

Deferral, Suspension and Cancellation Policy & Procedure

Purpose & Legislative Background

Enrolment can be deferred, suspended or cancelled in limited circumstances by National Property College by the student. When deferral, suspension or cancellation of enrolment is initiated by National Property College, the student has the right to appeal the decision.

Scope

This policy may impact current and future students of National Property College. This may also impact the third party specifically the agents of National Property College.

Policy

Students can only apply to National Property College for deferment or suspension of their studies for compassionate or compelling circumstances (defined as those beyond the control of the student and which have an impact on course progress or wellbeing).

Students may request a deferral before course commencement. The request must be in writing and addressed to the Admin Officer. If the deferral is approved the student will receive a revised Letter of Offer.

All applications for deferment or suspension will be considered and the decision provided in writing to the student within 10 working days from the date of application.

National Property College may choose to grant or decline any student's request for deferment or suspension of studies. All documentation including reasons is to be kept on the student file.

If students apply to suspend their studies the maximum allowable period of suspension is six (6) months.

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)
- a traumatic experience which could include: 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)
- where the registered provider was unable to offer a pre-requisite unit; or

National Property College will use our professional judgement to assess each case on its merits. Documentary evidence will be required to support any compassionate/compelling application. All evidence/notes/comments must be kept on the student file.

College Initiated Deferments, Suspensions or Cancellations

Suspension

The College may initiate a suspension of studies on the grounds of misbehaviour of a student, in accordance with the College's Student Code of Conduct / Behaviour / Rules.

Attendance will not be recorded during a period of suspension.

Cancellation

- On the grounds of misbehaviour, in accordance with the College's Student Code of Conduct / Behavior / Rules
- Due to the student's failure to pay course fees
- Students not being genuine/bonafide students, being, they do not attend class or progress in their course.

National Property College can suspend or cancel a student's enrolment against the student's wishes, provided that the suspension or cancellation is consistent with National Property College policies and/or Australian Law.

Before suspending or cancelling a student's enrolment National Property College must notify the student of its intention to take such action and allow the student 20 working days to access the complaints and appeals process. (see: Complaints and Appeals Policy).

If National Property College intends to cancel a student's enrolment and the cancellation was not requested by the student, the student must be advised of their right to access the complaints and appeals process (regardless of the reason for cancellation).

National Property College is not required to wait for the outcome of any external appeals process before notifying the cancellation of the student's enrolment.

Where National Property College has a reason for concern for the welfare of the student or those with whom the student may come into contact, National Property College will cancel the student's enrolment prior to completion of any appeals process.

Management Action and Responsibility

The CEO is responsible for the overall implementation of this policy & organising the student meetings and paperwork for Deferral/ Suspension or cancellation.

The Student Support Officer is responsible to advise the CEO on the academic course progress of the student when required.

CEO has overarching responsibility for this policy.

Legislative Context

The legislative base for this policy is as follows:

- National Vocational Education and Training Regulator Act 2011 (Cth)