

Deferring, Cancelling or suspending a student's enrolment

Purpose

This policy is to assure AIHM meets the compliance with managing requests from students studying at AIHM who wishes to defer, suspend or cancel their enrolment.

Scope

This policy will cover all students studying at AIHM – On campus (Domestic), International and Online.

Policy Statement

AIHM Management and staff are committed to assessing and recording all deferrals, suspensions or cancellations of study, ensuring that students within the process are informed of their rights and provided with due care and where relevant opportunities for appeal.

Circumstances allowing Deferral, Suspension or Cancellation of Enrolment – International and Domestic

AIHM will only defer or temporarily suspend the enrolment of an international student in the following circumstances:

a. If initiated by the Student:

i. Compassionate or compelling circumstances

b. If initiated by the College:

i. Misbehaviour by the student.

ii. Non-Payment of Fees

Deferral Procedure

The Registrar must:

- Respond to each request for course study deferral by requiring a written request from the student that identifies the reason for which they require a course of study deferral.
- Take this written request of deferral of study in the next AIHM management meeting or in the case where this request needs urgent response forward this request to Dean of the studies to get the approval.

The AIHM Management meeting shall ensure that the deferral request is considered:

On the grounds of the written request and ensuring that compassionate and compelling circumstances (which are beyond control of the student) are assessed where evidence of their validity is provided.

These circumstances may include:

- 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
- 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.

Deferment Request Responses

Following the AIHM's management meeting where the student's request is considered the Registrar shall :

- Ensure that the student is informed of the resulting decision of the AIHM Management meeting in a timely manner.
- Ensure that all records of the request and supporting evidence are copied and placed on the students file.
- Maintain the enrolment of the student should the student seek an appeal through the internal or independent adjudicator appeals process.
- Ensure that the student is advised to contact the office of DIAC so that they are informed as to the impact of their deferment on their existing student visa.
- Ensure that the student is advised that their course fees may also be affected by a deferment.
- Report the student's change of enrolment to DIAC via PRISMS as soon as practicable after a decision on deferment has been finalized and recorded by AIHM management.
- Respond to advice from DIAC concerning the issuance of a new ECOE through PRISMS.

Suspension or Cancellation Procedure

Where a student's conduct has been found to violate AIHM's rules of enrolment and where warning has been provided the Registrar shall:

- Inform the student that their misconduct has resulted in a report being made to AIHM management.
- Inform the student should a decision to suspend or cancel their enrolment is made by AIHM management, that they have 20 working days to appeal following the decision. (AIHM management has 10 days to commence the process after the appeal is received)
- Provide a written report to the next AIHM management meeting detailing the misconduct offense and the manner in which their conduct has been dealt with thus far (the report should detail dates times and persons involved).

Suspension or Cancellation Responses

In receiving a report of misconduct AIHM management shall:

- Validate the actions of all staff involved seeking further advice, verbal or written.
- Where necessary, seek further advice from the student or students involved maintaining an unbiased approach to the student or students involved.
- Decide whether an enrolment suspension or enrolment cancellation is warranted.
- Ensure that in upholding the decision to suspend or cancel the student's enrolment, the student is informed in writing, stating the reason for AIHM Managements' decision and re affirming the student right to the internal appeals process and independent adjudicator within 20 working days.
- Maintain the student's enrolment if the student chooses to access AIHM's internal appeals process except in the case of extenuating circumstances (definition follows).
- Report the student's change in enrolment to DIAC via PRISMS before the outcome of any internal/external appeals process if extenuating circumstances exist.

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

- refuses to maintain approved care arrangements (only for students under 18 years of age);
- is missing;
- has medical concerns, severe depression or psychological issues which lead the provider 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.