



## POLICY - SUSPEND OR CANCEL ENROLMENT

<b>Purpose</b>	<p>The purpose of this Policy &amp; Procedure is to ensure consistency in the management of changes to the enrolments for overseas and domestic students intending to study with Signet Institute of Australia. This includes suspension or cancellation of the overseas and domestic student's enrolment.</p> <p>It is also to ensure all necessary information has been provided to the relevant government department by maintaining updated information in the Provider Registration and Overseas Student Management System (PRISMS) database.</p>
<b>Requirement</b>	<p>The Standards for RTOs 2015 does not specify how an RTO is to manage any changes to the enrolments, including suspension or cancellation, for students intending to study nationally recognised training with Signet Institute of Australia.</p> <p>Under the National Code of Practice for Providers of Education and Training to Overseas Students 2018, the RTO is required to manage any changes to the enrolments for overseas students intending to study with Signet Institute of Australia including suspension or cancellation 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 Overseas Student Management System (PRISMS) database.</p>
<b>Reference Documentation</b>	Other reference documentation which relates to this P&P includes:
<b>Tools &amp; Templates</b>	This P&P is supported by the Tools & Templates identified at each stage in the process.

<b>Policy</b>	<p>The following information sets out the specific requirements that are to be met by Signet Institute of Australia staff when managing the enrolment of domestic and overseas students, including any changes such as suspension or cancellation of the student's enrolment.</p> <p>Enrolment may be cancelled for the following reasons:</p> <ul style="list-style-type: none"><li>• when a student requests to cancel the enrolment</li><li>• when the RTO initiates the cancellation process</li></ul> <p>For overseas students' enrolment may be cancelled when a student's application for student visa is refused by Australian Government.</p>
	<p>Signet Institute of Australia also has an obligation to ensure all necessary information about the enrolments of overseas students has been provided to the relevant government department by maintaining updated information in the Provider Registration and Overseas Student Management System (PRISMS) database.</p>

## Procedure

### Student Initiated Cancellation

If a student requests to cancel their enrolment, a meeting with the Academic Manager is organised to review the request and advise the student.	<b>Tools &amp; Templates</b>
<b>Output:</b> Assessing the cancellation request	<b>Responsibility</b> Academic Manager

## Meet with the Student



<p>Advise all students of:</p> <ul style="list-style-type: none"><li>• Changes to their future course enrolments at Signet Institute of Australia, if any.</li><li>• Any financial obligations such as any applicable refund or the fees that they may still be required to pay according to the signed student agreement.</li></ul> <p>Advise overseas students of:</p> <ul style="list-style-type: none"><li>• Their visa obligations that a change in their enrolment may affect their current student visa.</li><li>• Release Requirement:<ul style="list-style-type: none"><li>○ Assess if the student would require release from Signet Institute of Australia, even if the student has not requested in application form.</li><li>○ If yes, inform the student of their obligation to complete a minimum of six months in their principal course at Signet Institute of Australia. To move to another education provider before completing six months of their principal course, they would need to obtain a 'Release' from Signet Institute of Australia.</li><li>○ After assessing the reasons for student cancellation request, based on Overseas Student Transfer Policy advise them if Signet Institute of Australia will/will not release them.</li></ul></li></ul> <p>Provide the student with Template - Application to Cancel Enrolment Form, for them to complete and return.</p> <p>Provide the student with a written / email summary of discussion.</p> <p>If a face-to-face meeting with the student is not possible, obtain the reason for their cancellation request in writing or email.</p>	<p><b>Tools &amp; Templates</b></p> <p>Template – Application to Cancel Enrolment Form</p> <p><b>Responsibility</b></p> <p>Academic Manager</p>
<p><b>Output:</b> Student reason for requesting the cancellation of their enrolment determined.</p>	

<b>Confirm the Cancellation Request</b>	
<p>If the student confirms the cancellation decision, proceed ahead with the cancellation procedure.</p> <p>If the student withdraws the cancellation request within 5-working days:</p> <ul style="list-style-type: none"> <li>• Stop the cancellation process.</li> <li>• Acknowledge the withdrawal of cancellation request.</li> <li>• Save the relevant requests and confirmation evidence in the student file.</li> </ul> <p>If the student does not confirm the cancellation decision:</p> <ul style="list-style-type: none"> <li>• Where student has already submitted formal request via Template – Application to Cancel Enrolment Form</li> <li>• Proceed ahead with cancellation procedure</li> <li>• Where student has not yet applied formally via Template – Application to Cancel Enrolment Form - No changes to the student enrolment should be made until a completed cancellation form has been received from the student.</li> <li>• Send an email to the student to inform that their cancellation request will only be assessed once a completed Template – Application to Cancel Enrolment Form has been received from them.</li> </ul>	<p><b>Tools &amp; Templates</b></p> <p>Template – Application to Cancel Enrolment Form</p> <p><b>Responsibility</b></p> <p>Academic Manager</p>
<b>Output:</b> Cancellation request confirmed	

<b>Complete Student Initiated Cancellation</b>	
<p>Process the enrolment cancellation:</p> <ul style="list-style-type: none"> <li>• Process cancellation on the Student Management System</li> <li>• Update PRISMS visa actions, where required</li> <li>• Save the completed Template – Application to Cancel Enrolment Form and other supporting documentation on student file.</li> </ul>	<p><b>Tools &amp; Templates</b></p> <p>Template – Application to Cancel Enrolment Form</p> <p><b>Responsibility</b></p> <p>Admissions Officer</p>
<b>Output:</b> Enrolment cancelled	



<b>Signet Institute of Australia Initiated Cancellation</b>	
<p>All students studying at Signet Institute of Australia, either domestic or overseas, are expected to adhere to conditions outlined in Student Agreements, Signet Institute of Australia Student Code of Conduct described in Student Handbook. Overseas students require a student visa for the duration of their study. As a visa holder, it is their responsibility to be aware of the student visa conditions relating to their subclass of visa.</p> <p>Where a student breaches either a Student Agreement or Signet Institute of Australia Student Code of Conduct or the conditions of their student visa Signet Institute of Australia can initiate the cancellation of the student enrolment.</p> <p>Students need to be informed of the intention to report using the Template - Notice of Intention to Report</p>	<p><b>Tools &amp; Templates</b></p> <p>Template – Notice of Intention to Report</p> <p>Template – Notice of Intention to Suspend or Cancel</p> <p><b>Responsibility</b></p> <p>Admissions Officer</p>
<b>Output:</b> Student enrolment cancellation process initiated.	

<b>Seek Approval to start the RTO Initiated Cancellation Process</b>	
<p>Seek written approval from CEO to start the Signet Institute of Australia initiated cancellation process.</p> <p>Inform the CEO of the details and organise a meeting to discuss the case.</p>	<p><b>Tools &amp; Templates</b></p> <p><b>Responsibility</b></p> <p>Admissions Officer</p>
<b>Output:</b> Approval to initiate the cancellation of the student's enrolment	

Start the Cancellation Process	
<p>Once CEO approves the initiation of cancellation, proceed to completing RTO Initiated Cancellation - Assessment Form.</p> <ul style="list-style-type: none"> <li>If the student chooses to appeal Signet Institute of Australia's decision to report, proceed in accordance with P&amp;P- Complaints and Appeals.</li> <li>If the student chooses not to appeal, or the appeal outcome is in favour of Signet Institute of Australia's decision, finalise the cancellation process.</li> </ul> <p>Signet Institute of Australia must maintain student's enrolment until the internal appeals process is completed and has supported Signet Institute of Australia's intention to cancel student's enrolment.</p>	<p><b>Tools &amp; Templates</b></p> <p>Template – RTO Initiated Cancellation – Assessment Form</p> <p>Template – Notice of Intention to Suspend or Cancel</p> <p>P&amp;P– Complaints and Appeals</p> <p><b>Responsibility</b></p> <p>Administration Officer</p>
<b>Output:</b> Cancellation process started	

Complete RTO Initiated Cancellation	
<p>Process the enrolment cancellation:</p> <ul style="list-style-type: none"> <li>Process cancellation on the Student Management System</li> <li>Update PRISMS visa actions, where required</li> <li>Save the completed RTO Initiated Cancellation - Assessment Form and other supporting documentation on student file.</li> </ul>	<p><b>Tools &amp; Templates</b></p> <p>Template - RTO Initiated Cancellation Assessment Form</p> <p><b>Responsibility</b></p> <p>Admissions Officer</p>
<b>Output:</b> Enrolment cancelled	

<b>Student visa refused</b>		
If the student is offshore: <ul style="list-style-type: none"> <li>• Send an email to student or their Agent to inform them about enrolment cancellation on visa refusal</li> <li>• Send an email to student or their Agent to inform them about their further enrolment options at Signet Institute of Australia</li> <li>• Follow-up if no response is received after 5 working days.</li> </ul>		<b>Tools &amp; Templates</b>  <b>Responsibility</b> Admissions Officer
<b>Output:</b> Students informed of visa application refusal		

<b>Cancel the Enrolment</b>		
Process the enrolment cancellation: <ul style="list-style-type: none"> <li>• Receive a copy of student's visa refusal letter issued by Department of Home Affairs</li> <li>• Process cancellation on the Student Management System</li> <li>• Update PRISMS visa actions, where required</li> <li>• Save Application to cancel Enrolment Form, Refund Request Form on student file</li> </ul>		<b>Tools &amp; Templates</b>  <b>Responsibility</b> Admissions Officer
<b>Output:</b> Enrolment cancelled		

<b>Key Performance Indicator</b>		
The suspension or cancellation of the student's enrolment is managed systematically.  All the necessary information for overseas students has been provided to the relevant government department by maintaining updated information in the Provider Registration and Overseas Student Management System (PRISMS) database.		