

Deferral, Suspension and Cancellation

For the purposes of this policy, the following definitions apply:

- **Deferral:** means to delay the commencement of a course.
- **Suspension:** means to temporarily delay the enrolment once the course has commenced.
- **Cancellation:** means the cessation of an enrolment on a course.
- **Misbehaviour:** is defined as students who display unacceptable behaviour in accordance with the Mindroom Innovation Code of Conduct.

Compassionate or Compelling circumstances: is defined as circumstances beyond the control of the student and which have an impact ON the student's course progress or wellbeing. These could include, but are not limited to:

- a. Serious illness or injury, where a medical certificate states that the student was unable to attend classes,
- b. Bereavement of close family members such as parents or grandparents (Where possible a certificate from a medical practitioner should be provided),
- c. Mindroom political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies,
- d. 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 these experiences have impacted on the student (cases should be supported by police or psychologist's reports)
- e. Inability to begin studying on the course commencement date due to delay in receiving a Student VISA

Mindroom Innovation Initiated

Mindroom Innovation can defer or suspend a student's enrolment on the grounds of:

- a. Compassionate or compelling circumstances, or
- b. Misbehaviour by the student.

In addition to a deferment or temporary suspension, Mindroom Innovation may cancel a student's enrolment on the grounds of:

- a. Serious misbehavior by the student
- b. Failure to comply with the Course Academic policy, Attendance policy, and any formal warning issued by Mindroom Innovation against these processes including not attending the intervention meetings, and
- c. The non-payment of course fees in accordance with the Contract Agreement and Payment Schedule.

In any given situation that leads to a deferment, temporary suspension or cancellation of studies, instigated by Mindroom Innovation, formal written notification will be provided to the student. In turn, the student shall have 20 working days to access Mindroom Innovation's complaints and appeals process.

The deferment, temporary suspension or cancellation of studies cannot take effect until any complaints and appeals process has been completed, unless extenuating circumstances relating to the welfare of the student apply.

At the completion of the complaints and appeals process, should the deferment, temporary suspension or cancellation of studies be upheld by the complaints and appeals hearing, Mindroom Innovation will inform the relevant Government department.

Misbehaviour

To ensure all students receive equal opportunity to gain the maximum benefit from their training, any person(s) displaying the following disruptive behavior may be asked to leave the session and/or the course following any and all fair process proceedings.

Examples of unacceptable behavior include but are not limited to the following:

- a. Continuous interruptions of the trainer.
- b. Smoking in non-smoking areas.
- c. Being disrespectful to other participants.
- d. Harassment by using offensive language.
- e. Sexual harassment.
- f. Acting in an unsafe manner that places themselves and others at risk.
- g. Refusing to participate when required, in group activities.
- h. Continued absence or late arrival at required times.

Student Initiated

In accordance with the National Code, students may be given permission to defer commencement, suspend their studies during the course or be granted a leave of absence. This may only occur on the grounds of:

- a. Compassionate or compelling circumstances, or
- b. Student VISA delay

Deferral

Applications for deferral of the commencement of the course must be made by completing a Mindroom Innovation Change Course Start Date form with any additional evidence submitted to Mindroom Innovation Administration Staff prior to the course commencing.

Once Mindroom Innovation has processed the deferral request, the student will receive a written correspondence of the outcome.

- a. An updated Confirmation of Enrolment letter will be provided to reflect the new schedule.
- b. Mindroom Innovation will inform the Secretary of DET via PRISMS as required under the ESOS Act.

Suspension

Applications for Suspension of enrolment must be made by completing a Mindroom Innovation Suspension of Studies form with any additional evidence submitted to Mindroom Innovation Administration Staff.

An application for suspension may be considered if a student is not addressing the requirements of the intervention strategy invoked through failing to satisfactorily progress.

- a. Applications must be received at least 10 working days prior to the requested Suspension date.
- b. Applications received less than 10 working days prior to the requested Suspension date will not be processed.

In the event of an emergency requiring Suspension, the submission timeline of 10 working days may be waived by Mindroom Innovation.

Once Mindroom Innovation has processed the Suspension request, the student will receive a written correspondence of the outcome.

- a. Mindroom Innovation will inform the Secretary of DET via PRISMS as required under the ESOS Act.

Cancellation

Applications for Cancellation of enrolment must be made by completing Mindroom Withdrawal of Studies form with any additional evidence submitted to Mindroom Innovation Administration Staff.

The Request for Course Suspension or Cancellation Form can be submitted via Email, in Person OR via completing an online form. All forms are available from the Mindroom Innovation website at: <https://www.mindroom.edu.au/forms-and-policies/>.

Once Mindroom Innovation has processed the Cancellation request, the student will receive written correspondence of the outcome.

- a. If the request is granted, the student will receive a Letter of Release
- b. Once the Cancellation has been processed, Mindroom Innovation will inform the Secretary of DET via PRISMS as required under the ESOS Act.
- c. If the request is denied, then the student may appeal the outcome in accordance with the Complaints and Appeals Policy.

Guidelines and Implications of Deferral, Suspension or Cancellation

Should a student enrolment be suspended for a period of 28 days or longer, the student must return to their home country unless special circumstances exist.

Students are to be made aware that:

- a. Students can only suspend enrolment for a maximum period of six months,
- b. Deferral, Suspension or Cancellation of enrolment may affect the student's VISA, and
- c. If the enrolment is suspended for a period greater than six months, the student's visa may be cancelled.