



POLICY - Suspend or Cancel Enrolment

Purpose



The purpose of this policy is to ensure consistency in the management of enrolment changes for both overseas and domestic students intending to study with the institution. This includes the suspension or cancellation of a student's enrolment.

Requirement

The institution must manage changes to student enrolments, including suspension or cancellation, in accordance with applicable standards. This ensures that all relevant information is kept up to date and appropriately communicated to the necessary parties

Policy

The following information sets out the specific requirements that staff must follow when managing the enrolment of students, including any changes such as suspension or cancellation of enrolment.

Enrolment may be cancelled for the following reasons:

- When a student requests to cancel their enrolment.
- When the institution initiates the cancellation process.

Procedure

Student Initiated Cancellation If a student requests to cancel their enrolment, a meeting with the Academic Manager is organised to review the request and advise the student.

- Advise students of any changes to their future course enrolments, if applicable.

- Inform students of any financial obligations such as applicable refunds or remaining fees according to the signed agreement.

Confirm the Cancellation Request

If the student confirms the cancellation decision, proceed with the cancellation process.

If the student withdraws the cancellation request within 5 working days, stop the process and acknowledge the withdrawal.

Complete Student Initiated Cancellation

- Process the enrolment cancellation in the system.
- Save all relevant documentation, including the cancellation form, in the student's file.

Institution Initiated Cancellation All students are expected to adhere to the conditions outlined in their Student Agreements and the Student Code of Conduct. If a student breaches these conditions or fails to meet the required standards, the institution can initiate the cancellation of their enrolment.

- Inform the student of the intention to report their non-compliance, if applicable.
- Seek written approval from the CEO to initiate the cancellation process.

Complete Institution Initiated Cancellation

- Once approved, proceed with the cancellation process, including updating the student's records in the system and saving all relevant documentation in the student's file

Key Performance Indicator

If the suspension or cancellation of the student's enrolment is managed systematically, with all necessary actions being completed and documented in a timely manner.

For inquiries regarding our Suspend or Cancel Enrolment policies, please contact our Administration Team via email at enrol@obana.com.au or via WhatsApp: +61 417 368 940