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Policies and Procedures for Deferrals, Suspensions and Cancellations

Deferral, Suspension or Cancellation of Enrolment Policy

Under certain limited circumstances, a student's enrolment may be deferred, suspended or cancelled. A student's enrolment can be deferred, suspended or cancelled by La Lingua Language School, or by the student.

- *Deferral* means to delay the commencement of a course.
- *Suspension* means the temporary postponement of enrolment during a course.
- *Cancellation* means termination of enrolment in a course.

Deferral, suspension or cancellation by a student

Students who wish to defer, suspend or cancel enrolment can apply to do so only if the course in which they were enrolled is unavailable, their visa is delayed or there are compassionate or compelling circumstances. Compassionate or compelling circumstances are usually beyond the control of the student and have an impact on the student's course progress or the student's well-being. Compassionate or compelling circumstances include:

- Serious injury or illness, supported by a medical certificate which states that the student was or will be unable to attend classes, bereavement of close family members such as parents or grandparents;
- Major political upheaval or natural disaster in the home country, requiring emergency travel which has had an impact on the student's studies;
- Traumatic experiences such as being a victim of, being involved in, or witnessing, a serious crime.

If a student wishes to defer, suspend or cancel their enrolment they must apply to the school in writing, giving the reason for their request.

Effect of deferral, suspension or cancellation of enrolment on a student's visa

Deferral, suspension or cancellation of an enrolment is likely to have an effect on a student's visa. Students should contact the nearest DHA office or refer to www.border.gov.au for further information. All deferrals, suspensions and cancellations of enrolment are notified to DHA via the PRISMS system and all documentation about the deferral, suspension or cancellation of a student is filed in the student's file.

Deferrals

La Lingua Language School may defer the commencement of a course if the course is not offered.

Suspension

La Lingua Language School may suspend a student for misconduct, under circumstances where the student:

- has been in breach of a La Lingua rule;
- is in breach of enrolment conditions;
- is assessed as providing a threat to the well-being of other students or staff.

If the suspension of a student's enrolment will result in the student being unable to complete the course within the course duration as specified on the CoE, the student must apply for a course extension by making a written request with the Student Services Officer. The student will be advised to check with the nearest DIBP office for information about the impact of the extension of the course on the student's visa.

Cancellation

La Lingua Language School may cancel the enrolment of a student if the student:

- is in breach of enrolment conditions;
- has been in breach of a La Lingua rule;
- is assessed by the PEO as providing a threat to the well-being of other students or staff;
- has been assessed as behaving in a way such as to constitute serious misconduct;
- fails to meet the requirements of the course progress policy;
- fails to pay tuition fees;
- fails to re-enrol.

Notice of intention to defer, suspend or cancel enrolment

Where a suspension is initiated by La Lingua Language School, the student will receive a notice of intention to suspend enrolment. In each case, the notice will clearly identify that the student will be given 20 working days to access the La Lingua 's internal complaints and appeals process. If an appeal is lodged, La Lingua will maintain the student's enrolment until the internal appeals process is complete. La Lingua Language School reserves the right to not provide learning opportunities during this process should it be deemed appropriate.