

Deferral, Suspension, Cancellation and Withdrawal Procedure (CRICOS)

STEP 1 – Processing

No.	Who	Actions
1.1	Student SSO	a) All DSCW should be committed to in writing at the earliest possible opportunity utilising the DSCW Form. b) A submitted DSCW Form will constitute a formal DSCW request from the student. c) Once submitted the DSCW Form will be lodged on the DSCW Register d) SSO will insert the DSCW Register Number on the DSCW Form e) SSO will copy the DSCW Form giving a copy to the student
1.2	SSO RTO & Compliance Manager	a) The RTO & Compliance Manager of AICT will be informed of all student DSCW requests. b) The RTO & Compliance Manager of AICT may delegate responsibility for the resolution of the DSCW request as required c) In the case of a DSCW Form being raised by the AICT, the RTO & Compliance Manager of AICT will initiate a transparent, participative process to deal with the issues at hand. d) Transfer requests will be processed in a timely manner e) DSCW Form where possible are to be resolved within 10 working days of the initial application. <ol style="list-style-type: none"> i. Length of time may vary depending on the individual student circumstances ii. If you are Under 18 a copy of your DSCW Form will be sent to your Parent or Legal Guardian iii. A copy of all outcomes and correspondence raised during the process will also be forwarded to your Parent or Legal Guardian f) In all cases the final decision of the process must be endorsed by the RTO & Compliance Manager and the CEO or PEO of AICT
1.3	RTO & Compliance Manager Student External Appeals Process	a) The student will be advised in writing of the outcome of their DSCW request. b) If the outcome is not to the satisfaction of the student, he/she may seek an appointment with the RTO & Compliance Manager of AICT. c) The RTO & Compliance Manager of AICT decision will be final. The client has the option to seek the judgement of the CEO/PEO if they are not satisfied with the decision of the RTO & Compliance Manager. d) All DSCW requests and appeals will be handled as Staff-In-Confidence. e) If they are still not satisfied with the decision they may seek outside assistance to pursue the complaint, grievance or appeal. f) International Overseas Student Ombudsman as an independent reference. g) Contact details: <ol style="list-style-type: none"> i. Mail: Commonwealth Ombudsman, GPO Box 442, Canberra ACT 2601 ii. ph. 1300 362 072 Email: https://forms.business.gov.au/smartforms/servlet/SmartForm.html?formCode=oco-complaint-form h) All DSCW Forms and Appeals are to be held on file located in AICT RTO & Compliance Manager's Office.

Deferral, Suspension, Cancellation and Withdrawal Procedure (CRICOS)

1.4	Executive Management Team RTO & Compliance Manager	<ul style="list-style-type: none"> a) All DSCW requests that have been lodged due to students not satisfied with the performance of AICT will be discussed at Management meetings for continuous improvement of the processes. <ul style="list-style-type: none"> i. Details concerning the scope of AICT DSCW Policy are to be clearly displayed throughout the AICT organisation and contained within the student orientation process and student handbook. ii.
-----	---	---

STEP 2 – Actioning the Outcomes

No.	Who	Actions
2.1	RTO & Compliance Manager	<ul style="list-style-type: none"> a) Where the DSCW request is granted, AICT will act in the best interest of all parties and complete the following processes for each request b) If you are Under 18 a copy of your DSCW outcome will be sent to your Parent or Legal Guardian c) A copy of all outcomes and correspondence raised during the process will also be forwarded to your Parent or Legal Guardian

STEP 3 – Deferral – should only be used for students that have not commenced at the college

3.1	Admissions SSO	<ul style="list-style-type: none"> a) SSO will reissue Letter of Offer with a new Letter of Acceptance b) SSO will need to check PRISMS and may need to update eCoE c) If students requires new eCoE, SSO or Admissions Manager will send a copy to the student d) SSO will update SMS ensure that student is referred to the correct intake group e) SSO will update SMS expected start dates and completion dates f) SSO is to ensure compliance with step 2.1 (b,c) g) File all documents in the students administration file
-----	-----------------------	---

STEP 4 –Suspension– should only be used for students that have not complied with their obligations to the college

4.1	RTO Manager	<ul style="list-style-type: none"> a) For a college initiated suspension the RTO Manager will collect all information b) Ensure that student has been contacted with their right of appeal process contained within the letter c) Interview all stakeholders involved in the suspension request d) Ensure the Compliance Manager and the CEO/PEO is informed and ensure the Compliance Manager is involved in the decision making process e) Present all findings and recommendations to CEP/PEO f) Advise student of outcome of suspension request and their right to appeal to the external mediation services if they disagree with the decision. h) SSO is to ensure compliance with step 2.1 (b, c) g) File all documents in the students administration file
-----	--------------------	--

STEP 5 –Cancellation– should only be used for students that request cancellation of their enrolment or for students that the college wishes to cancel their enrolment

5.1	RTO Manager	<ul style="list-style-type: none"> a) For a college initiated cancellation the RTO Manager will collect all information b) Ensure that student has been contacted with their right of appeal process contained within the letter c) Interview all stakeholders involved in the Cancellation request d) Ensure the Compliance Manager and the CEO/PEO is informed and ensure the Compliance Manager is involved in the decision making process e) Present all findings and recommendations to CEP/PEO
-----	--------------------	---

Deferral, Suspension, Cancellation and Withdrawal Procedure (CRICOS)

		<ul style="list-style-type: none"> f) Advise student of outcome of cancellation request and their right to appeal to the external mediation services if they disagree with the decision. i) SSO is to ensure compliance with step 2.1 (b, c) g) File all documents in the students administration file
5.2	RTO Manager	<ul style="list-style-type: none"> a) For student initiated cancellation ensure the DSCW Form is completed b) If the student has not yet started with the college then update PRISMS and ensure eCoE is cancelled c) If the student is attending the college and wishes to cancel their enrolment and return to home country – then the student is to contact DIBP and cancel their student visa voluntarily. This ensures no penalty to risk ratings for college j) SSO is to ensure compliance with step 2.1 (b, c) d) Monitor PRISMS daily for the DIBP cancellation of visa e) Update SMS f) Place all documents in students administration file.
STEP 6 –Withdrawal– should only be used for students that request transfer of provider or have a change in visa status		
6.1	Student SSO	<ul style="list-style-type: none"> a) Student completes and submits a DSCW Form with supporting documentation, including any letter of offer from another CRICOS Provider b) Student Support Officer record the DSCW Form in the appropriate Register and then forward the form to the The Director with all supporting evidence or documentation c) SSO is to explain to the student that it is recommended that the student continue to meet their visa obligations during this process. d) SSO is to complete a Certificate & Financial Release Form e) Ensure the form is signed by Finance Manager f) If the student has outstanding fees the process is to stop until all fees are paid g) Compliance Manager will assess all evidence and the request against all policies and forward recommendations to RTO Manager h) RTO Manager will inform decision of request to student, if the request is refused the RTO Manager will list why the request was refused and the right of appeal is contained within the letter i) If the student is under 18 a copy of your DSCW Form will be sent to your Parent or Legal Guardian j) A copy of all outcomes and correspondence raised during the process will also be forwarded to your Parent or Legal Guardian k) SSO is to file all documents in the students administration file
6.2	RTO Manager SSO	<ul style="list-style-type: none"> a) For students that have a new visa, SSO is to ensure to explain that the student can continue their studies as a domestic student b) Check visa status on PRISMS (PRISMS should show DIBP has cancelled eCoE) c) If student visa still active then refer student back to DIBP and advise student that they should still comply with their current visa conditions. (request refused at this point) d) Complete a Certificate & Financial Release Form e) Ensure the form is signed by Finance Manager f) If student has outstanding fees then no documentation is to be issued until all fees paid g) Finance Manager will inform SSO when all fees Paid h) Documents can be issued and all information and forms can be filed in the student administration file l) SSO to update SMS and verify that eCoE has been cancelled by DIBP

Deferral, Suspension, Cancellation and Withdrawal Procedure (CRICOS)

		<ul style="list-style-type: none"> m) If the student is under 18 a copy of your DSCW Form will be sent to your Parent or Legal Guardian n) A copy of all outcomes and correspondence raised during the process will also be forwarded to your Parent or Legal Guardian i) SSO is to file all documents in the students administration file
--	--	---