

FOUNTAIN College

Deferring, Suspending or Cancelling Policy

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FOUNTAIN College CRICOS Provider Code: 03370E



Policy Title: Deferring, Suspending or Cancelling Policy

Policy Statement

This policy is to inform international students of FOUNTAIN College's policy and procedures on deferral, suspension and cancellation of enrolments.

Scope

This policy applies to international students. Students should ensure that they have read and understood the processes involved. All students at FOUNTAIN College are expected to adhere to the College's rules and policies; treat their own and other people's property with care and respect; respect others; monitor their own behaviour as a group member and tolerate different viewpoints and perspectives.

Note: If your enrolment is deferred, suspended or cancelled, your student visa status may be affected.

Deferring, Suspending or Cancelling Policy

All students must be aware that the deferment, suspension or cancellation of his or her enrolment may affect his or her student visa. FOUNTAIN College will inform the students' in writing that deferring, suspending or cancelling his or her enrolment may affect his or her student visa and notify the Secretary of the Department of Education and Training (DET) via PRISMS as required under section 19 of the ESOS Act.

Students should contact the Department of Immigration and Border Protection (DIBP) for further information regarding this. FOUNTAIN College will notify DET through PRISMS that it is deferring or suspending a student's enrolment for a period without affecting the end date of the Confirmation of Enrolment (CoE). The notice of deferment or suspension will be recorded in PRISMS and sent on to the Department of Immigration and Border Protection (DIBP) and a copy of the FOUNTAIN College's decision will be kept in student's file for future reference. If deferring or suspending a student's enrolment affects the end date of the CoE, FOUNTAIN College will cancel the original CoE and a new CoE with a more appropriate end date will be issued to the student. If FOUNTAIN College does not know when the student will return, FOUNTAIN College will not create a new CoE at that point, but to wait until the student has notified FOUNTAIN College of the intended date of return before creating the new CoE.

Deferring, Suspending or Cancelling Enrolment

Fountain college may decide to suspend or cancel an Overseas students' enrolment on following circumstances but not limited to:

- 1) Misbehaviour by the student

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- 2) The student's failure to pay an amount he or she was required to pay the college to undertake or continue the course as stated in the "STUDENT WRITTEN AGREEMENT"
- 3) a breach of course progress or attendance requirements by the overseas student, which must occur in accordance with Standard 8 (Overseas student visa requirements)

Initiating Suspension or Cancellation of Enrolment

If Fountain College wants initiate to cancel or suspend the enrolment of an overseas students, before imposing a suspension or cancellation the College must:

- 1) inform the overseas student of that intention and the reasons for doing so, in writing
- 2) advise the overseas student of their right to appeal through the provider's internal complaints and appeals process, in accordance with Standard 10 (Complaints and appeals), within 20 working days.

Deferral, Suspension or Cancellation Action

Standard 9.5 requires that when there is any deferral, suspension or cancellation action taken

by the School under this Standard, the School will:

1. inform the overseas student of the need to seek advice from the Department of Home Affairs on the potential impact on their student visa (see Effect on CoE below)
2. report the change to the overseas student's enrolment under section 19 of the ES OS Act. Refer to PRISMS Maintenance Obligations.

Deferring Studies

Fountain college may defer or suspend the Oversees student's enrolment in the following compassionate or compelling ground:

- 1) medical illness, injuries supported by a medical certificate
- 2) mental health condition which leads to functional impairment
- 3) death of a close family members
- 4) or any other compassionate or compelling circumstances at the discretion of the school.

Any international student wanting to defer their studies needs to notify FOUNTAIN College before their course commencement date. If a student does not notify FOUNTAIN College within a week of their course commencement date FOUNTAIN College will send a Non-Commencement of Course Warning Letter notifying the student of the need to contact the College within 14 days. After 14 days of the course commencement date if no contact has been made by the student FOUNTAIN College will send a Non-Commencement of Course Letter indicating that DIBP will now be informed via PRISMS of the non-commencement and the student's CoE will be cancelled.

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Suspending Studies

Suspension Initiated By the Student

Any student wanting to suspend their studies should be made aware that the Department of Immigration and Border Protection (DIBP) will only permit Colleges to allow a student to suspend their studies in very limited circumstances i.e. for major illness, accident or other exceptional compassionate circumstances beyond the control of the student e.g. death in the family. Weddings, cultural and religious activities are generally not acceptable reasons for suspension of studies. The length of the leave is to be strictly in keeping with the reason for it. Students must apply for suspension of studies in writing using Course Termination/Suspension form available on FOUNTAIN College's website and submit it with supporting documentation (e.g. medical certificate from a registered medical practitioner, death certificate, and return air tickets) to an International Student Officer. Any documents of a personal nature should be enclosed in an envelope and labelled CONFIDENTIAL.

- Suspension of studies will not be permitted unless all documentation is cited first.
- If suspension of studies is granted, it will not be granted for any duration less than 2 weeks. Should it become necessary for a student to cancel part or all of the leave, they should notify the College in person or in writing.
- Tuition fees have to be settled before the student can suspend their studies if the next payment date occurs during the leave period.
- No student will be granted an extension in the time before their next instalment of fees falls due, on account of a suspension of studies.

Suspension Initiated By Fountain College

FOUNTAIN College has right to suspend students' enrolment on the following grounds;

- compassionate or compelling circumstances (for example, illness where a medical certificate states that the student is unable to attend classes) supported by evidence provided to support the claim; or misbehaviour by the student
- Regardless of whether the suspension of enrolment is the result of a student request for suspension or FOUNTAIN College-imposed suspension of enrolment due to misbehaviour, the period of suspension of enrolment (as entered in PRISMS) will not be included in attendance monitoring calculations

Cancelling Studies

Cancellation Initiated By the Student

Cessation of studies: Any student wanting to cancel their studies must apply for termination of studies in writing using the Course Termination/Suspension form available on FOUNTAIN College's website and submit it with supporting documentation.

Change of Provider: If a student decides to go to another education provider and FOUNTAIN College grants permission to change provider following the procedures outlined in Transfer Policy, student's enrolment will be cancelled.

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Any documents of a personal nature should be enclosed in an envelope and labelled CONFIDENTIAL. Termination of studies will not be permitted unless all documentation is cited first. FOUNTAIN College's Refund Policy and Procedure will apply for termination initiated by students.

Termination Initiated By FOUNTAIN College

FOUNTAIN College has the right to terminate student's enrolment on the following grounds;

Disciplinary reasons: The procedure outlined in Behaviour Management Policy will follow. The Behaviour Management Policy outlines the breaches that may result in cancellation of students' enrolment.

Non-Compliance with visa conditions: If student has a poor academic performance or poor attendance, the process outlined in Monitoring Course Progress is followed.

Change in visa conditions: When a student notifies FOUNTAIN College in writing of change in his or her visa conditions (e.g. student is granted permanent residency or some other visa type that is not a student visa), his or her enrolment will be cancelled and the student will be a local student.

Non-payment of Fees: If student is a defaulter in paying their College fee FOUNTAIN College will follow the process outlined under the non-payment of fees section of the Admission Policy.

Student deceased

STUDENT APPEALS

FOUNTAIN College will notify the student if FOUNTAIN College intends to suspend or cancel the student's enrolment where the suspension or cancellation is not initiated by the student and notify the student that he or she has 20 working days to access FOUNTAIN College's Complaints and Appeals Policy and Procedure if they wish to appeal the decision made by FOUNTAIN College. If the student accesses this appeals process, the suspension or cancellation of the student's enrolment must not take effect until the process is completed, unless extenuating circumstances relating to the welfare of the student apply, such as in the event that FOUNTAIN College reasonably suspects or knows that the student is a danger to themselves or others.

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