



## Dental Nursing Australia

### Deferment, Suspension and Cancellation

#### Policy and Procedures

1. Dental Nursing Australia does not encourage the deferment or student initiated suspension of studies.
2. In exceptional circumstances, such as illness, accident, political unrest in their country causing upheaval, natural disaster, bereavement close family member, traumatic experience, witness serious accident or crime, major home problem etc (Evidence will be required through Medical certificates, death certificates, police report etc.). Dental Nursing Australia may accept a deferment, leave of absence, temporarily suspend studies through a formal agreement.
3. All applications for deferments or suspensions must be made in writing to the Director of Dental Nursing Australia.
4. A deferment or suspension may also be granted where for unforeseen reasons a part of the course cannot be offered at the time most appropriate to the student.
5. Dental Nursing Australia reserves the right to suspend or cancel a student's studies for the following reasons:
  - 5.1 Sustained academic failure
  - 5.2 Poor social conduct in or out of the college
  - 5.3 Student not following Dental Nursing Australia policies and procedures
6. Where Dental Nursing Australia intends to suspend or cancel a student's studies, written notice will be given 20 working days in advance of that suspension or cancellation. The student will be advised of his rights to appeal internally and externally. The student will maintain enrolment and it will be at the discretion of the Director if they will be allowed to attend classes during the period of notice of deferment or suspension. If they are denied access to class, learning material may be sent to their residential address to continue with their studies.

Where the suspension or cancellation is instigated through Dental Nursing Australia. The Student is advised they are able to access the Dental Nursing Australia Internal Complaints and Appeals process within 20 working days. Dental Nursing Australia will commence proceedings within 10 working days of the formal lodgment, record all proceeding associated with an appeal by the Student.

7. Deferments and suspensions will always be time bound. It is the responsibility of the student to resume studies after the period of deferment or suspension.

8. Students who have been Suspended, Deferred or Cancelled enrolment are advised they may be eligible for refund and are to view Dental Nursing Australia Refund Policy document available on the web site, enrolment information documents and student handbook.

## **Correspondence**

All information, documented meetings and reports associated with the Complaints and Appeals process are to be filed at Dental Nursing Australia, placed on student individual file and provided to students and Guardians / Parents if the students are under 18 years.

## **Fair and Equitable**

All complaints are handled with fairness in accordance with the principles of natural justice. DNA Kingston is committed to ensuring that students do not experience any victimization as a result of making either an informal or formal complaint.

## **Natural Justice**

Duty to act fairly will include – Fairness dealing and No bias. All parties are provided with the opportunity to present their case, be fully informed about allegations and decisions made and have the right to be represented by another person. In addition, a decision maker must have no personal interest, beyond the scope of their role in this process and must be unbiased. If the decision maker cannot meet these requirements they must immediately withdraw from the process. The procedure shall have regard to the duration of an overseas students stay in Australia.

## **Defamation**


A definition for Defamation can include the publication or making of false statements about another, which damage that person's reputation. They can be in the form of libel or slander. Can include defamatory statement spoken, written word, pictures, visual form, broadcasting over radio or television or other transitory form. It is reminded to all parties involved in a complaint and appeal process that they ensure that they limit their public discussions regarding details of the complaint.

## **Provision of information to Students**

Information regarding this policy and procedure is provided to students at enrolment, on orientation day, student handbook and on the website.

## **Provision of information to Staff**

Information regarding this policy and procedure are provided to staff through induction, on the z drive, web site, Organization manual. Amendments are provided through Staff Memo's on email, staff training and staff meetings.

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| <b>Provider No: 52256</b>   |
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| <b>Success Training Company Pty Ltd</b>   |
| <b>Dental Nursing Australia</b>   |
| <b>Policies and Procedures</b>  |
| <b>Policy Title:</b> Deferment, Suspension, Cancellation Policy and Procedure     |
| <b>Policy Number:</b> Vol:2 0714DSC SL  |
| <b>Policy Date:</b> April 2015  |
| <b>Policy Renewal:</b> April 2016   |
| <b>Responsibility:</b> Compliance Manager   |

### Record of updates and changes

| <b>Version No.</b> | <b>Issue Date</b> | <b>Nature of Amendment</b>                            |
|--------------------|-------------------|---|
| Version 1.0        | July 2012         | Materials Designed                                    |
| Version 2.0        | July 2014         | Changes to format & changes to government departments |
| Version 3.0        | April 2015        | Removal of information for international students     |
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