cancellation is effective sooner, the CEO is required to approve any decisions prior to actioning.
- h. The Academic Dean, or delegate, will update the SMS profile and course enrolment details once the following conditions have been met:
  - i. the internal and external complaints processes have been completed and the decision or recommendation supports the registered provider, or
  - ii. the student has chosen not to access the internal complaints and appeals process within the 20 working day period, or
  - iii. the student has chosen not to access the external complaints and appeals process, or
  - iv. the student withdraws from the internal or external appeals processes by notifying the registered provider in writing.
- i. For international students, the Admissions Manager, or delegate, will update the CoE details on Provider Registration and International Student Management System (**PRISMS**).

## Engagement

If a student fails to meet engagement requirements as set out in the *Student Enrolment and Attendance Policy and Procedure* the following process will apply.

- a. The Academic Dean, or delegate, will review student engagement and determine if the student has failed to meet attendance requirements.
- b. The Academic Dean, or delegate, will ensure that suitable academic and other support is offered to the student as set out in ASA's policy suite in the first instance.
- c. If a student has not utilised or complied with academic or other support strategies and conditions the Academic Dean may direct staff to cancel the student's course enrolment.
- d. The Academic Dean, or delegate, will provide written notification of the student's failure to make appropriate academic progress. The student will be informed of:
  - i. the intention to cancel the student's enrolment;
  - ii. the reason for cancellation;

- iii. the student's right to complain and appeal against the outcome through the provider's internal complaints and appeals process within 20 working days;
  - iv. directed to relevant ASA policy and procedure documents; and
  - v. and the need to seek advice from the Department of Home Affairs on the potential impact on their Student Visa.
- e. The Academic Dean, or delegate, may vary the student's unit enrolment details for units that have not passed the census date in order to avoid disadvantaging the student or other students.
  - f. ASA staff will not complete any further actions on the student's course enrolment until the internal appeals process has been completed, unless the student's health or wellbeing, or the wellbeing of others is at risk.
  - g. If it is deemed necessary for the health and wellbeing of the student or others that the cancellation is effective sooner, the CEO is required to approve any decisions prior to actioning.
  - h. The Academic Dean, or delegate, will update the SMS profile and course enrolment details once the following conditions have been met:
    - i. the internal and external complaints processes have been completed and the decision or recommendation supports the registered provider, or
    - ii. the student has chosen not to access the internal complaints and appeals process within the 20 working day period, or
    - iii. the student has chosen not to access the external complaints and appeals process, or
    - iv. the student withdraws from the internal or external appeals processes by notifying the registered provider in writing.
  - i. For international students, the Admissions Manager, or delegate, will update the CoE details on Provider Registration and International Student Management System (**PRISMS**).

## 10. Grievances

A student who is dissatisfied with a decision made under this policy should lodge a formal complaint. Further information is detailed in *Student Grievance Policy* and associated Procedure.

All applicants and students have the right to access ASA's internal complaints and appeals handling process. The suspension or cancellation of the student's enrolment under Standard 9.3 of the National Code cannot take effect until the internal appeals process is completed, unless the overseas student's health or wellbeing, or the wellbeing of others, is likely to be at risk.

## 11. Record Keeping

The Academic Dean, or delegate, will keep records of all deferrals, suspensions, and course cessations for a minimum of two (2) years and include the following information:

- Student identification number (SID);
- Student personal details including their name, date of birth, nationality, and if relevant, location at the time of application;
- Associated education agent;
- Course name and type;
- Original course commencement date and any revised commencement dates;

- Date and reasons for course enrolment variation;
- Forms and submissions, including supporting documentation supplied by students;
- Communications to and from the applicant or student;
- Outcomes of requests / determinations;
- The basis on which outcomes or decisions were determined; and
- Date the outcome was actioned.

The Admission Manager, or delegate, is responsible for maintaining accurate and up-to-date records on PRISMS.

The Director Learning and Innovation, or delegate, will maintain records of any complaints or appeals, whether internal or external by applicants or students.

## 12. Relevant HESFs

This Policy and the associated Procedure comply with the Higher Education Standards Framework (Threshold Standards) 2021 which specifies that:

### Standard 6.2 Corporate Monitoring and Accountability

1. The provider is able to demonstrate, and the corporate governing body assures itself, that the provider is operating effectively and sustainably, including: [...]
  - c. the provider is financially viable and applies, and has the capacity to continue to apply, sufficient financial and other resources to maintain the viability of the entity and its business model, to meet and continue to meet the requirements of the Higher Education Standards Framework, to achieve the provider's higher education objectives and performance targets and to sustain the quality of higher education that is offered [...]

### Standard 7.2 Information for Prospective and Current Students [...]

2. Information for students is available prior to acceptance of an offer, written in plain English where practicable, accompanied by an explanation of any technical or specialised terms, and includes:
  - a. information to assist in decisions about courses or units of study, including the course design, prerequisites, assumed knowledge, when and where courses/units are offered, application dates, arrangements for recognition of prior learning, standing credit transfer arrangements, pathways to employment and eligibility for registration to practise where applicable
  - b. information to assist in planning for and participation in educational and other activities, including contact points, advice about orientation and induction, delivery arrangements, technical requirements for access to IT systems for online activities, timetables, access to learning resources, avenues to participate in decision making and opportunities to participate in student representative bodies
  - c. information to outline the obligations of students and their liabilities to the higher education provider including expected standards of behaviour, financial obligations to the higher education provider, critical deadlines, policies for deferral, change of preference/enrolment and leave of absence, particular obligations of international students, disciplinary procedures, misconduct and grounds for suspension or exclusion
  - d. information to give access to current academic governance policies and requirements including admission, recognition of prior learning, transition, progression, assessment, grading, completion, qualifications, appeals, academic integrity, equity and diversity, intellectual property and withdrawal from or

- e. cancellation of enrolment
  - f. information to facilitate access to services and support including the types of services available such as educational resources including English language support, personal support services, cultural support and ancillary services, hours of availability, how to access services and emergency contact details where applicable
  - g. information to assist in resolution of grievances, including an explanation of processes for resolution of grievances and complaints and internal and external appeals processes, guidance on how to participate in the processes and sources of assistance including advocacy, and
  - h. information to assist international students studying in Australia if applicable, including indicative costs of living and studying in Australia, accommodation options, arrangements for health care and, where applicable, schooling obligations related to school-aged dependants (including the possibility that school fees may be incurred).
3. There are policies and processes that ensure information and advice given to international students holding or applying for an Australian student visa and decisions taken in relation to such students meet statutory requirements.

### 13. Version Control

This Policy and Procedure has been reviewed and approved by the ASA Board of Directors as at February 2025 and is reviewed every three years.

This Policy and Procedure is published and available on the ASA website <https://www.asahe.edu.au/policies-and-forms/>.

<b>Change and Version Control</b>				
<b>Version</b>	<b>Authored by</b>	<b>Brief Description of the changes</b>	<b>Date Approved:</b>	<b>Effective Date:</b>
2025.1	Director Quality and Compliance	Document updated to reflect operational changes, including expanded delivery modes. HESA requirements incorporated.	18/02/2025	06/03/2025
2024.2	Project Officer	Document formatting updated to reflect change of Trading Name to ASA Institute of Higher Education	28/06/2024 by CEO	01/07/2024
2024.1	Director Quality and Compliance	Increased the detail and procedural detail to provide greater clarity for all parties. Considered the Commonwealth Ombudsman Assessing Compassionate or Compelling Circumstances Providers Factsheet. Benchmarked with 7+ other providers.	29/01/2024	29/01/2024
Previous version archived. New Policy code and numbering system implemented.				
3.1	Staff	BoD Approval after table updates.	04/11/2020	04/11/2020
1.1	Staff	Council Approval	10/06/2020	10/06/2020