



## Policy Overview

Marriott Academy understands that there may be circumstances, whilst overseas students are enrolled in Marriott Academy course(s), where a student's enrolment may need to be deferred, suspended or cancelled, or the student wishes to apply for temporary leave from their studies.

### 1.0 Deferment, Leave from Studies, Suspension and Cancellation

1.1 Deferment: A request, initiated by a student, prior to the commencement of study of their course to temporarily postpone their studies.

1.2 Leave from Studies: A request, initiated by a student, to be granted temporary leave from their studies after the commencement of their course.

1.3 Suspension: The enrolment of a student in their course of study is suspended for a period of time, after which time the student may recommence their course.

1.4 Cancellation: A student's Confirmation of Enrolment (CoE) is cancelled. Students who have their CoE cancelled must reapply to Marriott Academy if they wish to continue their course.

### 2.0 Conditions for Deferment, Leave from Studies, Suspension and Cancellation

2.1 Specific circumstances may include, but are not limited to:

- a) Compassionate or compelling circumstances. For example, student illness, family issues such as a bereavement in the family, and circumstances beyond a student's control such as where a government imposes restrictions due to a pandemic.
- b) A student does not meet the course progress and/or attendance requirements, as required under Marriott Academy's Overseas Student Visa Requirements Policy.
- c) A student engages in conduct which is unacceptable, poses a danger to themselves or others, is unlawful, or brings Marriott Academy into disrepute.
- d) A student does not pay required Marriott Academy fees and charges, of which they were informed prior to enrolment.

2.2 For the purposes of implementing this policy, Marriott Academy understands that 'compassionate and compelling circumstances' may include, but are not limited to, where a student:

- a) has not been issued with a study visa in time to start their course on the course start date;
- b) experiences medical and health related issues which affect the student's ability to participate in training and assessment;
- c) suffers a bereavement of close family members such as parents or grandparents;
- d) is subject to major political upheaval or a natural disaster in home country requiring emergency travel and this has impacted on the student's studies;
- e) suffers a traumatic experience affecting their ability to undertake training and/or assessment;
- f) is unable to start or continue their studies as a result of government restrictions imposed in response to a global pandemic;
- g) was unable to be offered a pre requisite course/unit by Marriott Academy.



In all cases, responsibility lies with the student to provide the necessary evidence to support their application.

2.3 Students who apply for deferral solely on the basis of financial difficulties, Deferral due to lack of funds, Marriott Academy will not accept such circumstances as 'compassionate or compelling'. It is a condition of an overseas student's study visa that they have access to funds to cover the tuition fees and cost of living for the duration of their student visa.





### 3.0 Making an Application for Deferment or Leave from Studies

3.1 Students intending to defer, or wishing to apply for leave from their course, must do so by completing Marriott Academy's Application for Deferment of Course or Leave from Studies Form.

3.2 Where a student applies for leave from studies, then approval can only be given where there are compassionate or compelling circumstances.

3.3 Marriott Academy shall process all applications within 10 working days of receiving the application. The student shall be notified of the outcome of their application in writing, and which must include Marriott Academy's reason(s) where an application is denied.

3.4 Where a student's application is denied, the student may appeal Marriott Academy's decision by accessing Marriott Academy's Internal Appeals process, as specified in Marriott Academy's Complaints and Appeals Policy and Procedure. All applications for appeals must be lodged within 20 working days of the student receiving written notification of Marriott Academy's decision.

3.5 The application process will require students to contact Immigration in order to determine if their study visa will be affected, should their application be approved. For example, Immigration may advise the student if they are required to leave the country while on approved leave. The application process requires students to provide evidence that they have corresponded with Immigration in relation to their application.

3.6 Marriott Academy's RTO Manager and Student Support and Careers Manager (SSCM) shall be informed of any decision to approve course deferral or grant leave from studies. The RTO Manager and SSCM, where appropriate, shall consult with the student's trainer(s) to ensure that strategies are implemented to support the affected student. The RTO Manager shall complete a STAR report and include this in the student's file.

3.7 In all cases, the RTO Manager, SSCM and the student's trainer(s) shall ensure that the granting of leave, shall not impact adversely on a student's ability to complete their course within their nominated course duration period. Where this is unavoidable, then the student may be required to contact Immigration regarding their study visa, and Marriott Academy may need to issue a new Confirmation of Enrolment (CoE).

### 4.0 Suspension and Cancellation of Enrolments

4.1 Marriott Academy may decide to suspend or cancel a student's enrolment where the student:

- a) is determined to be in breach of Marriott Academy's academic honesty policies;
- b) engages in conduct which represents a danger to themselves and/or others;
- c) engages in conduct which does not allow other students to participate effectively in their course;
- d) does not meet Marriott Academy's course attendance and/or progress requirements;
- e) breaches the conditions of their study visa;
- f) is determined to have been deceptive and/or dishonest when providing information to Marriott Academy, in particular where that information was provided as part of the student's enrolment process;
- g) engages in any conduct which is unlawful;
- h) engages in conduct which brings Marriott Academy into disrepute; and/or
- i) is determined to be in breach of Marriott Academy policies such as bullying, harassment etc.

4.2 In all cases the RTO Manager shall, when considering any decisions regarding suspension of a student, or cancellation of a student's enrolment:

- a) notify Marriott Academy's CEO, in writing, of the possible suspension or cancellation, and whether there may be a possibility to external persons, entities or authorities may be involved;
- b) use Marriott Academy's Student Suspension and Cancellation Report to record all processes undertaken, comprehensive details of any investigation(s), and the list of documents, or other evidence, pertaining to the matter at hand;
- c) consult with Marriott Academy's SSCM and the student's trainer(s);



- d) conduct a thorough investigation of all circumstances pertaining to related incident(s);
- e) maintain comprehensive and thorough records of all matters pertaining to the investigation, which may include records of interviews and review of documents;
- f) prior to informing the student(s) of the outcome of the investigation, provide a written report, with recommendations, to the Marriott Academy CEO;
  
- g) ensure that all records are kept in the student's file, and retained for a period of no less than 7 years after the student has completed their course, or is no longer enrolled with Marriott Academy;
- h) use professional judgement to assess each case on its individual merits
- i) after all avenues of appeals, available to the student, are exhausted, report student via PRISMS to Immigration that the student's enrolment is suspended, or cancelled.

4.3 Suspension cannot take effect until the internal appeals process is completed unless extenuating circumstances relating to the welfare of the student or other students apply. The appeal period shall apply in all cases unless the overseas student's health or wellbeing, or the wellbeing of others, is likely to be at risk. Marriott Academy shall keep attach evidence to support this to the RTO Manager's Student Suspension and Cancellation Report.

## 5.0 Reporting Requirements

5.1 Marriott Academy shall notify the Department of Education, Skills and Employment (DESE) and Training through PRISMS where a student has received approval to defer their studies, or Marriott Academy has decided to suspend the overseas student's enrolment for a period without affecting the end date of the CoE. There will be no change to the CoE on PRISMS – the overseas student will still be listed as studying. However, the notice of deferment or suspension will be recorded in PRISMS.

5.2 Marriott Academy shall notify the DESE through PRISMS where a student has received approval to defer their studies, or Marriott Academy has decided to suspend the overseas student's enrolment for a period which will affect the end date of the CoE. The original CoE will be cancelled on PRISMS and Marriott Academy may create a new CoE with a more appropriate end date. If Marriott Academy is unable to determine when the overseas student will return, it can choose not to create a new CoE at that point, but to wait until the overseas student has notified Marriott Academy of the intended date of return before creating a new CoE.

5.3 Marriott Academy shall notify the DESE through PRISMS when it has decided to permanently cancel (terminate) an overseas student's enrolment. Once this process is complete, the overseas student's CoE status will be listed as 'cancelled'. Regardless of the reason, if an overseas student's enrolment is suspended, the period.



