Deferment, Suspension and Cancellation
Policy and Procedures

SCOPE

This policy applies to ATMC VET students and all ATMC staff who deal with all matters concerning VET.

POLICY

This policy supports the ESOS National Code 2007 Standard 13.

ATMC is committed to assessing and recording all deferments, suspensions or cancellations of study, ensuring that students are informed of their rights and provided with due care and where relevant opportunities for appeal. Students must be informed prior to enrolment of the grounds on which their enrolment may be deferred, suspended or cancelled. Students may apply for deferment or suspension of their studies if they have good reason for doing so (compassionate or compelling circumstances). ATMC may choose to grant or decline any student's request for deferment or suspension of studies, in accordance with this policy.

ATMC can only defer or temporarily suspend the enrolment of the student on the grounds of:

a. compassionate or compelling circumstances (for example, illness where a medical certificate states that the student is unable to attend classes); or
b. misbehaviour by the student

Compassionate or compelling circumstances are generally those beyond the control of the student 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 to 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:
  - Involvement in, or witnessing of a serious accident; or
  - Witnessing of being the victim of a serious crime and this has impacted on the student (these case should be supported by police or psychologists’ reports)
- Where the registered provider was 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.

Misbehaviour by a student may result in their enrolment with ATMC to be suspended or cancelled for breaching the Student Code of Conduct (refer to Student handbook/ Induction manual, and Student Code of Conduct Policy and Procedure). This may include (but is not limited to):

- Disrespecting others including discrimination for any reason
- Intimidating students or staff
- Refusing to work in a safe, clean, smoke free, orderly and cooperative environment
- Damaging or misusing ATMC or other students personal property (including computer files and student work)
- Criminal Actions
- Failure to pay fees when due
- Failure to make satisfactory progress (Refer to Student Progress Policy and Procedures)
- Placing our college into disconcert
- Other actions deemed unsuitable by the VET Department Head or CEO.

When determining whether compassionate of compelling circumstances exists, ATMC will consider documentary evidence provided to support the claim, and copies of these documents will be placed in the
student’s file.

DEFERMENT PROCEDURES

New Students
1. A new student who wants to defer their course will need to inform ATMC in writing by emailing info@atmc.vic.edu.au or respective marketing/ admission staff. The student’s agent may email ATMC on behalf of the student.
2. The Admissions Coordinator will assess a deferment application and will decide/ approve it.
3. If the application is approved, the Admissions Coordinator/ staff will change the student’s Confirmation of Study and inform the student about the application outcome by emailing the student/ their agent. The new Confirmation of Enrolment (COE) will also be emailed to the student/ their agent. The Admissions Coordinator/ staff will ensure that the student is advised to contact DIBP so that they are informed as to the impact of their deferment on their existing student visa.
4. If the application is refused, the student/ the student’s agent will be informed including the reason of refusal in writing by email.
5. The application will be processed within 10 working days from the date the application is received by ATMC. The student will be informed about the result of their application by email.
6. If the student is not satisfied with the application outcome, the student can access the ATMC appeal procedures. The detailed procedures can be accessed on the ATMC website on www.atmc.vic.edu.au.
7. All records of the request and supporting evidence are copied and placed in the student’s folder by the Admissions staff.

Continuing Students
1. A continuing student who wants to defer their future course (s) will need to complete the Deferment or Suspension Application Form that can be acquired from the Reception or downloaded from the ATMC website on www.atmc.vic.edu.au and submit it to the VET Administration staff or email it to vetservice@atmc.vic.edu.au. The application will need to be supported by documentary evidence.
2. The VET Department Head will assess the deferment application. The VET Department Head will decide to approve/ refuse the application based on the grounds of the written request and ensure that compassionate and compelling circumstances (which are beyond control of the student) are assessed where evidence of their validity is provided.
3. An incomplete application (for example, an application is not correctly completed, or no relevant supporting evidence is attached) will not be processed/ might be refused. The student can apply again any time.
4. If the application is approved, the VET Department Head will inform the Admissions Coordinator/ staff to report the student’s change of enrolment to the Department of Education/ DIBP via PRISMS as soon as practicable after a decision on deferment has been finalised and recorded. The Admissions Coordinator/ staff will respond to advice from DIBP concerning the issuance of a new COE through PRISMS. The Admissions Coordinator/ Officer will email the revised COE to the VET Department Head.
5. The VET Department Head will inform the student about the application outcome by emailing the student/ their agent. It will be ensured that the student is advised to contact DIBP so that they are informed as to the impact of their deferment on their existing student visa. The new Confirmation of Enrolment (COE) will also be emailed to the student/ their agent.
6. If the application is refused, the student/ the student’s agent will be informed including the reason of refusal in writing by email.
7. In the event of a refusal, ATMC will maintain the enrolment of the student should the student seek to appeal the decision (see Complaints and Appeals Procedures on the ATMC website).
8. The student’s application will be processed within 10 working days from the date the application and its supporting evidence/ documents are received by ATMC. The student will be informed about the result of their application by email.
9. If the student is not satisfied with the application outcome, the student can access the ATMC appeal processes. The detailed procedures can be accessed on the ATMC website on www.atmc.vic.edu.au.
10. All records of the request and supporting evidence are copied and placed in the student’s folder by the VET Administration staff.

Compassionate and compelling circumstances may include:
- serious illness or injury, where a medical certificate states that the student was unable to attend classes.
• bereavement or serious illness/injury of close family members such as parents or grandparents
  (Where possible a death certificate or medical evidence 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
• a traumatic experience which could include: involvement in, or witnessing of a serious accident; or
  witnessing or being the victim of a serious crime (these cases should be supported by police or
  psychologists’ reports)
• where the registered provider was 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.

College Initiated Deferment
1. If ATMC defers the commencement of a course, it will notify the student.
2. The student may accept the new agreed start date. In this case, we may carry forward the initial pre-paid
  tuition fee to the new intake.
3. If the student decides not to accept the new start date, then it will be considered as the provider default.
   The College will be obliged to repay all tuition fee within 2 weeks of the date of deferral unless alternative
   arrangements can be made which are acceptable to students.
4. The College will report its deferral of commencement to the Department of Education and DIBP which
   may affect the status of the student's visa.

SUSPENSION PROCEDURES

1. A continuing student who wants to suspend their course will need to complete the Deferment or Suspension
   Application Form that can be acquired from the Reception or downloaded from the ATMC website on
   www.atmc.vic.edu.au and submit it to the VET Administration staff or email it to
   vetservice@atmc.vic.edu.au. The application will need to be supported by documentary evidence.
2. The VET Department Head will assess the suspension application. The VET Department Head will
   decide to approve/ refuse the application based on the grounds of the written request and ensure that
   compassionate and compelling circumstances (which are beyond control of the student) are assessed
   where evidence of their validity is provided.
3. An incomplete application (for example, an application is not correctly completed, or no relevant
   supporting evidence is attached) will not be processed/ might be refused. The student can apply again
   any time.
4. If the application is approved and a new COE needs to be created, the VET Department Head will inform
   the Admissions Coordinator/ staff to report the student’s change of enrolment to DIBP via PRISMS as
   soon as practicable after a decision on suspension has been finalised and recorded. The Admissions
   Coordinator/ staff will respond to advice from DIBP concerning the issuance of a new COE through
   PRISMS. The Admissions Coordinator/ Officer will email the revised COE to the VET Department Head.
5. The VET Department Head will inform the student about the application outcome by emailing the
   student/ their agent. It will be ensured that the student is advised to contact DIBP so that they are
   informed as to the impact of their suspension on their existing student visa. If applicable, the new
   Confirmation of Enrolment (COE) will also be emailed to the student/ their agent.
6. If the application is refused, the student/ the student’s agent will be informed including the reason of
   refusal in writing by email.
7. In the event of a refusal, ATMC will maintain the enrolment of the student should the student seek to
   appeal the decision (see Complaints and Appeals Procedures on the ATMC website).
8. The student’s application will be processed within 10 working days from the date the application and its
   supporting evidence/ documents are received by ATMC. The student will be informed about the result of
   their application by email.
9. If the student is not satisfied with the application outcome, the student can access the ATMC appeal
   processes. The detailed procedures can be accessed on the ATMC website on www.atmc.vic.edu.au
10. All records of the request and supporting evidence are copied and placed in the student's folder by the
    VET Administration staff.

Compassionate and compelling circumstances may include:
• serious illness or injury, where a medical certificate states that the student was unable to attend
  classes
• bereavement or serious illness/injury of close family members such as parents or grandparents
  (Where possible a death certificate or medical evidence 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
• a traumatic experience which could include: involvement in, or witnessing of a serious accident; or witnessing or being the victim of a serious crime (these cases should be supported by police or psychologists’ reports)
• where the registered provider was unable to offer a pre-requisite unit; or

COLLEGE INITIATED SUSPENSION OR CANCELLATION PROCEDURES

Unsatisfactory Academic Progress
1. A student whose academic progress is unsatisfactory will be sent up to 2 warning letters. If the student does not respond to the intervention strategies activated to assist them, the student will be sent an intention to report letter.
2. The VET Department will ensure that the student is aware that they may access our internal appeals process and external appeals process (see Complaints and Appeals Process).
3. If the student does not appeal within 20 working days, the student will be reported to the Department of Education and DIBP under DIBP and TPS requirements through PRISMS. TPS enrolment cancellation sheet is updated before TPS reporting upon confirmation of refund eligibility from Finance Department. This reporting may affect the status of the student’s visa.
4. The student will be informed in writing by email once the student’s COE is cancelled within 10 working days.
5. All student warning letters and Intervention Strategy Recommendations Agreements are copied and placed in the student’s folder by the VET Administration staff.

Unsatisfactory Attendance
1. A student who is at risk of not meeting satisfactory attendance will be sent up to 2 warning letters. If the student does not respond to the intervention strategies activated to assist them and if the student’s attendance fall below 80% projected attendance, the student will be sent an intention to report letter.
2. The VET Department will ensure that the student is aware that they may access our internal appeals process and external appeals process (see Complaints and Appeals Process).
3. If the student does not appeal within 20 working days, the student will be reported to the Department of Education and DIBP under DIBP and TPS requirements through PRISMS. TPS enrolment cancellation sheet is updated before TPS reporting upon confirmation of refund eligibility from Finance Department. This reporting may affect the status of the student’s visa.
4. The student will be informed in writing by email once the student’s COE is cancelled within 10 working days.
5. All student warning letters and Intervention Strategy Recommendations Agreements are copied and placed in the student’s folder by the VET Administration staff.

Misbehaviour
Misbehaviour by a student may result in their enrolment with ATMC to be suspended or cancelled for breaching the Student Code of Conduct (refer to Student handbook/ Induction Manual and Student Code of Conduct Policy and Procedure).

1. Where a student’s conduct has been found to violate our Student Code of Conduct, a warning letter is to be issued by the VET Administration staff and signed by the VET Department Head along with a copy kept on file. The warning letter will be sent to the student.
2. The VET Department will ensure that the student is aware that they may access our internal appeals process and external appeals process (see Complaints and Appeals Process).
3. The VET Department Head will inform the student in writing should a decision to suspend or cancel their enrolment be made, that they have 20 working days to appeal following the decision. (The VET Department Head has 10 working days to commence the process after the appeal is received)
4. If the student lodges a complaint or appeal, the suspension / cancellation cannot take effect until the internal appeal process has been completed, unless extenuating circumstances relating to the welfare of the student or others attending ATMC apply.
5. Ensure that the student is advised to contact the office of DIBP so that they are informed as to the impact of their suspension or cancellation on their existing student visa.
6. The VET Department Head will then raise any issues detailing the misconduct offence in the next VET Department meeting and the manner in which their conduct has been dealt with thus far (the report should detail dates times and persons involved).

Suspension and Cancellation Responses
On receiving a report of misbehaviour the VET Department Head shall:
1. Validate the actions of all staff involved seeking further advice, verbal or written.
2. Where necessary, seek further advice from the student or students involved maintaining an unbiased approach to the student or students involved.
3. Decide whether an enrolment suspension or enrolment cancellation is warranted.
4. Ensure that in upholding the decision to suspend or cancel the student’s enrolment, the student is informed in writing, stating the reason for the VET Department Head’s decision and reaffirming the student right to appeal in line with document process within 20 working days.
5. Maintain the student’s enrolment if the student chooses to access our internal appeals process except in the case of extenuating circumstances (definition follows).
6. Only request the Admissions Coordinator to report the student’s change in enrolment to the Department of Education/ DIBP via PRISMS if the student does not enact the appeals process and report the student’s change in enrolment to the Department of Education/ DIBP via PRISMS before the outcome of any internal/external appeals process if extenuating circumstances exist.

Extemuating circumstances’ relating to the welfare of the student may include, but are not limited to the following. The student:
1. refuses to maintain approved care arrangements (ATMC does not have students under 18 years of age);
2. is missing;
3. has medical concerns, severe depression or psychological issues which lead the provider to fear for the student’s wellbeing;
4. has engaged or threatens to engage in behaviour that is reasonably believed to endanger other students, staff or others; or
5. is at risk of committing a criminal offence.

WITHDRAWAL/ STUDENT INITIATED CANCELLATION PROCEDURES
A student seeking to withdraw from a course/unit must complete the withdrawal form and return to the VET Administration staff.

ATMC assesses all withdraw requests based on particular factors that need to be taken into consideration. These are that the student requesting a transfer has an accurate understanding of what the transfer represents to their study options or that it is suspected that they are seeking transfer only due to failure to meet academic progress or attendance. The VET Department Head will make any final decision as to whether to refuse a letter of release or withdrawal from a course of study for any student. A letter of release is provided at no cost to the student. The student must meet then with the VET Department Head to discuss the outcome.

1. Students seeking a withdrawal must complete the withdrawal form and return to the VET Administration staff. All applications must have relevant written or supporting documentation such as a letter of offer from another provider.
2. The VET Department Head will review and approve or reject the student’s application. Each application will be treated on its merits, as withdrawal is not automatic. After a decision has been made, the outcome is written and recorded and placed in the student’s individual file, together with the application form.
3. VET Department Head will notify admission coordinator in writing of any withdrawal.
4. The Admissions Coordinator/ Staff will complete DIBP and TPS reporting requirements. TPS VET withdrawal sheet is updated for default and default outcome upon refund eligibility confirmation from the Finance Department. The Admissions Coordinator/ Staff report the student to the Department of Education and DIBP via PRISISM within 14 days.
5. The student will be advised in writing of the outcome by the VET Department Head within 10 working days.
6. If the withdrawal is approved for an overseas student who has completed at least 6 month of their principal course, the student will be issued a letter of release approving the withdrawal. The letter must...
direct the student to contact DIBP on whether a new student visa is required (National Code 2007, Standard 7.4).

7. If the withdrawal is rejected, the reasons for the decision will be included in the Rejection notice.
8. Fees shall be refunded in accordance with the Fees and Refund Policy and Procedures.