



**DEFERRAL, LEAVE OF
ABSENCE,
WITHDRAWAL,
SUSPENSION AND
CANCELLATION
PROCEDURE**

SECTION D - PROCEDURE

Related Policy

Deferral, Leave of Absence, Withdrawal, Suspension and Cancellation Policy

D.1 Procedure

Responsible		Procedure Steps	W/I	
	1	Request to defer program (prior to arrival/commencement)		
Student/ Agent	1.1	Email the Admissions Office to request deferment to the next appropriate intake.		
	2	Action of request to defer program.		
Admissions Office	2.1	Update student record through student management system.		
	2.2	Issue revised letter of offer accordingly via email.		
Student/ Agent	2.3	Submit signed acceptance forms to the Admissions Office via email.		
Admissions Office	2.4	Revise CoE(s) through PRISMS to reflect deferment.		
	2.5	Issue revised CoE(s) to agent\applicant via email.		
	2.6	Notify partner university of deferral		
	3	Request for Leave of Absence (current students)		
Student	3.1	Complete the Application for Leave of Absence Form available from the Eynesbury website.		
	3.2	Attach supporting documentation outlining the reasons for your application in accordance with Deferral, Leave of Absence, Withdrawal, Suspension and Cancellation Policy .		
		3.2.1	Remaining Onshore Medical certificate, evidence or support letter from family / Eynesbury student counsellor.	
		3.2.2	Offshore- returning home Evidence of return flight tickets Medical certificate, evidence or support letter from family / Eynesbury student counsellor.	
		3.3	Continue to attend classes while the request is in process unless exceptional circumstances apply. Advise Student and Academic Services (SAS), if unable to attend classes.	

	4	Assessment of Application for Leave of Absence		
SAS		4.1	Review the application form and supporting evidence.	
		4.2	Seek sponsor approval for sponsored students.	
		4.3	Provide completed application to Academic Director to assess eligibility.	
Academic Director		4.4	Assess the application in accordance with the Deferral, Leave of Absence, Withdrawal, Suspension and Cancellation Policy .	
		4.5	Update the application according to the outcome; refer to Director of Studies, Student Learning Advisor or Student Counsellor if deemed applicable.	
			4.5.1 If an interview is required contact the student to discuss any academic issues or impacts on study.	
		4.6	Forward the Application for Leave of Absence to SAS for processing.	
	5	Issue Application for Leave outcome notification to student		
SAS		5.1	Leave approved	
			5.1.1 Report through PRISMS within 14 days to reflect leave if applicable. <i>(International students only)</i>	
			5.1.2 Issue the approved Leave of Absence notification via the Student Management System.	
			5.1.2.1 Email FSP Program Coordinator, Academic Directorate, or Director of Studies notifying of approved leave	
			5.1.3 Adjust enrolments and any other actions as required.	
		5.2	Leave declined	
			5.2.1 Issue the declined Leave of Absence notification via email including reason(s) for the outcome	
Student		5.2.2	If you are not satisfied with the decision lodge an appeal within 10 days in accordance with the Student Grievances and Appeals Policy .	
		5.2.3	If the appeal is not upheld, continue to attend class.	
	6	Withdrawal from program or single module		
Student		6.1	Complete the Application for program withdrawal or Single Module form available from the Eynesbury website.	
		6.2	If sponsored obtain written approval from your sponsor.	
		6.3	Attach the supporting documentation outlining the reasons for your Application for Withdrawal.	

		6.4	Withdrawal from program	
		6.4.1	Returning to home country: Attach evidence of the confirmed flight ticket (itinerary is not accepted).	
		6.4.2	Met English conditions early: Attach supporting documentation showing requirements have been met. <i>(Eg IELTS, unconditional letter of offer from University, or sign off from Director of Studies).</i>	
		6.5	Withdrawal from single module (HEP only)	
		6.5.1	Indicate the subject and reasons for withdrawal. No evidence is required.	
		6.6	Continue to attend class while the request is in process.	
	7	Assessment of Application for Withdrawal		
SAS		7.1	Check the Application for program withdrawal form and supporting documents against the submission requirements and any outstanding conditions and provide to Academic Director.	
		7.1.1	For students under the age of 18, seek parent or legal guardian approval.	
		7.1.2	For sponsored students notify the Marketing Director prior to contacting the sponsor.	
		7.1.3	Seek sponsor approval for sponsored students when feedback has been provided by the Marketing Director.	
Academic Director/ Director of Studies		7.2	Assess the application in accordance with the Deferral, Leave of Absence, Withdrawal, Suspension and Cancellation Policy .	
		7.3	If an interview is required contact the student to discuss any issues involved.	
		7.4	Sign the application request according to the outcome.	
		7.5	Forward the signed application to SAS for processing.	
	8	Outcome notification		
SAS		8.1	Check the application form to ensure the approval outcome section is signed and complete.	
		8.2	Advise the student of the outcome of their request within 10 working days of submission.	
	9	Outcome notification of withdrawal from single module (HEP only)		
SAS		9.1	Withdrawal approved	
		9.1.1	Email the withdrawal approved notification to the student.	

		9.1.2	Update student subject record accordingly.	
	9.2	Withdrawal declined		
		9.2.1	Email the withdrawal declined notification to the student including reasons(s) for the outcome.	
Student		9.2.2	If unsatisfied with the outcome lodge an appeal within 10 working days in accordance with the Student Grievances and Appeals Policy .	
		9.2.3	Continue to attend class.	
	10	Withdrawal from program (international students)		
SAS		10.1	Withdrawal Approved	
		10.1.1	Cancel the student CoE through PRISMS within 14 days.	
		10.1.2	Notify the relevant partner University.	
		10.1.3	Issue the student with the withdrawal approved notification via the student management system.	
		10.1.4	Notify the Accommodation Office and agent of any students under 18 years of age.	
		10.1.5	Update the student record on student management system.	
		10.2	Withdrawal from program (local, or non-student visa)	
		10.2.1	Issue the student with the withdrawal approved notification via email.	
		10.2.2	Notify the Accommodation Officer and agent/parent or legal guardian of any students under 18 years of age.	
		10.2.3	Update the student record on student management system.	
	11	Suspension (academic or behavioural misconduct)		
Academic Directorate		11.1	Email SAS outlining reasons for suspension in accordance with the Student Code of Conduct .	
SAS		11.2	Notify the student of the suspension via email, or; issue an Notice of Intent to Preclude (domestic student) or, Intention to Report (ITR) (International students) in accordance with the condition.	
		11.3	Update student record through student management system.	
		11.4	Maintain the CAAW agreement/suitability of care agreement until such time the student has alternative welfare arrangements approved by another registered provider; care of the student by a parent or nominated relative is approved by Immigration; or, the student leaves Australia	

Student		11.5	If not satisfied with the decision lodge an appeal within 20 working days in accordance with the Student Grievances and Appeals Policy .	
		11.6	Abide by the conditions of the suspension and any welfare and accommodation arrangements in place.	
		11.7	On completion of the internal and external appeals process, if the appeal is not upheld, action in the student management system and email a cancellation confirmation to the student including parent or legal guardian/sponsor/partner university if applicable.	
		11.8	Report cancellation for International students in PRISMS within 14 days. Where a student is Under 18 years of age refer to clause 11.4	
	12	Cancellation		
SAS		12.1	If a student's enrolment is to be terminated advise the student accordingly and notify the student that they have 20 working days to make an appeal in accordance with the Student Grievances and Appeals Policy .	
		12.1.1	International students:	issue an Intention to Report (ITR) in accordance with the condition.
		12.1.2	Non-enrolling international students:	advise students via email that their enrolment has been terminated.
		12.2	Maintain the CAAW agreement/suitability of care agreement until such time the student has alternative welfare arrangements approved by another registered provider; care of the student by a parent or nominated relative is approved by Immigration; or, the student leaves Australia.	
Student		12.3	If not satisfied with the decision lodge an appeal within 20 working days in accordance with the Student Grievances and Appeals Policy .	
		12.4	Enrol and continue to attend classes during the process of the appeal.	
SAS		12.5	On completion of the internal and external appeals process, if the appeal is not upheld, action in the student management system and email a cancellation confirmation to the student. including parent or legal guardian/sponsor/partner university if applicable.	
			12.5.1	Failure to maintain approved welfare and accommodation arrangements (including the termination of the CAAW): where a student is under 18 and Eynesbury is no longer able to approve the welfare arrangement, notify Immigration within 24 hours and ensure the students parent or legal guardians are notified immediately.

		12.6	Report cancellations for International students in PRISMS:		
			12.6.1	Report the Cancellation in accordance with the Student Reference Guide available via Prisms Course Variations (SCV).	

D.2 Supporting Documentation

Related material	Location
Fee Refund Policy	Eynesbury Policy and Procedure Webpage
Student Grievances and Appeals Policy	Eynesbury Policy and Procedure Webpage
Student Grievances and Appeals Procedure	Eynesbury Policy and Procedure Webpage
Accommodation policy	
Deferral, Leave of Absence, withdrawal, suspension and cancellation policy	
Student code of conduct policy	

Form templates	Location
Application for Program Withdrawal form	Quality Unit, Document management
Application for Withdrawal from a Single Module form	Quality Unit, Document management
Application for Leave of Absence	Quality Unit, Document management
Appeal Forms	Quality Unit, Document management

Records (including completed forms)	Location
Application for Program Withdrawal form	Student e-folder;
Application for Withdrawal from a Single Module form	Student e-folder;
Application for Leave of Absence form	Student e-folder;
Appeal Forms	Student e-folder and TEAMS

For retention information and disposal schedules see the Navitas Records Management, Retention and Disposal policy: <https://bit.ly/2OQrJEU>

D.3 Version Control

Current Version Number	v1.0
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Privilege Level	Public