

Domestic Students Deferment, Suspension and Cancellation of Enrolment

1. Purpose

The purpose of this policy is to govern the circumstances in which a domestic student can defer, suspend, withdraw, or cancel their enrolment with Envirotech, and under what circumstances Envirotech will initiate a suspension or cancellation of course enrolment. This policy meets the requirements of the RTO Standards and the VET Student Loan Rules 2016.

2. Scope

- 2.1. All fee for service students studying off and on shore at Envirotech
- 2.2. Students undertaking a course with the financial assistance from the VET Student Loans HELP Debt/Liability scheme.

3. Relevant Standards

- 3.1. Standard 5 of the RTO Standards 2015
- 3.2. VET Student Loan Rules 2016

4. Relevant links:

- 4.1. <https://www.asqa.gov.au/standards/chapter-2-enrolment>

5. Associated documents

- 5.1. Students' Suspension, Deferral form
- 5.2. Cancellation of Enrolment form
- 5.3. Students' Suspension, Deferral Approval Letter
- 5.4. Students' Suspension, Deferral Refusal Letter
- 5.5. Withdrawal Form
- 5.6. Re-credit/Refund Form

6. Associated policies

- 6.1. Complaints and Appeals
- 6.2. Withdrawal Policy
- 6.3. Refund/ Re-Credit Policy

7. Policy

- 7.1. Suspension or deferment of enrolment is not necessarily a result of misbehaviour, as such action may also be initiated by the student when an unforeseen situation arises where they must temporarily attend to other matters.
- 7.2. Suspension means a temporary cessation of the course enrolment
- 7.3. Deferral means a postponement of the course enrolment commencement date
- 7.4. Withdrawal means the cancellation from a course after commencement. For VSL students this also means a cancellation of VET Student Loan course before, on or after a CENSUS date for the current unit of study.
- 7.5. Envirotech, in accordance to the RTO Standards 2015 and the VET Student Loan Rules 2016 has policy and rules in relation to students' deferral, suspension, withdrawal and cancellation, ensuring the actions taken by Envirotech comply with these standards and listing the ground where these will be approved or initiate.
- 7.6. Envirotech will make its decisions regarding the assessing, approving and recording of deferment, suspension, withdrawal or cancellation of student enrolments in accordance with the procedures outlined in this policy

8. Procedures for deferment of course enrolment

- 8.1. Student may request a temporary deferment or suspension of their enrolment on the grounds of compassionate or compelling circumstances.
- 8.2. Students seeking to defer their studies for any reason should Submit the online Deferral/ Suspension Form available on Envirotech website, together with detailed evidence to support their request (e.g. a report from the police or a qualified psychologist, Dr., etc.)
- 8.3. An acknowledgment confirmation email will be sent to the student and the completed form will automatically be sent to the relevant Envirotech staff for initial assessment.
- 8.4. Envirotech will assess if compassionate reasons exist, these are generally outside of the control of the student and include but not limited to:
 - 8.4.1. serious illness or injury where medical certificate states unable to attend classes
 - 8.4.2. bereavement of close family members such as parents and grandparents (Death Certificate should be provided where possible)
 - 8.4.3. major political upheaval or natural disaster which has impacted on student's studies
 - 8.4.4. a traumatic experience such as involvement in, or witnessing a serious accident or witnessing or being the victim of a serious crime
- 8.5. In cases not covered above, Envirotech will use its professional judgement to assess each case on its merits.
- 8.6. Copies of documents used in assessing a claim are to be kept in the student's file under the Envirotech Intranet (SP)
- 8.7. An approval will be granted when the assessor is satisfied that the student has genuine reason and intentions to commence the course.
- 8.8. A response to the student will be provided in writing within 10 working days.
- 8.9. In case the deferral request is approved, a new letter of offer and pre- enrolment procedures will have to be completed.

- 8.10. Where a request to defer is refused the applicant will be advised in writing of the reasons for the refusal and will have to commence the course on time. Non- commencement on time may attract a further procedure of course cancellation

9. Withdrawal form a course and from a VET unit of study

- 9.1. Students wishing to cancel their enrolment after course commencement have the right to withdraw from their course by completing the online Course Cancellation Form available on Envirotech website.

Students who seek for refund as a result of their withdrawal must read and follow Envirotech Refund Policy, available on the website

- 9.2. Students paying their course under the VET Student Loans (VSL) program may request to withdraw from their current Unit of study on or before their CENSUS date without incurring any further HELP debt.

The student is still liable for the debt of the VET Unit of Study or a VET Course that already passed.

VSL students wishing to seek a Refund/Re-Credit of their HELP Debt or up- front payment for their current unit of study are required to complete a Refund/Re-Credit application form. The Student Refund/Re-Credit form is to be completed with the relevant details and be submitted to Envirotech within 21 days of request to be withdrawn/cancelled. The student's request will be assessed by the delegated responsible officer, within 14 days of the application being received.

A Refund/Re-Credit may not be approved for processing on all occasions. Envirotech will review all applications on an individual basis. Should the application not meet the criteria referred to as Special or Compelling Circumstances, the student will be withdrawn from the VET Unit of Study or a VET Course which is being supported via VET Student Loans and the outcome of the refund/re-credit request will be advised to the student via email. For additional details, please refer to the full Refund and Re-Credit Policy available on Envirotech website.

- 9.3. Envirotech staff will response to students' requests, in writing, with the relevant outcome within 14 days.

In case students will be refused to withdraw their course, they will have the rights to appeal Envirotech decision within 20 working days from the date the response was sent.

- 9.4. Envirotech will maintain the enrolment of the student until a final decision is made following an appeal and in accordance to the Envirotech Complaints and Appeal Policy and Procedures.

10. Approved Leave

- 10.1. Students are expected to complete their course enrolment without interruptions. However, where this is not possible Envirotech makes reasonable provision for students who cannot do so, limited to compelling and compassionate circumstances, subject to students' providing sufficient evidence.
- 10.2. Under these provisions, Envirotech may grant a student with an approved leave for a short period of time along their course enrolment. These provisions are subject to the student completing their course on their return. Envirotech will support students online as required to assist them on catching up with their course.
- 10.3. Students who do not have an approved leave and do not engage satisfactorily enough in their course by submit or login into the system might be considered as non- genuine students and may risk their enrolment to be cancelled.
Students should refer to the Progress and Students' Engagement Policy and Procedures, available on Envirotech website for further details.
- 10.4. Students who would like to request an approved leave must email their Client Relation Officer to notify on their leave dates. Supporting documents should be attached to the email for assessment.
- 10.5. Envirotech staff will assess each individual case and will notify the student in writing about the outcome of the request and based on compelling and compassionate circumstances.
- 10.6. When an approved leave is granted, the student will have a record on the file with the approved dates, and the calculation of their course engagement will amend accordingly.
- 10.7. When approved leave is refused, the student will have the right to appeal Envirotech decision by following the Complaints and Appeal Policy available on Envirotech website.

11. Suspension and cancellation of enrolment

- 11.1. Students who wish to take an extended period of leave from their study must apply for a suspension of enrolment
- 11.2. Envirotech may also initiate suspension of a students' enrolment as a result of misbehaviour of the student, or cancellation on the basis of academic progress failure, non-payment or in cases where Envirotech is unable to make contact with the student for a period of three (3) weeks or such other time period deemed reasonable by Envirotech.
- 11.3. It is very important that students continue to attend their classes until the decision on their request is made as they are still at this stage monitored for their academic progress.
- 11.4. In a case where Envirotech finds it necessary to initiate the suspension or cancellation of student's enrolment, the institute will inform the student in writing of its intention and allow the student 20 working days to access the Envirotech internal complaints and appeals process, unless extenuating circumstances relating to the welfare of the student apply when this deadline may be extended.
- 11.5. For international students, If students appeal the decision to suspend or cancel their studies, Envirotech will not inform DIBP of any change to enrolment status until the internal complaints and appeals process is completed. However, if the appeal is unsuccessful, the student withdrawals from the process or chooses not to appeal, Envirotech will inform DIBP via PRISMS of the action taken, unless the student wishes to take the matter for external mediation.

- 11.6. For domestic students, If students appeal the decision to suspend or cancel their studies, Envirotech will not suspend or cancel the enrolment until the internal complaints and appeals process is completed. If the appeal is unsuccessful, the student will be suspended or cancelled and may seek external mediation at their own cost.
- 11.7. Envirotech may defer, suspend or terminate (cancel) students' enrolment for the following reasons:
 - 11.7.1. Early completion of the course
 - 11.7.2. None or late start of the course
 - 11.7.3. Transfer to another education provider
 - 11.7.4. None or late payment of course fees
 - 11.7.5. Misconduct or misbehaviour, including but not limited to: breach of discipline, bad language, harassment, aggressive and offensive behaviour, violation of Envirotech policies, their student visa conditions or Australian law. In minor misbehaviour events Envirotech will consult with the student regarding their behaviour and relevant adjustment as it is the goal of the institute not to suspend or terminate students' enrolment.
 - 11.7.6. Cessation of studies
 - 11.7.7. Cheating and Plagiarism: Allegations regarding cheating and plagiarism should be referred to the head teacher who will investigate the matter and advise the teaching staff. In all cases the student will be advised in writing and given twenty (20) days to show cause as to why a penalty should not be applied.
 - 11.7.8. Students who have allegations of cheating, (including plagiarism) proven, are liable to incur a penalty ranging from: exclusion from that assessment, requirement to repeat the assessment, the award of a fail result in the unit concerned to exclusion from the Institute.
- 11.8. A student who ceases attending a course or does not return from leave, and is not contactable by Envirotech for 21 days, has "inactively" advised Envirotech of his/her failure to continue studying. Under Section 19(1) of the ESOS Act, Envirotech will notify DIBP via PRISMS of termination of an accepted student's studies within 14 days of the event occurring, by completing a Student CoE Course Variation.
- 11.9. Envirotech notifies through PRISMS that it wishes to terminate a student's enrolment. Once this process is completed, the student's CoE status will be listed as cancelled and the student must contact the DIBP to attend to his/her visa to prevent/attend visa cancellation and bridge of current visa conditions.
- 11.10. If suspension is granted, regardless of the reason for the suspension, this period, as entered in PRISMS will not be included in attendance and academic progress monitoring calculations.
- 11.11. A student does not acknowledge the progression checkpoint for VET Student Loans in order to confirm their continuation of the HELP Debt/Liability after the two weeks cut-off as required by the Secretary on behalf of the Minister of Education.
- 11.12. A student does not demonstrate progress in their qualification via the online format and no evidence of logging on or accessing the learner resources can be located.

12. Procedures:

- 12.1. Suspension and cancellation requests must be submitted in writing using Envirotech Cancellation Form, available on the website and in Envirotech offices. Applications must be provided with all relevant evidence. Only completed applications will be assessed.
- 12.2. Suspension requests must be lodged to the student registrar at students@envirotech.edu.au, while cancellation of studies can be submitted to any enrolment officer.
- 12.3. Fees and cancellation dates are calculated from the date the completed written application has been submitted
- 12.4. Suspension requests must include the new start date of the course and when the suspension period is requested to be over.
- 12.5. If Envirotech does not know when the student will return, it can delay creating the new CoE until the student has notified Envirotech of the intended date of return
- 12.6. Copies of documents used in assessing a claim are to be kept in the student's file under the Envirotech Intranet (SP)
- 12.7. Envirotech may approve, depends on the circumstances and subject to compelling or compassionate circumstances, up to a six (6) months suspension of course enrolment. An approval will be granted when the assessor is satisfied that the student has genuine reason to suspend the course.
- 12.8. The Students Registrar will notify the compliance manager regarding each student's suspension request and assessment will be conducted.
- 12.9. The student registrar will record the assessment outcome in writing and will communicate with the student and/ or agent regarding the outcome within ten (10) working days
- 12.10. In case the suspension request is approved, the student is liable to continue any payment plans and complete any overdue amount owe to Envirotech as per the original offer letter.
- 12.11. Where a request to suspend is refused the applicant will be advised in writing of the reasons for the refusal and must continue the course as normal.
- 12.12. For International students, Envirotech will change the students CoE accordingly. The suspension date will always end one day before the new start date of the new CoE
 - 12.12.1. Envirotech notifies the Department of Immigration and Border Protection (DIBP) via PRISMS of the action to suspend without affecting the end date of the CoE: In this case there is no change in enrolment status on PRISMS
 - 12.12.2. Envirotech notifies DIBP of the suspension that will affect the end date of the CoE: In these situations, Envirotech will cancel the original CoE through PRISMS and will be invited to create a new CoE with an appropriate end date.
- 12.13. The Student Registrar will complete the suspension course of action on the SMS and will create a new calendar alert for the new start date
- 12.14. If Envirotech wishes to cancel a student's enrolment and the cancellation was not requested by the student, it must inform the student of its intention via a written notice/letter. This is referred to as giving the student a notice of - Intention to report/cancel. Envirotech allows 20 working days in which the student may access the complaints and appeals process.

- 12.15. Envirotech will determine on the evidence, the appropriate course of action. This decision will be recorded in the student's file and the student is to be informed of the decision and its implications in writing, including their right to appeal in accordance with the Envirotech Complaints and Appeals Policy, where the sanction is imposed by Envirotech. On completion of appeal processes, if the case still exists:
- 12.15.1. For international students, the student will be informed that a change of enrolment details may affect his or her student visa. Envirotech will then refer the student to the DIBP website and helpline (131881) for information on how the potential change to enrolment status may impact upon his or her visa
 - 12.15.2. If Envirotech decides to initiate suspension or cancellation of a student's enrolment, the institute will inform the student of his or her rights under the Envirotech Complaints and Appeals Policy which allows the student 20 working days to lodge his or her appeal.
- 12.16. Where a student chooses to access the Envirotech Appeals Process, Envirotech will maintain the student's enrolment until the internal process is completed and has supported Envirotech's intentions. For international students this means that no change will be notified to DIBP via PRISMS during this process
- 12.17. A student may also choose to access an external appeals process as detailed in the Envirotech Complaints and Appeals Policy. However, for international students Envirotech is not required to await the outcome of this process before notifying DIBP of the change to the student's enrolment status
- 12.18. The notice of intention to report will clearly identify the visa condition that was breached or otherwise the reason for which Envirotech wishes to suspend or cancel the student's enrolment (non-payment etc.).
- 12.19. Notices will refer to the student by name rather than a generic "Dear student" and will include the address to which the notice will be sent (email or physical address).
- 12.19.1. Methods of sending/delivering the notice:
 - 12.19.2. Email: Since Envirotech communicates with all its students via email through the students' enrolment and since the student is committed to checking their student portal, Envirotech will issue the warning and intention to cancel notices from the RTO management system and dispatch the notice by email. Letters are available to students in their portal when they log in.
 - 12.19.3. Where a notice is emailed the commencement of the 20 working days start from the day of delivery.
 - 12.19.4. Where Envirotech chooses to use this method the 20 working days should begin the day after the student signs the delivery slip.
 - 12.19.5. Extenuating circumstances relating to the welfare of the student may include:
 - 12.19.6. Medical concerns, severe depression or psychological issues leading to Envirotech concerns for his or her wellbeing
 - 12.19.7. Has engaged or threatens to engage in behaviour that is reasonably believed to endanger the student or others, or
 - 12.19.8. Is at risk of committing a criminal offence
- 12.20. Any claim of extenuating circumstances must be supported by the appropriate evidence

- 12.21. Envirotech may not continue to provide learning opportunities to the student during the 20 working days and appeals process or any subsequent period of appeal.
- 12.22. The decision whether a student is excluded or not will depend on the individual circumstances and will be at the discretion of the Chief Executive Officer.
 - 12.22.1. Once any complaints and appeals processes are completed and the student default is confirmed Envirotech will notify the Secretary and TPS Director (via PRISMS) of student defaults within: 5 business days to notify of the student default
 - 12.22.2. 14 days to report cancellation of the student's enrolment to DIBP (via PRISMS) (i.e. a section 19 report)
 - 12.22.3. 28 days to finalise the student default obligations as set out in the written agreement with the student and
 - 12.22.4. Further 7 days to report the outcome of the student default (via PRISMS)