



ALTERATION OF STUDENT ENROLMENT STATUS

Policy

DEFINITIONS

Terms in this document, for which definitions are not provided in the text or may not be self-evident or for which usage at ACC may differ to that in other higher education institutions are as follows:

Deferment: Postponement of enrolment to an agreed future date.

Department of Home Affairs: The Australian Government Department responsible for the issue of visas to eligible international students to enable them to undertake studies in Australia with registered education providers.

Education Services for Overseas Students Act 2000 (ESOS Act 2000): An Australian Government Legislation, setting up a framework of requirements and standards for the quality assurance of education and training institutions offering courses to international students who are in Australia on a student visa.

International/Overseas Student: A prospective or enrolled student who is not an Australian citizen, Australian permanent resident, New Zealand citizen, or holder of an Australian permanent resident humanitarian visa, and who requires an international student visa from the Australian Government to study in Australia, whether applying to ACC from within Australia or from overseas.

National Code of Practice for Providers of Educational Training to Overseas Students 2018 (National Code 2018): A nationally consistent set of Australian Governments standards that governs the protection of international students and delivery of courses to those students by providers registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS).

Suspension: A temporary discontinuation of a student's enrolment in the ACC degree program, with a view to the possibility of enrolment being resumed at an agreed later date.

Cancellation (or Academic Dismissal): Termination of a student's enrolment in the ACC Bachelor of Chiropractic degree program or part thereof.

PURPOSE

The purpose of this policy is to describe the principles and processes by which ACC manages student requests for deferment, suspension or cancellation of their enrolment in the College's program(s).

SCOPE

This policy applies to all students enrolled in a programs offered by the ACC.

POLICY

Overview

ACC is committed to providing clear advice to students on acceptable conditions for deferment, suspension or cancellation of their enrolment, the processes by which assessment and decision making is managed and the documentation that is kept on file.

1. Student initiated deferral, suspension or cancelation of enrolment

Deferral or Suspension

Any student may apply for approval of deferral or suspension of their enrolment on the grounds of compassionate or compelling circumstances*;

* 'Compassionate or compelling' circumstances are generally those beyond the control of the student and which have an impact upon the overseas 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);
- in the case of International Students, 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, and this has impacted on the overseas student (these cases should be supported by police or psychologists' reports).

These are only some examples of what may be considered compassionate or compelling circumstances.

The College will use professional judgement to assess each case on its individual merits. When determining whether compassionate or compelling circumstances exist, the College will consider documentary evidence provided to support the claim and will keep copies of these documents in the student's file.

In addition, Domestic students can choose to defer their enrolment once in the period of their study for up to 12 months with no reason. In this instance, the student is required to advise ACC of the date by which they will return to study. If the student does not return to study by the advised date their enrolment in the program is cancelled.

Students are required to apply for deferral or suspension of their enrolment at ACC, in writing to the Marketing and Student Engagement Manager. The Marketing and Student Engagement will approve or deny the application, in consultation with the Academic Dean, and confirm the outcome to the student in writing.

If the application for deferral or suspension is denied the reasons for the denial will be detailed in the written advice. Students can appeal a denial of deferral or suspension in accordance with the *Student Grievance and Appeals Policy* and associated procedures.

Cancellation

Where a student chooses to cancel their enrolment, they are required to notify the Marketing and Student Engagement Manager in writing.

The student will be asked to attend an interview with the Academic Dean to discuss their reasons for cancellation and to provide the student with the opportunity to provide feedback on the student experience at ACC.

2. ACC initiated deferment, suspension or cancelation of enrolment

Conditions

ACC may defer, suspend or cancel the enrolment of a student in the event of the following:

- Misbehaviour by the student;
- A student's failure to pay an amount they were required to pay to undertake or continue their studies in accordance with the written agreement signed by the student;
- Insufficient academic progress, in accordance with the *Academic Progress Policy* and associated procedures. This includes, but is not limited to, a breach of academic progression requirements in accordance with Standard 8 of the National Code 2018.

Fair and Transparent Process

Prior to initiating suspension or cancellation of an student's enrolment, ACC will:

- Inform the student of that intention and the reasons for doing so, in writing;
- Advise the student of their right to lodge a complaint or formal grievance if the student is not satisfied that the suspension or cancellation is warranted;
- Advise the student of their right to appeal the outcome of grievance management by ACC through ACC's internal processes as detailed in the *Student Grievance and Appeals Policy* and associated procedures, in accordance with Standard 10 of the National Code 2018, within 20 working days. The requirements of the National Code 2018 are applied equally to both Domestic and International Students
- ACC will not proceed with a suspension or cancellation of an Domestic or International Student's enrolment (under Standard 9.3 of the National Code 2018), until any internal appeals process initiated by the student has been completed, unless the student's health or wellbeing, or the wellbeing of others, is likely to be at risk.

Implications for Fees Paid

Where the deferral or suspension of a student's enrolment is prior to census date of the unit or there are compassionate or compelling circumstances for which fees have been paid, ACC defers a student's enrolment and the fees paid by the student for the unit(s) concerned will transfer to the date at which enrolment recommences. The student will only pay fees once for the unit(s) in question.

Where the deferral or suspension of a student's enrolment is after census date of the unit, the fees paid for the unit(s) are applied to the unit(s). The student is required to pay the fee again to reenrol in the unit once the enrolment recommences.

In the event of cancellation of a student's enrolment by ACC, the reasons for the cancellation and the time at which it occurs will determine whether ACC refunds to the student the fees for the unit(s) concerned or the student will forfeit the fees.

International student visa Implications

When there is any deferral, suspension or cancellation for an International Student ACC:

- Informs the International Student of the need to seek advice from the Department of Home Affairs on the potential impact on his or her student visa;
- Reports any change to the student's enrolment under section 19 of the ESOS Act 2000.

IMPLEMENTATION AND MONITORING

The Marketing and Student Engagement Manager is responsible for implementation and monitoring of this Policy.

POLICY REVIEW

The ACC's *Alteration of Student Enrolment Status Policy* is normally reviewed every three years.

It is a policy of the ACC that any Policy or Procedure may be reviewed earlier as indicated by internal or external factors (including but not limited to such factors as changes in the guidelines of regulatory authorities, accreditation/registration requirements of the profession, or relevant legislation at state or federal level) as determined the Board of Directors and/or Academic Board.

RELATED POLICIES / DOCUMENTS

- Student Grievance and Appeals Policy and associated Procedure
- Student At Risk Policy
- Student Support Policy
- Attendance Policy and associated Procedure
- Academic Progress Policy and associated Procedure
- Grades and Results Policy and associated Procedures
- Student Fee and Refund Policy.

VERSION CONTROL

Document: A026 Alteration of Student Enrolment Status Policy		
Responsible Officer: Marketing and Student Engagement Manager		
Initially Approved by: Academic Board		Date: 2 September 2020
Reviewed and approved by: Academic Board		Date: 19 July 2023
HESF	1.1 Admission	1.1.2c
Version: V2.0	Replaces Version(s): V1.0	Next Review: July 2026
Nature of Change	July 2023 <ul style="list-style-type: none"> • Extend the policy to cover domestic students in addition to International Students. Previous Policy I002 Alteration of International Enrolment Status Policy • Include the detail for student initiated deferral, suspension or cancelation of enrolment • Extend to cover all ACC programs • Update of references to related policies and procedures • Confirm responsibilities of the Marketing and Student Engagement Manager • Include the HESF reference in the Version Control Table. 	