



Deferment, Suspension or Cancellation of Enrolment

PURPOSE

Under certain limited circumstances, a student's enrolment may be deferred, suspended, or cancelled by Atlantis College of Management (ACM).

SCOPE

The policy and procedure apply to Deferments, Suspensions, or Cancellations at Atlantis College of Management (ACM).

All ACM Employees will be informed at induction and all Students at orientation of the requirements of the policy and procedure.

DEFINITIONS

CoE	CoE Confirmation of Enrolment
Deferment	To delay the commencement of a course
Suspension	The temporary postponement of enrolment during a course.
Cancellation	The termination of enrolment in a course.



PROCEDURES

Deferments, Suspensions, or Cancellations by Atlantis College of Management

Under certain circumstances, Atlantis College of Management (ACM) may initiate the deferment, suspension, or cancellation of a student's enrolment.

Deferment

Atlantis College of Management (ACM) may defer the commencement of a course if the course is not offered. Should this occur, learners enrolled in the course will be offered a refund of all the course money they have paid to date.

The refund will be paid within *two (2) weeks* of the day on which the course ceased being provided.

Alternatively, such learners may be offered enrolment in an alternative course by ACM at *no extra cost* to the student.

Learners have the right to choose whether they would prefer a full refund of course fees, or to accept a place in another course. If they choose placement in another course, ACM will ask the student to sign a document to indicate that they accept the placement.

If ACM is unable to provide a refund or place a student in an alternative course, the *Tuition Protection Scheme (TPS)* will provide assistance to the student in obtaining a place in a suitable alternative course.

Suspension

Atlantis College of Management (ACM) may temporarily suspend a student's enrolment if the student's behaviour is assessed as unacceptable for an educational setting.

The ACM Senior Management Team is responsible for making this assessment. This is referred to as "*Suspension of enrolment due to misbehaviour*".

Grounds for Suspending a Student for Misbehaviour

ACM may suspend the enrolment of a student due to misbehaviour if the student:

- has been in breach of the ACM Student Code of Conduct
- is assessed by the Chief Executive Officer (CEO) as providing a threat to the well-being of other learners or employees
- has been assessed as behaving in a way such as to constitute serious misconduct

Applicants are advised of each of these grounds for suspension due to misbehaviour prior to signing the *Enrolment Offer and Acceptance Agreement*.



Outcomes for the student's Confirmation of Enrolment

There are three (3) possible outcomes for the CoE of a student whose enrolment has been deferred or suspended by ACM.

Deferment or Suspension without Affecting the end date of the CoE

In this case, ACM notifies *Department of Education (DOE)* through *Provider Registration and International Student Management System (PRISMS)* that it is deferring or suspending a student's enrolment for a period without affecting the end date of the CoE.

In this case, there is no change to the CoE or the student's enrolment status on *Provider Registration and International Student Management System (PRISMS)*.

The student's CoE status will still be listed as "studying".

The notice of deferment or suspension will, however, be recorded in *Provider Registration and International Student Management System (PRISMS)* and sent to *Department of Home Affairs (DOHA)*. This information will be kept by DOHA for future reference.

Deferment or Suspension which affects the end date of the CoE

In this case, ACM notifies *Department of Education (DOE)* through *Provider Registration and International Student Management System (PRISMS)* that it is deferring or suspending a student's enrolment for a period which will affect the end date of the CoE.

In such situations, PRISMS will cancel the original CoE and immediately offer ACM the opportunity to create a new CoE with a more appropriate end date.

If ACM does not know when the student will return, the Chief Executive Officer (CEO) will choose to not create a new CoE at this point, but to wait to issue the new CoE until the student has provided notification of the intended date of return.

Deferring or suspending a student's enrolment for a period which will affect the end date of the CoE.

A fee of \$500 will be charged on approval of deferment or suspension of the enrolment.

Advice to contact Department of Home Affairs (DOHA)

Learners whose enrolment is to be suspended by ACM are advised to refer to the *Department of Home Affairs (DOHA)* website (<https://immi.homeaffairs.gov.au/>) or helpline (131 881) for information, and the local DOHA office for advice, on how the potential change to enrolment status may impact upon the student's Student VISA.



Cancellation

Atlantis College of Management (ACM) may cancel the enrolment of a student if the student:

- is in breach of a condition of ongoing enrolment, including:
 - the requirement to attend at least 80% of all scheduled classes every study period. Refer to the policy and procedure *Attendance*
 - the requirement to not plagiarise, collude or cheat
 - the requirement to pay agreed tuition fees by the dates agreed in the *Enrolment Offer and Acceptance Agreement*
- has been in breach of the ACM *Student Code of Conduct*
- is assessed by the Chief Executive Officer (CEO) as providing a threat to the well-being of other learners or staff
- has being assessed as behaving in a way such as to constitute serious misconduct
- fails to meet the requirements of the course progress policy
- fails to pay tuition fees

Applicants are advised of each of these grounds for deferment, suspension, or cancellation prior to signing the *Enrolment Offer and Acceptance Agreement*.

Notice of intention to Defer, Suspend, or Cancel Enrolment

Where a deferment, suspension or cancellation is initiated by ACM, the student will receive a notice of intention to defer, suspend or cancel enrolment.

Appealing against ACM's Intention to Suspend or Cancel enrolment

A notice of intention to defer, suspend or cancel enrolment will clearly identify that the student receiving the notice will be given *20 working days* to access ACM's internal complaints and appeals process.

The *20 working days* begins from a date specified in the letter which allows for reasonable time for delivery of the letter.

Notices of intention to defer, suspend or cancel enrolment are sent by registered mail to the address on the student's file and by email to the email address on the student's file.

Contacting the student within the Twenty (20) working days available to appeal

If no appeal lodgement is received, then the Student Services Manager is responsible for contacting the student on the *19th working day* following the date specified in the letter in order to provide the student with a final opportunity to lodge an internal appeal lodgement.

Contact will be made by telephone and email.



For more information, please refer to the policy and procedure *Complaints and Appeals*

Maintaining enrolment in the Case of an Appeal

If an appeal against a deferment, suspension or cancellation by ACM is lodged by the student, ACM will maintain the student's enrolment until the internal appeals process is complete, unless there are extenuating circumstances relating to the student's welfare.

Extenuating Circumstances Relating to the Student's Welfare

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 ACM 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
- is at risk of committing a criminal offence

The Student Services Manager is responsible for ensuring that claims by ACM of extenuating circumstances relating to the welfare of the student are supported by appropriate evidence. All such documentary evidence is filed in the student's file.

Refer to the following policy and procedures *Records (Management)* and *Records (Retention)*.

Reserving the Right to not Provide Learning Opportunities

Atlantis College of Management (ACM) reserves the right to not provide learning opportunities during throughout the *20 working days* provided to a student to make an appeal and throughout the appeals process should it be deemed appropriate.

The Chief Executive Officer (CEO) is responsible for making this determination.

The suspension or cancellation will be notified to DOE on completion of the *20 working days* if there is no appeal lodgement, or at the completion of the appeals process if there is an appeal and the appeal is not upheld, or if there is an appeal and the appeal is withdrawn.

Opportunity for External Appeal

A student may choose to appeal against a decision with the Commonwealth Ombudsman (<https://www.ombudsman.gov.au/>), but ACM is not required to wait for the outcome of an external appeal before notifying DOE of the change to the student's enrolment status.

Students will be provided with counselling and advice about external appeal opportunities. This counselling and advice will be *free of any additional fee* for the student.



A student wishing to access an external appeals process must contact DOHA and provide evidence of having accessed an external appeal process within 28 days of ACM notifying DOE of the cancellation of enrolment. DOHA will then consider the student's individual circumstances and whether to cancel or maintain the student's visa.

Contacting the Commonwealth Ombudsman

Students can initiate the external appeals process by telephone, in writing, by fax, or using the Commonwealth Ombudsman's online complaint form:

<https://forms.business.gov.au/smartforms/servlet/SmartForm.html?formCode=oco-complaint-form>

Students can contact the Commonwealth Ombudsman via telephone, **9am to 5pm Monday to Friday**.

In Australia, call: **1300 362 072** (calls from mobile phones at mobile phone rates). Outside Australia, call **+61 2 6276 0111**.

Using an interpreter student can make a complaint in their language. Call the *Translating and Interpreting Service (TIS)* in Australia on **131 450**.

Outside Australia call **+61 3 9268 8332**.

Note the *Commonwealth Ombudsman* will pay for the interpreter.

Notice of Suspension or Cancellation

If there is no appeal against a decision by ACM to suspend or cancel a student's enrolment, or an appeal is lodged and the outcome supports ACM's intention to suspend or cancel the student's enrolment, or an appeal lodged and then withdrawn, ACM will issue a notice of deferment, suspension, or cancellation.

The notice of deferment, suspension or cancellation will indicate that the deferment, suspension, or cancellation is to be initiated.

The Student Services Manager is responsible for ensuring that the notice of intention to defer, suspend or cancel enrolment is attached to the notice of deferment, suspension or cancellation of enrolment and provided to the Chief Executive Chief (CEO).

The Chief Executive Chief (CEO) will then authorise the necessary changes to the student's enrolment details in the student database and PRISMS.

Filing Documents

All documentation about the deferment or temporary suspension, cancellation by ACM of a student's enrolment are filed in the student's file.

Refer to the following policy and procedures *Records (Management)* and *Records (Retention)*.



RESPONSIBILITIES

Responsibilities associated with this policy and procedure are as follows:

- a) Atlantis College of Management (ACM) is responsible for:
 - ensuring this policy available and freely accessible to all students and employees
 - ensuring that all students and employees are aware of the Deferment, Suspension or Cancellation of Enrolment process and procedure
- b) The Chief Executive Officer (CEO) has overall responsibility for the implementation, continuous improvement, and review of this policy
- c) The Student Services Manager is responsible for ensuring that the notice of intention to defer, suspend or cancel enrolment is attached to the notice of deferment, suspension or cancellation of enrolment and provided to the Chief Executive Chief (CEO).
- d) Students are required to acknowledge, understand, and refer to this policy and procedure as required