



## 15. Deferment, Suspension and Cancellation Policy

### **Purpose**

The purpose of this policy is to outline the circumstances in which a student can defer, suspend or cancel their enrolment with SCM and where SCM can initiate the suspension or cancellation of the student's enrolment.

### **Scope**

The policy applies to all students currently enrolled with SCM. It covers student initiated deferral, suspension and cancellation of studies, as well as suspension and cancellation initiated by SCM.

### **Definitions**

Suspend Enrolment means to temporarily cease studies.

Deferral is defined as postponement of the commencement of enrolment

A student may request a temporary deferment or suspension to enrolment on the grounds of compassionate or compelling circumstances.

Compassionate or compelling circumstances are those beyond the control of the student and which have an impact upon the student's course progress or wellbeing such as:

- serious illness or injury, where a medical certificate states that the student was unable to attend classes;
- death of close family members such as parents or grandparents (Where possible a death certificate should be provided);
- major political upheaval or natural disaster in the home country requiring emergency travel which has impacted on the student's studies; or
- a traumatic experience that has impacted on the student which could include involvement in, or witnessing of a serious accident or witnessing or being the victim of a serious crime. Such cases supported by police or psychologists' reports.
- where SCM is unable to offer a pre-requisite unit; or
- inability to begin studying on the course commencement date due to delay in receiving a student visa.

Students wanting to defer, suspend or cancel enrolment will be required to complete an application to defer, suspend or cancel enrolment. Students will be advised to speak to the Student Support Officer (where applicable) and documentation will be kept in the student admin file. Students will be notified of the outcome within 10 working days from the date of receipt of application

### **Deferment**

Students must complete an application to defer enrolment and supporting documentation will need to be provided with this application. Once approved the documentation will be kept in the student file and Department of Education shall be notified via PRISMS

SCM will always use its professional judgement to assess each student's case on its individual merits when determining whether compassionate or compelling circumstances exist.



## **Suspension**

Students must complete an application to suspend enrolment and supporting documentation will need to be provided with this application. Once approved the documentation will be kept in the student file and Department of Education shall be notified via PRISMS

SCM is only able to temporarily suspend the enrolment of the student on the grounds of compassionate or compelling circumstances.

## **Cancellation**

Students must complete an application to cancel enrolment and supporting documentation will need to be provided with this application. Once approved the documentation be kept in the student file and Department of Education shall be notified via PRISMS.

Under Standard 7 of the National Code, students wanting to cancel their enrolment prior to completing 6 months of their principle course must provide a Letter of Offer from another provider.

Once approved the documentation will be kept in the student file and Department of Education shall be notified via PRISMS

Deferment, suspension or cancellation of a student's enrolment may affect the student's visa. When a student's enrolment is deferred, suspended or cancelled, SCM will notify Department of Education via PRISMS of the change in enrolment status

## **Sunshine College of Management Initiated Suspension or Cancellation**

SCM may also initiate suspension or cancellation of a student's enrolment on the grounds of misconduct of the student. SCM Student Discipline Policy and Procedures will be followed to investigate the incident. In the case of student plagiarism or cheating, SCM Student Plagiarism and Cheating Policy and Procedure will be followed.

Where SCM has intention to cancel to suspend or cancel the student's enrolment, SCM will provide the student with 20 working days to access the internal complaints and appeals process. If the student accesses the internal complaints and appeals process, the suspension or cancellation cannot take effect until the internal process is completed

## **Complaints and appeals process for deferral, suspension or cancellation.**

- 2.1 Where SCM initiates the suspension or cancellation of a student's enrolment, the student will be notified of this intention and will be informed that they have 20 working days to access SCM's Complaints and Appeals Policy and Procedure, unless extenuating circumstances relating to the welfare of the student apply.
- 2.2 Extenuating circumstances relating to the welfare of student may include  
Student is missing; has medical concerns, severe depression or psychological issues which lead the provider to fear for the student's well being; 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.
- 2.3 In most cases, SCM will continue to provide learning opportunities to students during the appeal process.



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### 3 Informing Students

- 3.1 SCM provides all students with clear information on the circumstances, in which they may defer, suspend or cancel their enrolment and the circumstances in which SCM can suspend or cancel the student's enrolment. and that any application to defer or suspend or cancel their course may affect their student visa
- 3.2 SCM provides information on deferment, suspension and cancellation in the Student Handbook and/or Prospectus which are provided to students prior to or upon commencement of a course. These are also available on SCM's website at [www.scm.vic.edu.au](http://www.scm.vic.edu.au)
- 3.3 Standards of behaviour required are stated in the Student Code of Conduct included in the Student Handbook and International Student Prospectus. These standards will indicate to students what acceptable and unacceptable behaviour is and inform them of the circumstances in which SCM may suspend or cancel their enrolment.
- 3.4 Students will also be reminded of this Policy and the criteria for deferral, suspension and cancellation at their orientation.
- 3.5 Appropriate records of the assessment of the student's application for deferment, suspension or cancellation will be kept on the student's file. Where a student is suspended or their enrolment cancelled due to misbehaviour, documentary evidence of this decision will also be kept.