

DEFERRAL, SUSPENSION AND CANCELLATION

POLICY

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The Green Academy Australia

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Purpose

This policy outlines the guidelines for staff and students of The Green Academy with respect to deferring, suspending or cancelling a student's enrolment and ensures all requirements with relevant legislation and regulations are met.

Scope

This policy relates to all staff involved in student admissions and enrolment and all students.

Policy

Any application from a student to defer, suspend or cancel their enrolment must be made in writing and should be made at least 10 working days prior to the effective date. This will be considered by the Director of Studies and/or the General Manager.

The Green Academy may cancel a student's enrolment due to:

- Failure to arrive to commence the course;
- Failure to pay fees;
- Failure to make satisfactory course progress;
- Failure to meet minimum attendance requirements;
- Misbehaviour and misconduct;
- Cancellation of the student's visa by DIBP and hence their right to study in Australia.

Students may also have their enrolment suspended due to serious misbehaviour during which a case for cancellation of studies may be considered.

Any decision by The Green Academy to cancel or suspend a student's enrolment must be preceded by a process of communication with the student. This process must be made in writing and in a manner accessible to the student and must include:

- fair and reasonable warnings of a student not meeting one of the above-listed requirements for the maintenance of their enrolment where such a warning is appropriate;
- communication of reasons for the intention by The Green Academy to cancel or suspend the student's enrolment;
- communication of timeframes for repair or completion of said processing;
- the availability and process through which the student can appeal any such decision, both internally and externally;
- the timeframe within which The Green Academy will report the cancellation via PRISMS;
- any right the student has to refund of fees paid and the process whereby said refund can be pursued.

The Green Academy can only defer or temporarily suspend the enrolment of a student on the grounds of compassionate or compelling circumstances (e.g. illness where a medical certificate states that the student is unable to attend classes, a death in the family).

Students have the right to appeal a decision by The Green Academy to defer, suspend or cancel their studies. Except in cases of misconduct by the student which is deemed to have a significant negative impact on the safety, security, or rights of any staff or other students of The Green Academy, the enrolment of the student will be maintained throughout the internal and external appeals process period.

Students will have 20 working days to access the internal appeals process and, in those cases in which it applies, 5 working days to access the external appeals process.

The Green Academy will not notify the Department of Immigration and Border Protection (DIBP) of a change to the enrolment status until the internal complaints and appeals process is completed along with any external appeal in such cases except in cases of misconduct as identified above.

Any deferment, suspension, or cancellation of a student's enrolment by The Green Academy, for any reason whatsoever, must have the written approval of the Director of Studies and/or the General Manager.

In all cases of deferment, suspension, or cancellation of a student's enrolment by The Green Academy or by the student themselves, records will be maintained of all communications and other relevant information, such as written evidence of compelling and compassionate circumstances.



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