



Deferment, Suspension or Cancellation of Enrolment Policy and Procedure

1. Background

The National Code¹ Standard 13 relates to international students deferring or temporarily suspending their studies, including granting a leave of absence, during the course through formal agreement in certain limited circumstances. It also addresses cancellation of enrolment and requirements relating to notification through PRISMS² should an international student's enrolment be deferred, suspended or cancelled.

This policy is designed to ensure that the International Screen Academy (ISA) provides a procedure for assessing, approving and recording deferment of the commencement of study, suspension of study or cancellation of study for ALL students.

International students wishing to defer or suspend their enrolment should contact DIBP³ at www.border.gov.au or on 131 881 for information and advice on how the potential change to enrolment status may impact upon their visa.

2. Student-initiated deferment or suspension of study

Students may apply to defer their studies if they are unable to commence their course on the commencement date or for suspension of their studies if they are unable to attend the course for a specified period of time, in compassionate or compelling circumstances.

Compassionate or compelling circumstances are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to:

- serious illness or injury, where a medical certificate states that the student was unable to attend classes
- bereavement 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 and this has impacted on the student's studies; or
- a traumatic experience which could include:

¹ The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (the National Code)

² Provider Registration and International Student Management System

³ Department of Immigration and Border Protection

- 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); or
- inability to begin studying on the course commencement date due to delay in receiving a student visa.

Students are advised of the circumstances and consequences regarding deferment or suspension of study prior to enrolment and during the student orientation process.

The maximum time allowed for a deferment or suspension of study is one year.

2.1 Procedure

- Students who wish to defer or suspend their studies must advise the Head of Acting for the Advanced Diploma of Acting for Contemporary Screen Media (10130NAT) or the Head of Film and Animation for the Advanced Diploma of Screen and Media (CUF60107) in writing of their request accompanied by documentation clearly demonstrating the compassionate or compelling reasons why the deferment or suspension should be granted.
- The Head of Acting or the Head of Film and Animation will make a decision that takes into account the student's request and situation, and may request a meeting with the student.
- If the request for deferment or suspension demonstrates compassionate and compelling circumstances (as outlined above) the Head of Acting or the Head of Film and Animation will approve the application. The outcome of the review will be advised to the student in writing within 5 working days of receiving the student's request.
- If the application was made by an international student and is approved, the Head of Acting or the Head of Film and Animation will access PRISMS to advise DOE⁴/DIBP the period of deferment granted.
- If the request for deferment or suspension does not meet the requirements for compassionate and compelling circumstances (as outlined above) the Head of Acting or the Head of Film and Animation will not approve the application and will advise the student in writing within 5 working days of the reason for the decision and that the student has 20 working days to appeal the decision through ISA's grievance policy and procedure.
- If the student chooses to access ISA's grievance process, ISA will maintain the student's enrolment until the grievance process is completed and ISA will not notify DOE/DIBP of any change to the student's enrolment status through PRISMS.
- All student requests, any accompanying evidence and a copy of the written advice to the student of the decision will be placed on the student's file.

3. Student-initiated cancellation of study

A student may withdraw from a course at any time and their enrolment will be cancelled.

3.1 Procedure

- The student will advise the Head of Acting for the Advanced Diploma of Acting for Contemporary Screen Media (10130NAT) or the Head of Film and

⁴ Department of Education

Animation for the Advanced Diploma of Screen and Media (CUF60107) in writing of their intention to withdraw from their studies;

- A copy of the request and any supporting documentation along with any comments from the Head of Acting or the Head of Film and Animation, is placed on the student's file;
- The cancellation of the student's enrolment will be formally processed and where appropriate, notify the Secretary of DOE via PRISMS as required under section 19 of the ESOS Act.

4. Institution-initiated suspension or cancellation of enrolment

All Students are subject to the potential for Institution-initiated suspension of study or cancellation of enrolment for both academic and non-academic misconduct if they are in breach of the *Code of Conduct*. Note that suspension due to unsatisfactory academic performance is covered by the *Course Progression Policy and Procedure*.

Students will have been made aware of the circumstances in which their studies may be suspended for misconduct prior to enrolment via the ISA website and during student orientation.

4.1 Procedure

- ISA may temporarily suspend or cancel the enrolment of a student on the grounds of academic and non-academic misconduct if they are in breach of the *Code of Conduct*.
- ISA may cancel the enrolment of a student on the grounds of failure to pay semester fees.
- Staff must notify the Head of Acting or the Head of Film and Animation as soon as they are aware that a student has breached the *Code of Conduct*. The Head of Acting or the Head of Film and Animation will arrange a meeting to discuss the breach within one week of it being brought to their attention. At the meeting the Head of Acting or the Head of Film and Animation will inform the student that the incident may result in the suspension / cancellation of enrolment and for international students this may affect their student visa.
- In the instance of failure to pay fees, the Managing Director will contact the student in writing and arrange a meeting to inform the student that failure to pay their fees will result in their enrolment being cancelled and for international students this will affect their student visa.
- In the event that the student's enrolment is suspended or cancelled the Head of Acting or the Head of Film and Animation will write to the student informing them of their intention to suspend or cancel the student's enrolment, the reasons for the decision, the intention to notify DOE/DIBP of the change in enrolment status (for international students), and advise the student that if they wish to appeal the decision they have 20 working days to access the ISA grievance process.
- A copy of the letter and supporting evidence along with the documented decision is placed on the student's file.
- If the student chooses to access the ISA grievance process, ISA will maintain the student's enrolment until the internal grievance process is completed and will not notify DOE/DIBP of any change to the student's enrolment status through PRISMS (for International Students), except in extenuating circumstances relating to the welfare of the student (any claim of extenuating circumstances will need to be supported by appropriate

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

- is missing;
 - has medical concerns, severe depression or psychological issues which lead the School to fear for the student’s wellbeing;
 - 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.
- The decision to continue to provide learning opportunities throughout the 20 working days and any appeals process will be determined on a case by case basis and is at the discretion of the Head of Acting or the Head of Film and Animation.
 - If the student chooses not to challenge the suspension or cancellation of their enrolment, or has unsuccessfully exhausted all internal appeal processes, the suspension of study or cancellation of enrolment will be formally processed and for international students, ISA will notify DOE/DIBP via PRISM of the change in the student’s enrolment. ISA does not have to wait for the outcome of an external appeal before notifying DOE/DIBP of the change to the student’s study status.
 - International students should note that if ISA notifies DOE/DIBP through PRISMS that a student’s studies have been suspended for a significant period, the student must return to their home country unless special circumstances exist (for example, the student is medically unfit to travel). While ISA determines the studying status of the student, it is DIBP who decides whether the student may remain in Australia or must return home. DIBP’s policy is that if a student’s studies are suspended for a period of 28 days or longer, the student must return home (unless special circumstances exist).

5. Publication and Version Control

Staff and students are advised of this policy through publication on the ISA’s website.

| Version | Amendments | Approval | Date Approved |
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| 3 | Removing Creative Director and adding Head of Acting or the Head of Film and Animation | Managing Director | 25/2/14 |
| 4 | Updated DIBP web link. Updated course code. Minor typos corrected. | Head of Film and Animation | 27/11/15 |