



Course Deferment, Suspension and Cancellation Policy

Policy

'As a Registered Training Organization SPI enables students to defer or temporarily suspend their studies, including granting a leave of absence, during the course through formal agreement in certain limited circumstances.'

- The following procedures will ensure SPI follows the required process in cases of both provider initiated and when a student wishes to defer, suspend or cancel their enrolment with SPI.
- Students are able to initiate deferral, suspension or cancellation of their studies. Such applications are reviewed by the Management of SPI in granting a decision.
- Students may also have their enrolment suspended by SPI due to misbehaviour which can also be grounds for cancellation of studies.
- Students have the right to appeal a decision by SPI to defer, suspend or cancel their studies and SPI will take necessary steps to determine the enrolment status of the student

These policy/Procedures refer to the following members of staff: Student Administration and the Compliance Manager.

The following policy and procedures are published in the South Pacific Institute Student Handbook and published on the institute's web site to ensure staff and students are aware of the circumstances which allow a student to defer or suspend their studies, and the circumstances under which South Pacific Institute will suspend or cancel a student's enrolment.

1. Procedure

Student initiated deferral or suspension of studies

Student Course deferment/suspension

- A student wishing to defer an enrolment must do so prior to the commencement of the course. Students must complete an 'Application to defer, suspend or cancel enrolment' and submit to the Student Administration Officer. Such applications will be reviewed by the Compliance Manager and the decision will be made accordingly.
- Student Administration Officer will communicate the decision to the student and all applications and decisions for deferral documentation will be kept on the student's file and student management system will be updated with the inactive status and no units will be commenced.
- Once the student has started their course SPI is only able to temporarily suspend the enrolment of the student on the grounds of "**compassionate or compelling circumstances**".



“Compassionate or compelling circumstances” are generally those **beyond the control of the student** and which impact upon the student’s course progress or wellbeing. These could include, but are not limited to:

- serious illness or injury, where a medical certificate states that the student was unable to attend classes
- bereavement of close family members such as parents or grandparents
- a traumatic experience which could include:
 - involvement in, or witnessing of a serious accident
 - witnessing or being the victim of a serious crime. When this has impacted on the student. (these cases should be supported by police or psychologists’ reports)
- Any other reasonable cause that may create an impact on student’s continuation of studies, which is assessed by the Management of SPI on an individual case basis.

The above are only examples of what may be considered compassionate or compelling circumstances. South Pacific Institute’s staff will use their professional judgment to assess each case on its individual merits. When determining whether compassionate or compelling circumstances exist, SPI staff will consider documentary evidence provided to support the claim, and will keep copies of these documents in the student’s file.

Student Administration Officers are responsible for recording all changes to a student’s course duration in the student management system and records/documents of reasons and the decision process to be kept in student files.

Students who would like to defer/suspend their studies must first speak to one of our Administration staff to gain an application form and to ensure they understand the reasons that the deferment/suspension may be granted. An ‘Application to defer, suspend or cancel enrolment’ form must be completed which will need to be approved by the Compliance Manager. This application to suspend must include in detail the ‘compassionate or compelling circumstances’.

- Where an extension to enrolment is granted, SPI will defer enrolment for an agreed period of time - to a maximum of 12 months. If the deferment/suspension is required for longer than 12 months the student shall have to re-apply once the initial deferment/suspension period has expired.
- All application documentation for the deferment will be kept on the student’s file and recorded in student management system.
- Should an application be refused by the Institute, the student has the right to access the Institute’s complaints and appeals processes. Students are able to access the Complaints and Appeals Procedure within 20 working days of a decision if they feel that the decision is unfair or they have other grounds to appeal the decision, in accordance with SPI’s *Complaints and Appeals Policy*. The timeframe for handling appeals is detailed in SPI’s *Complaints and Appeals Policy*
- If, after having been granted a deferment the student decides to return to studies earlier than the date of final date of deferment or on the date of final date of deferment, a new training plan needs to be signed with the newly assigned Trainer/Assessor and PRISMS to be updated on the re-commencement of the student.



- If the student doesn't return for studies on or before the deferment date, Student Administration Team should contact the student and if the student is not willing to continue studies, take necessary steps to cancel the registration. All documentation to be filed and PRISMS to be updated.

Student Cancellation

- Students wishing to cancel their enrolment must complete an 'Application to defer, suspend or cancel enrolment' and submit to SPI's Student Administration Department.
- All application documentation for the cancellation will be approved by the Compliance Manager and Student Administration Officers will update the student's file/student management system and PRISMS will be notified of the decision to cancel the enrolment as a result of the student's request.

Provider Initiated Deferral, Suspension or Cancellation of Enrolment

Provider Suspension

SPI has the ability to suspend a student's enrolment on the grounds of misbehaviour. This misbehaviour may include but is not limited to acts of discrimination, sexual harassment, vilification or bullying as well as acts of cheating or plagiarism and noncompliance with SPI policies, procedures and contractual agreements.

Such acts of Misbehaviour will be classified into one of two categories:

Academic Misbehaviour and General Misbehaviour.

Academic Misbehaviour

The following gives an indication to the types of behaviour that constitute 'Academic Misbehaviour' with SPI:

Summative Assessments

- a. Students must not help or receive assistance from other students during the completion of a summative assessment
- b. Students must not request the loan of or lend materials or devices to other students
- c. Students must not bring any materials into the assessment room other than those specified for that assessment
- d. Students must not use computer software or other devices during a summative assessment other than those specified.

A student may be excluded from a final assessment in a unit for any of the following reasons:

- Unauthorised continuous absence from class
- General misbehaviour (see below)



Other assessment tasks – (cheating or plagiarism)

- Students must not copy or paraphrase any document, audio-visual material, computer-based material or artistic piece from another person, source, except in accordance with the conventions of the field of study
- Students must not use another person's concepts, results or conclusions and pass them off as their own
- In cases where the assessment task is intended to be individual work not group work, students must not prepare an assignment collaboratively and then submit work that is substantially the same as another student's assessment.
- Students must not ask another person to produce an assessable item for them.

General Misbehaviour

The following examples indicate the kinds of behaviour which constitute student misbehaviour. They are for illustrative purposes and are not intended to be exhaustive. Student misbehaviour occurs when a student:

- a) contravenes any rules or acts
- b) engages in cheating or plagiarism
- c) prejudices the good name or reputation of SPI
- d) prejudices the good order and governance of SPI or interferes with the freedom of other people to pursue their studies, carry out their functions or participate in the life of SPI
- e) fails to comply with conditions agreed in the contract
- f) fails to reconcile course fees where applicable
- g) wilfully disobeys or disregards any lawful order or direction from SPI personnel
- h) refuses to identify him or herself when lawfully asked to do so by an officer of SPI
- i) fails to comply with any penalty imposed for breach of discipline;
- j) misbehaves in a class, meeting or other activity under the control or supervision of SPI, or on RTO premises or other premises to which the student has access as a student of SPI
- k) obstructs any member of staff in the performance of their duties
- l) acts dishonestly in relation to admission to SPI
- m) knowingly makes any false or misleading representation about things that concern the student as a student of SPI or breaches any of SPI rules
- n) alters any documents or records
- o) harasses or intimidates another student, a member of staff, a visitor to SPI, or any other person while the student is engaged in study or other activity as an SPI student, because of race, ethnic or national origin, sex, marital status, sexual preference, disability, age, political conviction, religious belief or for any other reason
- p) breaches any confidence of SPI
- q) misuses any facility in a manner which is illegal or which is or will be detrimental to the rights or property of others. This includes the misuse, in any way, of any computing or communications equipment or capacity to which the student has access at or away from SPI premises while acting as



- an SPI student, in a manner which is illegal or which is or will be detrimental to the rights or property of others
- r) steals, destroys or damages a facility or property of SPI or for which SPI is responsible
 - s) is guilty of any improper conduct
- Where a student has been identified as having committed an act or acts of Academic or General Misbehaviour the Compliance Manager will be informed and an intervention meeting will be held with the student to discuss the misbehaviour and any corrective actions that need to be taken. In that interview the Compliance Manager (and other SPI staff) will ensure that:
 - Each student must be treated fairly, with dignity and with due regard to their privacy
 - Each student is to be regarded as innocent of the alleged misbehaviour until they have either admitted to it or been found by proper inquiry by the Compliance Manager to have so behaved
 - Past misbehaviour is not evidence that a student has behaved in the same manner again
 - Each case is dealt with on its own merits and according to its own circumstances with the provision that the first instance of misbehaviour will be penalised more leniently than subsequent instances of misbehaviour.
 - A written report detailing the student's misbehaviour and the result of the intervention meeting will be provided by the Compliance Manager to the student and a copy placed on the student's file.
 - Students are able to access the Complaints and Appeals procedure if they feel that the decision is unfair or they have other grounds to appeal the decision.
 - The corrective actions that the Compliance Manager can impose are:
 - Academic Misbehaviour could include a warning, a reduction in grades, being deemed NYC in the unit, or suspension of enrolment
 - A charge for any costs that the general misbehaviour may have caused
 - Temporary exclusion from SPI in the form of suspending enrolment for a period of time
 - Where the severity of misbehaviour is severe, the Compliance Manager with the consent of the CEO may decide to cancel the student's enrolment

Provider Cancellation

In some cases where the student's misbehaviour is severe, SPI has the right to cancel the enrolment.

Where the Compliance Manager has decided the misbehaviour is severe enough for cancellation the following must occur:

- The student must be informed in person (where possible), and in writing of the decision of SPI's intention to cancel the student's enrolment
- They must be informed of the fact they have the right to appeal the decision by accessing the relevant procedures and completing this appeal within 20 working days of the notification
- Students must also be informed that SPI is obliged to PRISMS with regard to the cancellation



Recording and reporting deferment, suspension or cancellation of enrolment

- Students are to be informed by Student Administration Officer of any decisions or outcomes determined by the Compliance Manager that relate to a deferment, suspension, or cancellation of enrolment.
- All applications for deferment/suspension/cancellation and application outcome are to be kept in the student's file and updated in the student management system by the Student Administration Officer.
- All reports of misbehaviour, decisions and actions taken in relation to misbehaviour, and other related documentation must be kept on the student's file and updated in the student management system by the Student Administration Officer.
- All students are to be given the opportunity to access the complaints and appeals procedure before SPI reports the suspension or cancellation of their enrolment via PRISMS. Students have 20 working days to lodge an appeal.
- Where a student decides to access this procedure within 20 working days of notification SPI must wait until the process has finished before going ahead with the reporting of the student's enrolment changes via PRISMS.