



DEFERRAL, SUSPENSION AND CANCELLATION POLICY AND PROCEDURE

POLICY NUMBER: NC18-PP009

RESPONSIBILITY: STUDENT ADMINISTRATION MANAGER

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1. Important Message for WAIFS' Students

- 1.1 If a student will be submitting a request that includes a transfer from WAIFS to another registered provider (ELICOS, Vocational or Higher Education), refer to the Transfer Between Registered Providers Policy and Procedure available on:
- The Student Portal;
 - WAIFS' website www.waifs.wa.edu.au;
 - By emailing admissions@waifs.wa.edu.au and asking for an EVF to be emailed, or;
 - From WAIFS' Reception.

2. Background

- 2.1 An overseas student's enrolment can be deferred, suspended or cancelled.
- 2.2 An overseas student can initiate a deferral or suspension of their enrolment for compassionate and compelling circumstances.
- 2.3 A registered provider may defer or suspend the enrolment of a student if it believes there are compassionate or compelling circumstances.
- 2.4 A registered provider may suspend or cancel a student's enrolment including, but not limited to, on the basis of:
- Misbehaviour by the student
 - The student's failure to pay an amount he or she was required to pay the registered provider to undertake or continue the course as stated in the written agreement
 - A breach of course progress requirements by the overseas student, which must occur in accordance with the National Code 2018, Standard 8 (Overseas student visa requirements).
- 2.5 A registered provider must have and implement a documented process for assessing, approving and recording a deferment of the commencement of study or suspension of study requested by an overseas student, including maintaining a record of any decisions.

3. Purpose

- 3.1 The purpose of this policy and procedure is to detail the occasions on which a deferral, suspension or cancellation is initiated by WAIFS or a student and the procedures which should be followed to finalise the outcome of the requests (as appropriate).

4. Scope of Policy and Procedure

- 4.1 This policy applies to all past, present and future students enrolled with WAIFS while this policy and procedure is in effect.

5. What is a Student-initiated Deferral, Suspension, Cancellation or Withdrawal?

- 5.1 A WAIFS' student can apply to defer or temporarily suspend their enrolment at WAIFS if there are "compelling and compassionate" circumstances.
- 5.2 'Compassionate or compelling' circumstances are generally those beyond the control of the overseas student and which have an impact upon the overseas student's course progress or wellbeing.
- 5.3 These include, but are not limited to:
- (i) Serious illness or injury, where a medical certificate states that the overseas student was unable to attend classes;
 - (ii) Bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided);
 - (iii) Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the overseas student's studies;
 - (iv) 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), or;
 - Where the registered provider was unable to offer a pre-requisite unit, or
 - The overseas student has failed a prerequisite unit and therefore faces a shortage of relevant units for



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which they are eligible to enrol, or;

- Inability to begin studying on the course commencement date due to delay in receiving a student visa.

5.4 It is expected that students will supply independent, 3rd party information (wherever reasonable and/or possible) that can be confirmed by WAIFS to support their claims of compelling and/or compassionate circumstances. Where such information is not made available (even after request), WAIFS will take this into consideration when making their assessment of the request.

6. How does a Student Apply to WAIFS for a Deferral, Suspension, Cancellation or Withdrawal?

6.1 A Student completes the Enrolment Variation Form (EVF) and selects the correct reason for the submission of the EVF. The Request MUST be completed on the current version of the Enrolment Variation Form "EVF"

Please tick the box :	
<input type="checkbox"/> Withdrawal from course (\$250.00 withdrawal processing fees will be charged + cancellation fees if applicable)	<input type="checkbox"/> Change of commencement date (\$50.00 fee applicable)
<input type="checkbox"/> Deferral /Suspension	<input type="checkbox"/> Change of Trainer (\$50.00 fee applicable)
<input type="checkbox"/> Change to another course (\$50.00 fee may be applicable)	<input type="checkbox"/> Other : (\$50.00 fee may be applicable)
<hr/>	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>

6.2 The student provides an appropriate written reason for the submission of the EVF. The reason should be sufficiently accurate and detailed for a WAIFS staff member to understand the reason for the request.

7. Where does a Student Find an Enrolment Variation Form?

7.1 The current version of the EVF is available from:

- The Student Portal;
- WAIFS' website www.waifs.wa.edu.au;
- By emailing admissions@waifs.wa.edu.au and asking for an EVF to be emailed or;
- From WAIFS' Reception.

8. Where does a Student Submit an Enrolment Variation Form?

8.1 WAIFS strongly prefers all EVF's to be emailed/scanned by the student to admissions@waifs.wa.edu.au.

8.2 Students should always request a Delivery and/or Read Receipt from WAIFS to ensure their EVF and supporting documents (if any) have been received.

8.3 If a student does not have access to scanning facilities, they can hand the EVF and supporting documents to an administration staff member at WAIFS' reception to scan on their behalf.

8.4 WAIFS staff member will follow the procedures required in these circumstances. (See Section 11).

9. What Additional Information Should a Student Supply to WAIFS?

9.1 If a student knows that the end date of their current CoE/s will be affected by this request (even if they do not know the exact date they will return to their course at WAIFS), they should complete the: Suspension/Deferral – Student agreement section in the Enrolment Variation Form. The form tells WAIFS that the student's CoEs will need to be changed and requests that WAIFS prepares a new letter of offer for the student to reflect this.

9.2 This is available from:

- WAIFS website: www.waifs.wa.edu.au;
- the Student Portal;
- by emailing admissions@waifs.wa.edu.au and requesting a copy or from;
- WAIFS Reception

9.3 The student should provide adequate, appropriate supporting evidence with the EVF to enable WAIFS to make an assessment of the reason given for the request and be able to approve or decline the request.



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- 9.4 Supporting evidence should generally include independent, 3rd party evidence that can be verified by WAIFS. If this is not possible, the student must explain why this is not possible in writing to admissions@waifs.wa.edu.au. WAIFS will then consider this as part of its assessment of the EVF request.
- 9.1 Requesting a deferral, suspension, withdrawal or cancellation is a serious matter which could, potentially, impact a student's visa in Australia. Students should therefore understand and appreciate that:
- WAIFS must maintain records of the reason such a request was approved/declined for at least two (2) years after a decision is made.
 - This information can be requested by Australian Government Departments, including the Department of Home Affairs and/or the Australian Skills Quality Authority.
 - It is important for WAIFS and its students that procedures are in place which are both fair and transparent and which are also rigorous.
 - This helps to ensure that approval is only given in circumstances which are genuinely compelling and compassionate.

10. What should a student do if Supporting Documentation is not in English?

- 10.1 If any of the supporting documents are not originally in English, WAIFS may request that they be translated by a registered NAATI translator.
- 10.2 Information on NAATI translators can be found at: <http://www.naati.com.au/>
- 10.3 WAIFS will not request that this be done if:
- (i) WAIFS has an employee who can translate the documents provided adequately for WAIFS to understand what has been submitted. Further, WAIFS has no reason to believe that the translation would be inaccurate either through ability or concerns about employee integrity.
 - (ii) The documents are supplied to WAIFS with a version in English translated by a WAIFS' education/migration agent (or one of their staff members) and WAIFS can understand the translated version adequately to assist with WAIFS' decision-making. Further, the agent (or their staff member) must have the ability to do this and WAIFS must have no reason to believe that the translation would be inaccurate either through ability or concerns about agent integrity.
 - (iii) WAIFS will not accept documents translated by any other party where WAIFS does not have the in-house ability to assess whether the translation is a fair and accurate reflection of the original document.

11. How WAIFS' Staff should accept and record student-initiated requests

- 11.1 A student submits a request for Suspension or Deferral using the current version of the EVF and with supporting documentation.
- 11.2 WAIFS staff should inform students that the EVF and appropriate supporting documentation should be emailed to admissions@waifs.wa.edu.au
- 11.3 If a student does not have access to scanning facilities, they can hand their EVF and any supporting documents to an admin staff member at WAIFS' reception to scan on their behalf.
- 11.4 In these cases, the admin staff member must ensure that the EVF and any supporting documents are all numbered and each page is signed by the student.
- 11.5 WAIFS does this as students are sometimes upset at these times. It is better to take a few minutes to do this than enter into a potentially upsetting discourse with a student at some future point about what information WAIFS has or has not received, especially if compelling and compassionate circumstances do apply.

For example:

A student provides a hard copy EVF to WAIFS' reception as they do not have access to a scanner.

In total they submit 3 pages: 2 pages of EVF and 4 pages of death certificate for a parent, including proof of relationship documents.

The student must number each of the pages and sign each page.

In this case, the student would write 1/6, 2/6, 3/6, 4/6, 5/6, 6/6 and sign each page.

Note: if paperwork is double-sided, each side of the page must be numbered and signed.

- 11.6 WAIFS' Reception staff member who receives the EVF and supporting documents (if applicable) then scans the documents to admissions@waifs.wa.edu.au and CC's the student so that all parties have a full copy of all submitted documents.
- 11.7 Note: The WAIFS staff member who receives the EVF and any supporting documents enters the EVF into the EVF Register maintained by WAIFS. *This is very important* and must not be forgotten. Where an EVF is emailed, the person who first reads the EVF email does this and then alerts the Campus Manager (or appropriate alternative)



of its receipt.

The EVF register lists all EVF’s received and their date of receipt. *This is an important control tool* as it easily tells WAIFS’ Campus Manager (or appropriate alternative) which EVF’s are in progress and which have been finalised.

12. How WAIFS Staff Should Assess a Student-Initiated Request

- 12.1 The Campus Manager (or appropriate alternative) assesses the EVF and supporting documents against the requirements of this policy and procedure, remembering that the student is requesting a “compelling and compassionate” suspension or deferral. The student should therefore be able to prove to a reasonable person that compelling and or compassionate circumstances exist. 3rd party independent proof should also generally be available.
- 12.2 The Campus Manager (or alternative) should remember that the list of compassionate and compelling circumstances is not exhaustive and there may be other reasons presented by a student which the Campus Manager (or appropriate alternative) considers to be compassionate and/or compelling. In these circumstances, the Campus Manager (or appropriate alternative) should discuss the matter with the CEO, MD, Operations Manager, Campus Manager, Manager, Student Administration Services, Marketing Manager or Office Manager. A decision should be made after this discussion. The discussion should be recorded in the student management database (currently WISENET).
- 12.3 A written record should be maintained of ALL decisions made (approve/decline) and the reasons for it. These should be recorded in the student’s file (electronically or in the student management database – currently WISENET). Any updates to this matter must also be recorded in this way and maintained for at least 2 (two) years. An update can include a further conversation with the student (or a representative approved to act on the student’s behalf), further internal discussions within WAIFS etc.
- 12.4 The Campus Manager (or appropriate alternative) should advise students that the form:
 - (i) Explains that the student is requesting a suspension/deferral from their current course for compassionate/compelling circumstances which will affect their CoE dates with WAIFS;
 - (ii) Is where the student requests WAIFS to prepare a new letter of offer if the date of recommencement is known or not yet known. Where the exact date of their recommencement of their course is not yet known, the form gives permission to WAIFS to prepare a revised letter of offer once the date becomes known and is notified by the student.
 - (iii) Explains that when CoE dates are amended, WAIFS also amends payment dates where applicable.
 - (iv) Explains that this is not a release from studies at WAIFS and the student remains a student of WAIFS.
- 12.5 The Campus Manager (or appropriate alternative) emails the student one of the following:

Circumstances of EVF for Deferral or Suspension	EVF APPROVED or DECLINED by WAIFS.	Example to look at for guidance in Appendix A
Student-initiated for Compassionate/compelling circumstances. NO CHANGE to end date of CoE/s	APPROVED	Example 1A
Student-initiated for Compassionate/compelling circumstances. YES CHANGE to end date of CoE/s	APPROVED	Example 1B
Student-initiated for Compassionate or compelling circumstances. NOT known when student will return. NOT KNOWN if there will be a change to end date of CoE/s	APPROVED	Example 1C
Student-initiated for Compassionate or compelling circumstances – end date known/not known. REQUEST DECLINED BY WAIFS.	DECLINED	Example 2
Student is not attending classes and WAIFS have been informed that a compelling/compassionate circumstance is applicable (e.g. by a friend of the student)	PENDING	Example 3



Circumstances of EVF for Deferral or Suspension	OTHER
OTHER CIRCUMSTANCES	No policy and procedure can be 100% exhaustive. If other circumstances arise, the Campus Manager (or appropriate alternative) should follow this policy and procedure and its intent and refer to the CEO, MD, Operations Manager, Student Administration Services and/or Office Manager as appropriate if concerned about the appropriate response.

Appendix A is for WAIFS' staff use only and is not made available publicly.

12.6 Students will always be informed that:

- (i) Deferring, suspending or cancelling their enrolment for any reason may have an impact on their student visa and they should contact the Department of Home Affairs (DoHA) to seek advice on this matter;
- (ii) WAIFS is required to report any changes to the student's enrolment under section 19 of the ESOS Act.

13. What happens if a student-initiated request is declined by WAIFS and then approved after internal or external appeal?

- 13.1 This is then an approval and should be treated accordingly.
- 13.2 WAIFS Campus Manager (or appropriate alternative) follows this policy and procedure (and any other appropriate WAIFS policy and/or procedure, including the complaints and appeals policy and procedure).
- 13.3 WAIFS issues the email in Appendix A, Example 1A or Example 1B (as amended to reflect the requirements of the Complaints and Appeals policy and procedure, if any) and takes the necessary action in PRISMS.

14. When and how to conditionally approve a student-initiated request?

- 14.1 When a student approaches WAIFS for a deferral/suspension/ it may be a very difficult time for a student.
- 14.2 WAIFS must understand that in some compelling and compassionate circumstances (e.g. serious illness or bereavement), a student may:
 - Simply stop coming to class and fly home
 - Inform WAIFS that they are leaving the country as a parent is ill/dying/deceased and provide no additional information. An EVF and supporting documentation may not be provided at this stage or at any stage.
 - Inform WAIFS that they are leaving the country as a parent is ill/dying/deceased, provide an EVF but provide no additional information. *Note: 3rd party information may not be available immediately or the student may be too distressed to provide it immediately.*
- 14.3 In these circumstances, WAIFS' Campus Manager (or appropriate alternative) will work with the student in a common sense manner to achieve what WAIFS requires in terms of information/proof and to support the student through a difficult period.
- 14.4 There will not be one fixed approach to this. The Campus Manager (or appropriate alternative) will need to assess each case on an individual basis and act appropriately. This may differ based on how long the student has been at WAIFS, how well the student is known by a WAIFS staff member in their capacity as a student, how the student has performed in class and in assignments etc.
- 14.5 Here is just one example of when this may occur:
 - (i) A student submits an EVF at Reception requesting to defer their studies at WAIFS for 4 weeks.
 - (ii) They are studying their third course with WAIFS and they have successfully completed their previous courses without formal intervention.
 - (iii) Course attendance has always been good and the trainer believes them to be a good student. Admin and accounts have never had any issues with the student.
 - (iv) They are studying a 12-month course at WAIFS with 8 months left in their course.
 - (v) The following reason is stated: "I was informed last night that my Dad is seriously ill and I have been asked to fly home by my family".
 - (vi) No supporting documents are available.



- (vii) In these circumstances, WAIFS' Campus Manager (or appropriate alternative) will approve the deferral request in the following way:
- WAIFS' Campus Manager (or appropriate alternative) will send an email to the student (this may also include the student's education/migration agent);
 - The student will be informed that:
 - the request is approved subject to appropriate 3rd party evidence being supplied to admissions@waifs.wa.edu.au after the student arrives home (WAIFS may request within XX days of arriving home)
 - The Campus Manager (or appropriate alternative) follows this up on the appropriate date and takes appropriate steps based on whether information is or is not received.
 - When appropriate, adequate information is provided to WAIFS (or when such information is not provided after having been requested by WAIFS), WAIFS' Campus Manager (or appropriate alternative) will assess the deferral request by following all steps required by this policy and procedure.
 - Assessment means that the request can be APPROVED but can still be DECLINED if the appropriate information is not provided and/or the request does not meet the requirements of compassionate/compelling deferral/suspension.
 - Once a decision has been made, the Campus Manager (or appropriate alternative) follows the requirements of this policy and procedure.

14.6 *As with any and all discussion, assessment and action taken in relation to this policy and procedure*, the Campus Manager (or appropriate alternative) explain their decision in relation to cases like this in the student management database as a permanent record.

15. What does WAIFS do about attendance for the dates covered by an approved deferral/ suspension?

- 15.1 Regardless of the reason, if an overseas student's enrolment is deferred or suspended the period of suspension of enrolment (as entered in PRISMS) should not be included in attendance monitoring calculations.
- 15.2 WAIFS Office Manager (or appropriate alternative) is to ensure that all class dates and times which are covered by the deferral or suspension are taken out of the attendance calculation within the student management database (Currently WISENET).
- 15.3 WAIFS does not report on attendance but uses erratic attendance as an indicator for poor progress. It is, therefore, very important that the attendance be accurate.

16. WAIFS-initiated deferral, suspension or cancellation

- 16.1 WAIFS staff must always remember:
- Deferring, suspending or cancelling an enrolment may affect a student's visa, and
 - WAIFS is required report any changes arising from this policy under section 19 of the ESOS Act.
- 16.2 WAIFS may defer or suspend the enrolment of a student if it believes there are compassionate or compelling circumstances.
- 16.3 WAIFS may suspend or cancel a student's enrolment including, but not limited to, the following circumstances:
- Misbehaviour by the student (See Below)
 - The student's failure to pay an amount he or she was required to pay the registered provider to undertake or continue the course as stated in the letter of offer
 - A breach of course progress or attendance requirements by the overseas student, which must occur in accordance with Standard 8 (Overseas student visa requirements).
- 16.4 Misbehaviour by a student includes (but is not limited to):
- Behaviour such as acts of discrimination, sexual harassment, vilification or bullying. (Refer also to the anti-bullying and harassment policy.)
 - Not attending a work placement which forms part of the student's course at WAIFS and having no compassionate or compelling reason for non-attendance. (Students will be given the opportunity to provide evidence of the reason for non-attendance and WAIFS will investigate such reasons before making a decision to cancel for misbehaviour. A student should be aware that 3rd party evidence which can be independently verified by WAIFS will generally be required). (Refer also to the Work placement FAQs and Work-based training policy).
 - A breach of enrolment conditions.
 - Where WAIFS becomes aware that fraudulent documents or statements were made to gain enrolment at WAIFS.
 - Cheating (or supporting cheating) in assessments or tests which form part of a student's course or courses at WAIFS on more than one occasion. Cheating includes, but is not limited to:



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- a) Not adhering to the requirements of a “closed book” assessment/test when WAIFS trainer’ has stipulated that the assessment/test must be completed in a “closed book” environment.
 - b) What is a Closed Book Assessment/Test?: This is the traditional mode of assessment, in which students are not allowed to refer to/use notes, books or other reference material in an assessment/test, relying entirely on their memory to **answer** the assessment/test requirements.
 - c) Copying someone else’s work (in whole or in part) in a test/assessment with or without their knowledge or approval.
 - d) Supporting cheating occurs when a WAIFS’ student allows another WAIFS student to copy their work (in whole or in part) in any assessment of any kind and or gives a WAIFS student access to their notes, books or other reference material in a “closed book” environment.
- (vi) Plagiarising or supporting plagiarism in assessments or tests which form part of a students’ course or courses at WAIFS on more than one occasion.

For clarification: *Plagiarism* is presenting someone else’s work or ideas as your own, with or without their consent, by incorporating it into your work without full acknowledgement. All published and unpublished material, whether in manuscript, printed or electronic form, is covered under this definition.

Supporting plagiarism occurs when a student of WAIFS provides their own work (or that of another WAIFS’ student past or present) to another student of WAIFS (past, present or future) where the student knows or is reasonably aware that this work will be submitted by the other student wholly or substantially as their own.

16.5 Where deferral, suspension or cancellation is initiated by WAIFS, students will receive:

- (i) **In cases of Poor Course Progress:** Notice of Intention to Report for Poor Course Progress. The Notice and a covering email are both saved as templates in the Student Management Database (currently WISENET). The Campus Manager (or appropriate alternative) is responsible for ensuring that these are used to email a student as and when applicable.
- (ii) **In all other cases:** Notice of Intention to Defer, Suspend or Cancel Enrolment. The Notice and a covering email are both saved as templates in the Student Management Database (currently WISENET). The Campus Manager (or appropriate alternative) is responsible for ensuring that these are used to email a student as and when applicable.

16.6 All notices will clearly state that a student will be given 20 working days to access WAIFS’ internal complaints and appeals process (in accordance with the National Code, 2018: Standard 10 – Complaints and Appeals). *Refer to WAIFS Complaints and Appeals policy for further information.*

17. Access to Course During this period

17.1 WAIFS aims to ensure that students continue to have access to their course throughout this process.

17.2 However, WAIFS reserves the right to exclude a student from attending classes during this period.

17.3 In all cases, WAIFS will approach this process with the best interests of all parties and will endeavour to provide course materials/assessments to any student excluded from attending classes.

18. Can a student’s enrolment be cancelled for poor course progress before the external appeals process has been completed?

18.1 WAIFS must only report an overseas student for unsatisfactory course progress in PRISMS after:

- The internal and external complaints processes have been completed and the breach has been upheld, OR;
- The student has chosen not to access the internal complaints and appeals process within the 20 working day period, OR;
- The overseas student has chosen not to access the external complaints and appeals process, OR;
- The student withdraws from the internal or external appeals process, by notifying the registered provider in writing.

The only exception to the above is where extenuating circumstances exist and the student’s health or wellbeing, or the wellbeing of others, is likely to be at risk.



19. When can a student's enrolment be cancelled in ALL other cases?

19.1 The student's enrolment at WAIFS must be maintained until the internal appeals process is complete, unless extenuating circumstances apply.

19.2 Extenuating circumstances include, but are not limited to:

The student:

- Refuses to maintain approved care arrangements, if they are under 18 years of age;
- Is missing;
- Has medical concerns, severe depression or psychological issues which lead WAIFS 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.

20. What has to be done in PRISMS for an approved Deferral, Suspension, Cancellation or Withdrawal (Applicable to Student and WAIFS initiated)?

20.1 There are three possible outcomes for an overseas student's CoE as a result of this Policy and Procedure:

1. WAIFS notifies the Department of Education and Training through PRISMS that they are deferring or suspending an overseas student's enrolment for a period *without affecting the end date of the CoE*.

There will be no change to the CoE on PRISMS – the overseas student will still be listed as studying. However, the notice of deferment or suspension will be recorded in PRISMS.

2. WAIFS notifies the Department of Education and Training through PRISMS that they are deferring or suspending an overseas student's enrolment for a period which *will affect the end date of the CoE*.

PRISMS will cancel the original CoE and immediately offer WAIFS the opportunity to create a new CoE with a more appropriate end date.

If WAIFS does not know when the overseas student will return, WAIFS can choose not to create a new CoE at that point, but to wait until the overseas student has notified WAIFS of the intended date of return before creating a new CoE.

3. WAIFS notifies the Department of Education and Training through PRISMS that it wishes to *permanently cancel (terminate) the overseas student's enrolment*. Once this process is complete, the overseas student's CoE status will be listed as 'cancelled'.

21. What Happens if the cancellation in PRISMS is for a student under 18?

21.1 If the overseas student is under the age of 18, the cancellation of a CoE does not cancel a Confirmation of Appropriate Accommodation and Welfare (CAAW), and WAIFS is still responsible for welfare arrangements until one of the conditions of Standard 5.6 are met.

21.2 Standard 5.6 is as follows:

Where Standard 5.3 applies and the registered provider suspends or cancels the enrolment of the overseas student, the registered provider must continue to approve the welfare arrangements for that student until any of the following applies:

- (i) The student has alternative welfare arrangements approved by another registered provider
- (ii) Care of the student by a parent or nominated relative is approved by Immigration
- (iii) The student leaves Australia
- (iv) The registered provider has notified Immigration under Standard 5.3.6 that it is no longer able to approve the student's welfare arrangements or under Standard 5.5 that it has taken the required action after not being able to contact the student.

Refer to WAIFS' Under 18 Student Management Policy and Procedure for further information.

22. When and What should WAIFS Admin inform Trainers or Heads of Department?

22.1 WAIFS Admin should inform the appropriate trainer and Head of Department whenever anything relevant to the training and/or assessment of an enrolled student of WAIFS occurs.

22.2 If a student has a deferral or suspension, a member of WAIFS admin must email the trainer (CC Head if necessary) and let them know:

- (a) The dates that a student will not be in class (not necessarily WHY owing to confidentiality)



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- (b) That the trainer should arrange to meet with the student on their return to put in place a plan for them to catch up with their work, noting that the trainer should make themselves *reasonably* available to support the student to do this. That the trainer should set up an Outlook calendar reminder to do this – this will also support WAIFS admin to remember the student should have returned to WAIFS
- (c) That the trainer must let admin know if the student does not return. (*WAIFS Admin should also have a Task in the student management database (Currently WISENET) to remind them to check if the student has returned.*)

22.3 If a student has a cancellation, then the trainer and HoD should be emailed to follow all of their relevant procedures e.g.

- (a) Finalise the enrolment in WISENET
- (b) Finalise the student file
- (c) Complete all training administration
- (d) Request certificate/statement of attainment (if applicable).

23. How do WAIFS Admin remember to follow things up relating to this policy/procedure?

23.1 WAIFS Admin staff should note any follow up dates/information relating to the deferral/suspension. This includes (but is not limited to):

- The date a student is due to return to class (if applicable) after an approved deferral/suspension.
- The date a student is to provide supporting documentation/an EVF
- Any other appropriate matter that requires a WAIFS staff member to follow up at a date into the future.

23.2 The easy way to do this is to set up a Task Reminder in the Student Management Database (currently WISENET) for this purpose. Tasks can be set up by anyone. All WAIFS Admin staff are responsible for reviewing Tasks in the Student Management Database (currently WISENET) and ensuring they are dealt with and finalised as appropriate. It is not the job of the person who creates the Task to always follow it up and complete it. This is a shared responsibility across all of WAIFS admin.

24. Procedural Fairness to apply at all times

24.1 Procedural fairness will apply in all cases:

24.2 Students must be treated fairly, with dignity and with due regard to their privacy.

24.3 Students are to be regarded as innocent of the alleged misconduct until they have either admitted to or been found by proper inquiry to have so behaved.

24.4 Past misconduct is not evidence that a student has behaved in the same manner again.

24.5 Each case is dealt with on its own merits and according to its own circumstances with the provision that the first instance of misconduct will be penalised more leniently than subsequent instances of misconduct.

24.6 Students will be informed that their student visa may be affected.

25. Severity of Response from WAIFS for misbehaviour “Penalties”?

25.1 Penalties imposed will take into account the nature and the extent of the misconduct.

25.2 A student’s second offence is penalised more severely than their first offence

25.3 The Chief Executive Officer, Managing Director and or Campus Manager may impose the penalty of permanent exclusion from WAIFS in the case of physical or verbal abuse of students, visitors or staff of WAIFS, repeated or severe misconduct, or in the case of criminal acts. Students will still have access to WAIFS complaints and appeals policy and internal and external appeals in these circumstances, unless extenuating circumstances exist.



26. Policy and Procedure Dissemination to staff and students

26.1 To staff:

- At induction
- Throughout employment on shared drive and at www.waifs.wa.edu.au
- By email – notifications of changes

26.2 To students:

- At induction
- Before, during and after enrolment at www.waifs.wa.edu.au
- By email – notifications of significant changes.

APPENDIX A IS FOR USE BY WAIFS STAFF ONLY AND HAS BEEN REMOVED FROM THE STUDENT VERSION OF THIS POLICY AND PROCEDURE.

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