



University of
South Australia

Centre for
English Language

DEFERRAL, LEAVE OF ABSENCE, WITHDRAWAL, SUSPENSION AND CANCELLATION PROCEDURE

SECTION D - PROCEDURE

Related Policy

Deferral, Leave of Absence, Withdrawal, Suspension and Cancellation Policy

D.1 Procedure

Responsible	Procedure Steps	
	1	Continuation of Enrolment
Student		Continue to attend classes throughout application process for deferral, leave of absence or withdrawal.
	2	Processing time of applications
Student and Academic Services (SAS)		Students will be advised of the outcome within 7 working days of submitting a completed application and meeting with the Academic Directorate or SAS staff if required.
	3	Deferral of enrolment (deferral of offer)
Student	3.1	Apply for a deferral in writing, outlining the reasons for the request and providing supporting evidence in accordance with the Deferral, Leave of Absence, Withdrawal, Suspension and Cancellation Policy .
Admissions	3.2	Generate a revised Letter of Offer.
	3.3	Email the Letter of Offer and any other required documentation to the student/agent including partner university in the email if packaged.
Student	3.4	If satisfied with the offer and the conditions of enrolment have been met, accept the offer and submit the acceptance together with the evidence of payment requested and/or financial guarantee.
	3.4.1	If not satisfied with the offer, submit a written request to revise the offer.
Admissions	3.5	International students: after receiving the student's acceptance, evidence of payment and notification of release in PRISMS (if applicable), issue and email the revised Confirmation of Enrolment(s) to the student, including the partner university if packaged.
Student	3.6	Commence study as per the revised Letter of Offer or apply for a further Deferral if required.
	4	Leave of Absence
Student	4.1	Apply for a Leave of Absence (LoA) in writing, before the end of the study period's last teaching week, outlining the reasons for the request and providing supporting evidence of the compassionate or compelling circumstances that apply.

			4.1.1	Sponsored students need to get approval from their Sponsor. The application will not be processed until the Sponsor approves the LoA in writing.
			4.1.2	Students under 18 need to provide written evidence supporting the LoA from a parent or legal guardian.
			4.1.3	Domestic students who have not re-enrolled are deemed to have taken a LoA unless their enrolment is cancelled by SAIBT/CELUSA due to unsatisfactory academic progress, misconduct, or failure to pay tuition fees.
			4.1.4	For CELUSA/SAIBT/UniSA Packaged students and CELUSA/SAIBT packaged students , if they re-apply for additional English for re-packaging, the LoA form will not be processed until the acceptance for the new package is provided.
			4.1.5	For students with an Intention to Report/Intention to Preclusion or outstanding fees , the LoA form will be processed after their appeals are approved or outstanding fees are cleared.
SAS		4.2		Check the LoA form for completeness and, if complete, send an email to student to make an appointment with an Academic Directorate or SAS staff if required.
Student		4.3		Make an appointment with an Academic Directorate or SAS staff within 3 working days if requested and attend the meeting.
Academic Directorate		4.4		Check if the LoA will impact on students with packaged programs and provide counselling if required.
		4.5		Review the form and approve or reject in line with the policy. Sponsored students: Written approval from the relevant sponsoring body is required.
SAS		4.6		If the LoA is approved by the Academic Directorate, action in the student management system.
			4.6.1	International students: Report LoA for international students through PRISMS. Email approval to the student with revised CoE(s) if applicable. Include parent or legal guardian/Sponsor/partner university if applicable.
			4.6.2	Domestic students: Inform the student of the outcome by email including parent or legal guardian if applicable.
			4.6.3	International students packaged with UniSA and have GPA below 3: Email a new acceptance form with any changes in the package conditions along with the outcome letter. UniSA CoE will not be issued until the new acceptance is provided.

Student		4.7	Return to study in the proposed return study period or apply for a further Leave of Absence if required.
SAS		4.8	If the LoA is rejected by the Academic Directorate, enter the record in the student management system.
		4.9	Inform the student of the outcome by email including parent or legal guardian/Sponsor if applicable.
Student		4.10	If not satisfied with the decision lodge an appeal in accordance with the Student Grievances and Appeals Policy .
	5	Withdrawal from a Program/Single Module	
Student		5.1	Apply for a withdrawal in writing, outlining the reasons for the request and providing supporting evidence if applicable.
		5.1.1	Onshore International students: provide a copy of confirmed airline ticket indicating the intention to leave Australia within 28 days for program withdrawal or a new visa which allows the student to stay in Australia without study.
		5.1.2	Sponsored students: seek approval from Sponsor. The application will not be processed until the Sponsor approves the withdrawal in writing.
		5.1.3	Students under 18: provide written evidence from a parent or legal guardian to support the withdrawal.
		5.1.4	Domestic students who have failed to re-enrol in any modules for two consecutive study periods are deemed to have withdrawn from the program unless their enrolment is cancelled by SAIBT/CELUSA due to unsatisfactory academic progress, misconduct, or failure to pay tuition fees.
		5.1.5	International students who have failed to re-enrol in any modules for a compulsory study period are deemed to have withdrawn from the program unless their enrolment is cancelled by SAIBT/CELUSA due to unsatisfactory academic attendance/progress, misconduct, or failure to pay tuition fees.
		5.1.6	CELUSA/UniSA packaged students who wish to withdraw from CELUSA as they fulfil their English requirements for their packaged UniSA program earlier need to provide an unconditional UniSA Letter of Offer. If the course gap is more than 2 months, a copy of confirmed airline ticket indicating the intention to leave Australia within 28 days for CELUSA withdrawal is required.
		5.1.7	For students with an Intention to Report/Intention to Preclusion or outstanding fees, the Withdrawal form will be processed after their appeals are approved or outstanding fees are cleared.
SAS		5.2	Withdrawal from a Single Module: check the form for completeness and submit to Academic Directorate for assessment.

Academic Directorate		5.3	Assess whether the withdrawal will impact on the student's Grade Point Average (GPA) and/or packaged programs and provide counselling if required.
SAS		5.4	If the withdrawal is approved or students are deemed to have withdrawn from the program (clause 5.1.4 and 5.1.5), action in the student management system and email a withdrawal confirmation to the student including parent or legal guardian/Sponsor/partner university if applicable.
		5.5	Report withdrawal from program for international students in PRISMS.
		5.6	If the withdrawal is rejected, enter the record of rejected withdrawal in the student management system and inform the student of the outcome by email including parent or legal guardian/Sponsor/partner university if applicable.
Academic Directorate		5.7	Withdrawal from module(s) based on unsatisfactory academic progress within a study period: Where any of the following criteria are identified, the student will be withdrawn from module(s) prior to Wk10 and awarded a Withdrawal No Progress (WNP) grade <ul style="list-style-type: none"> • the student has attended less than 40% of their classes by the end of Week 6, without notification of extenuating circumstances • their teacher has expressed significant concern over ability to pass
Student		5.8	Meet with AD and submit evidence of extenuating circumstances (if applicable)
Academic Directorate		5.9	A student withdrawn from 1 or more modules based on unsatisfactory academic progress within a study period will move up in academic standing.
Student		5.10	If not satisfied with the decision lodge an appeal in accordance with the Student Grievances and Appeals Policy .
	6	Suspension	
SAS		6.1	If a student's enrolment is to be suspended issue an Intention to Suspend their enrolment, and notify the student that they have 20 working days to make an appeal in accordance with the Student Grievances and Appeals Policy .
		6.2	Maintain the CAAW agreement/suitability of care agreement as required.
Student		6.3	If not satisfied with the decision lodge an appeal in accordance with the Student Grievances and Appeals Policy .
		6.4	Abide by conditions of the suspension from studies. In addition, this will depend on the welfare and accommodation arrangements in place.
		6.5	If the appeal is upheld, continue study in accordance with any ongoing conditions.
SAS		6.6	If the appeal is not upheld, action in the student management system and email a suspension confirmation to the student including parent or legal guardian/Sponsor/partner university if applicable.
		6.7	Report suspension for International students in PRISMS.

	7	Cancellation	
SAS	7.1	If a student's enrolment is to be cancelled for any reason other than Failure to Re-enrol, advise the student accordingly and notify the student that they have 20 working days to make an appeal in accordance with the Student Grievances and Appeals Policy .	
		7.1.1	International students: issue an Intention to Report (ITR).
		7.2	Maintain the CAAW agreement/suitability of care agreement as required.
Student	7.3	If not satisfied with the decision lodge an appeal in accordance with the Student Grievances and Appeals Policy and Procedure .	
	7.4	Enrol and continue to attend classes during the process of the appeal.	
SAS	7.6	If the appeal is not upheld, action in the student management system and email a cancellation confirmation to the student including parent or legal guardian/Sponsor/partner university if applicable.	
	7.7	Report cancellation for International students in PRISMS.	

D.2 Supporting Documentation

Related material	Location
CELUSA Leave Work Instructions	SharePoint>Documents> Student Administration>work instructions
SAIBT Leave Work Instructions	SharePoint>Documents> Student Administration>work instructions
SAIBT Withdrawal from Single Module Work Instructions	SharePoint>Documents> Student Administration>work instructions
CELUSA Withdrawal from Program Work Instructions	SharePoint>Documents> Student Administration>work instructions
SAIBT Withdrawal from Program Work Instructions	SharePoint>Documents> Student Administration>work instructions
SAIBT Failure to Re-Enrol Work Instructions	SharePoint>Documents> Student Administration>work instructions
Grievances and Appeal Procedure Work Instructions	SharePoint>Documents> Student Administration>work instructions
SAIBT Deferral for Local F-R-E Students Work Instructions	SharePoint>Documents> Student Administration>work instructions
SAIBT Withdrawal for Not Returned Local Deferred Students Work Instructions	SharePoint>Documents> Student Administration>work instructions

Form templates	Retention time	Location
SAIBT Leave of Absence Request		Online form
CELUSA Leave of Absence Request		Online form

Withdrawal from Program for International Students		Online form
Withdrawal from Program for Local Students		Online form
Leave Approved email templates		Student Management System > Message Templates
Leave Rejected email templates		Student Management System > Message Templates
Withdrawal Approved email templates		Student Management System > Message Templates
Withdrawal Rejected email templates		Student Management System > Message Templates
SAIBT Withdrawal Single Module Approved email templates		Student Management System > Message Templates
SAIBT Withdrawal Single Module Rejected email template		Student Management System > Message Templates
CELUSA Intention to Report – Attendance letter NB This is issued through the Reports function in the student management system.		Student Management System > Reports > Attendance > Attendance Letter
Intention to Report - Academic Standing email templates		Student Management System > Message Templates
Intention to Report – Bad Finance email templates		Student Management System > Message Templates
Intention to Report – Student/Academic Misconduct email template		Student Management System > Message Templates
Intention to Suspend		Student Management System > Message Templates
Enrolment Termination email templates		Student Management System > Message Templates

Records (including completed forms)	Retention time	Location
Completed application forms and supporting documents		Pipefy (Online form platform)
Issued letters		Student Management System (Navigate)

Email correspondence		Student Management System (Navigate)
Counselling records		Student Management System (Navigate) NB If they are confidential, no counselling details will be available.
Appeals records		Pipefy (Online form platform)

D.3 Version Control

Current Version Number	3.2
Date of Effect	07/2024
Privilege Level	Public