



POLICY- DEFER ENROLMENT

Purpose	The purpose of this Policy & Procedure is to ensure consistency in the management of the deferment of enrolments for overseas students intending to study with Signet Institute of Australia's to ensure all necessary information has been provided to the relevant government department by maintaining updated information in the Provider Registration and International Student Management System (PRISMS) database.
Requirement	<p>The RTO is required to manage any changes to the enrolments for overseas students intending to study with Signet Institute of Australia's including deferment of the overseas student's enrolment.</p> <p>The organisation must also ensure all necessary information has been provided to the relevant government department by maintaining updated information in the Provider Registration and International Student Management System (PRISMS) database.</p>
Tools & Templates	This P&P is supported by the Tools & Templates identified at each stage in the process.
Policy	<p>The following information sets out the specific requirements that are to be met by Signet Institute of Australia staff when processing the enrolment of their overseas students, including any changes such as deferment of the overseas student's enrolment.</p> <p>Signet Institute of Australia also has an obligation to ensure all necessary information about enrolments has been provided to the relevant government department by maintaining updated information in the Provider Registration and International Student Management System (PRISMS) database.</p> <p>Signet Institute of Australia will only grant deferment of commencement for compassionate or compelling reasons, and students are required to submit evidence to support the reasons for their request.</p>

Procedure

Students are unable to begin the course	
<p>If at any point prior to the Course Start Date, a student or their Agent notifies Signet Institute of Australia that the student will be unable to begin the course on the Course Start Date, the student is to be advised and notified:</p> <ul style="list-style-type: none"> Start the course by attending first class within first two weeks of the course Request to defer commencement in writing prior to the course start date using the Template – Application to Defer Enrolment Form <p>Students are also to be advised of the details for the next suitable intake.</p>	<p>Tools & Templates Template – Application for Deferral Form</p> <p>Responsibility Admissions Officer</p>
Output: Advice on deferment of enrolment provided to student.	

Application to Defer Enrolment Received	
<p>Review the application to determine if the grounds given for the request and nature of request are in line with the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (International students only) and this policy.</p>	<p>Tools & Templates Template - Application for Deferral Form</p> <p>Responsibility Receptionist / Admissions Officer</p>
Output: Advice on deferment of enrolment provided to student.	



Compassionate and Compelling Circumstances	
<p>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 well-being. These could include, but are not limited to:</p> <ul style="list-style-type: none">• Student Visa not granted on time• serious illness or injury, where a medical certificate states that the overseas 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 overseas student's studies• a traumatic experience, which could include:<ul style="list-style-type: none">○ involvement in, or witnessing of a serious accident○ 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)• where the registered provider was unable to offer a prerequisite unit, or the overseas student has failed a prerequisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol.	<p>Tools & Templates</p> <p>Responsibility Admissions Officer / Academic Manager</p>
Output: Compassionate and compelling circumstances	



Assessment of Compassionate and Compelling Circumstances	
<p>All requests for consideration must be accompanied by certified copies of independent supporting documentation, which may include any one of the following:</p> <ul style="list-style-type: none">• Evidence of student Visa application submission• Medical documentation or a psychological report with reference to the health professional's opinion regarding the student's ability to attend classes for a period of time.• Death certificates and evidence of relationship• Police reports outlining involvement in a serious crime or accident <p>Inability to provide supporting documentation will result in requests for consideration being denied. All documentation must be provided at the time of request.</p> <p>Student's previous requests for consideration and study history may be considered when assessing applications relating to compassionate and compelling circumstances.</p>	<p>Tools & Templates</p> <p>Responsibility Admissions Officer / Academic Manager</p>
Output: Compassionate and compelling circumstances accepted	

Circumstances not considered Compassionate and Compelling	
<p>The following circumstances will not be considered as Compassionate and Compelling:</p> <ul style="list-style-type: none">• Circumstances which are considered to be within the control of a student, or which are to be expected in the normal course of the Student's study, work, family or social life.• Minor illnesses (as determined by a registered medical practitioner) or homesickness.• An increase in hours or duties of paid or unpaid employment, which is at the request of the individual Student. These are not regarded as circumstances beyond a student's control.• Relationship problems• Financial difficulties• Travel or employment opportunities• Family or customary obligations such as weddings of self, family member, relative or friend• Cultural celebrations such as Diwali, Ramadan, Chinese New Year, etc.	<p>Tools & Templates</p> <p>Responsibility Admissions Officer / Academic Manager</p>
Output: Compassionate and compelling circumstances rejected	



Outcome of the Application of Deferment of Enrolment	
<p>Advise the student and their Agent (if applicable) of the application outcome at the earliest possible (on the same day) via email.</p> <p>If the application is accepted:</p> <ul style="list-style-type: none">Process the Deferment of Enrolment Offer <p>If the application is rejected:</p> <ul style="list-style-type: none">advise the student and their Agent (if applicable) of the application outcome within five (5) business days of receiving the completed form.Student must be advised of their right to appeal the decision and that they have twenty (20) working days to do so using the P&P- Complaints and Appeals. <p>If the student chooses to appeal the decision, proceed in accordance with P&P- Complaints and Appeals. If the student accepts decision, no changes to enrolment should take place.</p>	<p>Tools & Templates</p> <p>P&P- Complaints and Appeals</p> <p>Responsibility</p> <p>Admissions Officer</p>
Output: Letter of Offer for new enrolment.	

Process the Deferment of Enrolment Offer	
<p>Once approval has been granted to defer a student's enrolment their student records must be amended, and a new Letter of Offer must be generated and accepted.</p> <p>The student will have already made an initial payment the payment plan and deposit amount must remain the same as the previous offer.</p>	<p>Tools & Templates</p> <p>Template - Letter of Offer and Student Agreement</p> <p>Responsibility</p> <p>Admissions Officer</p>
Output: Letter of Offer for new enrolment.	

Create and issue a Confirmation of Enrolment (CoE)	
<p>Create and issue a Confirmation of Enrolment (CoE) and updated the student records on the Signet Institute of Australia Student Management System (SMS).</p>	<p>Tools & Templates</p> <p>Responsibility</p> <p>Admissions Officer</p>
Output: CoE Issued	

Notification of the Course Start Date	
Prior to the Course Start Date students or their Agent is provided with the revised Course Start date.	Tools & Templates Responsibility Admissions Officer
Output: Orientation information provided	

Key Performance Indicator
<p>Changes to the enrolments for overseas students intending to study with Signet Institute of Australia including deferment, suspension or cancellation of the overseas student's enrolment has been completed satisfactorily.</p> <p>The required information has been provided to the relevant government department by maintaining updated information in the Provider Registration and International Student Management System (PRISMS) database</p>