

SUSPENSION, CANCELLATION OR DEFERMENT POLICY AND PROCEDURE

1. Policy

SMART English may defer or suspend the enrolment of an overseas student if it believes there are compassionate or compelling circumstances.

School initiate suspension or the cancellation

SMART English may suspend or cancel a student's enrolment including, but not limited to, on the basis of:

- Misbehaviour by the student
 - Misbehaviour of student may include but is not limited to
 - Discrimination / sexual harassment / bullying / violence / plagiarism or cheating / vandalism or school facility
- Failure to pay an amount student was required to pay SMART English to undertake or continue the course as stated in the Letter of offer and agreement.
- Breach of course progress or attendance requirements by the student which occur in accordance with SMART English course progress monitoring policy and attendance monitoring policy.

2. Procedure

If SMART English initiate a suspension or cancellation of the student's enrolment,

- Inform the student of the intention and the reason for doing so in writing.
- Inform the student of their right to appeal through SMART English complaints and appeal policy and procedure within 20 working days.
- The suspension or cancellation of the student's enrolment cannot take effect until the internal appeals process is completed, unless the student's health or wellbeing, or the wellbeing of others, is likely to be at risk.
- report the change to the overseas student's enrolment to the ESOS Agency/ Department of Home Affairs within 31 days. This is done by the General Manager.

Student initiate deferral, suspension or cancellation

1. Students must submit the request in writing using SMART English online request form - <https://app.pipefy.com/public/form/Y0vwJ2h> with supporting documents such as medical certificates, flight tickets, letter of offer from other education providers or etc.
2. SMART English will assess the request and notify the student about the assessment result in writing within 10 working days. The notification includes the need for the student to seek advice from Immigration on the potential impact on his or her student visa.
3. The change to the overseas student's enrolment due to the deferral, suspension or cancellation will be recorded in RTO Manager. The General Manager will notify the deferral, suspension or cancellation to the ESOS Agency/ Department of Home Affairs via PRISMS within 31 days.

