

**Student Initiates Request for Deferral, Suspension or Cancellation**

1. Student initiates request to defer, suspend or cancel their enrolment at Phoenix Academy. Student must submit a formal request in writing to the Manager Student Services.
2. Manager Student Services to meet with the student and counsel them regarding their request and identify if the student falls within compassionate/compelling or misbehaviour criteria for deferral.
3. Manager Student Services notifies the appropriate Registrar regarding the approval / non-approval of deferral, suspension or cancellation request.
4. If Deferral, suspension or cancellation request not approved, Registrar to prepare formal documentation outlining the reasons for the non-approval and provide letter in writing using the 'Application for Deferral, Suspension or Cancellation – Application Not Approved' template to the student. Letter to be given to student with a copy of the Phoenix Academy Appeals and Complaints Procedure.
5. If the Deferral, Suspension or Cancellation request is approved, Registrar to prepare formal documentation outlining the reasons for the approval and provide letter in writing to the student using the 'Application for Deferral, Suspension or Cancellation – Application Approved' template.
6. Manager Student Services or Registrar to meet with student to provide them with the written consent and verbally cover the following:
  - 6.1. That their request for deferral, suspension or cancellation has been approved and the reasons for the approval.
  - 6.2. If deferral or suspension, the date that the student is due back to re-commence their studies
  - 6.3. That the deferral, suspension or cancellation may affect their student visa
  - 6.4. That a formal deferral, suspension or cancellation notification will be sent through to the Department of Education, Employment and Workplace Relations (DEEWR) via PRISMS.
  - 6.5. Non-return by the due date for deferral or suspension will result in the immediate cancellation of their enrolment and may affect their student visa.
  - 6.6. Cancellation of their enrolment will result in the immediate cancellation of their enrolment and may affect their student visa.
7. Registrar to notify the DEEWR via PRISMS that the student has deferred, suspended or cancelled.

8. Registrar to notify next pathway provider (if the student is on a pathway) that the student has deferred, suspended or cancelled their enrolment. If deferral or suspension to also notify pathway provider of their expected date of return and when they will be likely to enter their next course.
9. Registrar to notify the student's agent.
10. Registrar to update database and file with all new documentation and notes.

### **Phoenix Academy initiates Suspension or Cancellation**

1. Phoenix Academy initiates to suspend or cancel a student's enrolment due to exceptional circumstances or misbehaviour by student.
2. Phoenix provides a Letter of Intention to Suspend or Cancel student's enrolment. The Letter of Intention to Suspend/Cancel advises student that he/she has 20 working days to access the Phoenix Academy Appeals and Complaints process.
3. Manager Student Services to meet with student and hand them the Letter of Intention to Report – Serious Misconduct personally and verbally explain the reasons of the Intention to suspend/cancel the students enrolment and verbally explain the Complaints and Appeals process.
4. Student lodges an appeal – appeal to be handled as per Appeals and Complaints process.
5. If the student does not lodge an appeal and the 20 working days expire, Registrar to notify DEEWR via PRISMS that the student's enrolment has been suspended or cancelled.
6. Registrar to notify student's agent.
7. Registrar to update database and file all new documentation and notes.