



32. Student Deferral, Suspension and Cancellation Policy

Purpose	Sets out the Institute's approach to student deferral, suspension and cancellation.
Location	The policy is maintained on owncloud (original: Pydio)- http://cloud.ee.edu.au/owncloud
Responsible executive	CEO
Responsible office	CEO's Office
Effective date	30 November 2016
Review date	30 November 2018, 30 November 2022, 30 November 2026
Modification history	June 2013 (V1), Nov 2016 (V2), Nov 2018 (V3), Mar 2019 (V4), Mar 2021 (V5)
Related documents	Student Code of Conduct
Authority	Approved by Council

1. Purpose

This policy provides guidelines, by which the Institute and the enrolled students may defer commencement of the course, temporarily suspend their studies and cancel enrolment from their courses.

2. Scope

This policy applies to international students enrolled in courses offered by the Institute.

3. Definitions

- Deferral: postponement of commencement of course by prospective students who have been offered a place in courses offered by the Institute and have not yet enrolled.
- Suspension: temporary postponement of enrolment during course.
- Cancellation: cessation of enrolment in course (course withdrawal).

4. Principles

Student enrolment can be deferred, suspended or cancelled in limited circumstances by the Institute or by the student.

4.1 Deferral, Suspension or Cancellation Initiated by the Institute

4.1.1 The Institute may defer commencement of a course when a course is not offered.

4.1.2 The Institute may suspend a student enrolment during the course in the following instances:

- Student misbehaviour as outlined in Student Code of Conduct (#25).
- Intervention strategy for unsatisfactory course progress.

4.1.3 The Institute may cancel a student enrolment in the following instances:

- Student demonstrates serious misconduct as outlined in Student Code of Conduct.
- Continued unsatisfactory course progress, continuous absence from scheduled course hours
- Non-payment of outstanding fees.

4.1.4 In cases where suspension or cancellation of the student's enrolment is initiated by the Institute,



students will be notified and given 20 working days to access the student grievance process (see Student Grievance and Mediation Policy). If the appeal is not upheld or the student withdraws from the appeal process then the Institute must report the student to DHA. The suspension or cancelling of the student's enrolment cannot take effect until the student grievance process is completed unless there are extenuating circumstances relating the student's welfare.

- 4.1.5 The change in enrolment status will not be reported to DEEWR until the student grievance process is completed.
- 4.1.6 Once the deferral, suspension or cancellation is processed, the Institute will notify DEEWR via PRISMS.
- 4.1.7 When the Institute initiates deferral, suspension or cancellation of enrolment, students have the right to appeal the decision.
- 4.1.8 Students must be informed in writing that deferral of commencement, suspension of enrolment and cancellation of enrolment have to be reported to DHA may affect the status of their student visa.

4.2 Deferral Initiated by the Student

- 4.2.1 International students may defer commencement of a course in the following circumstances (documentary evidence must be provided):
 - Delay in obtaining student visa;
 - Compassionate or Compelling circumstances.
- 4.2.2 Students must request a deferral of the commencement of their course by writing to the Institute prior to the course commencing. Deferral can be granted for up to one year.
- 4.2.3 Once the deferral is processed, the student will receive a Certificate of Enrolment (CoE) letter and have a new enrolment agreement written to reflect the new commencement.

4.3 Suspension or Cancellation Initiated by the Student

- 4.3.1 International Students who wish to suspend or cancel their enrolment during their course must obtain written approval from the Institute.
- 4.3.2 Students may be granted temporary suspension or cancellation of enrolment during the course on the grounds of compassionate or compelling circumstances and students must have documentary evidence to support their application. Examples of such grounds may include, but are not limited to:
 - serious illness or injury where a medical certificate states that the student is unable to attend classes
 - bereavement of close family members such as parents or grandparents; a death certificate to be supplied where possible
 - major political upheaval or natural disaster in the home country requiring emergency travel a traumatic experience e.g. involvement in, or witnessing a serious accident, witnessing or being the victim of a serious crime, where documented by police or psychologist reports
- 4.3.3 Where the temporary suspension of enrolment is for a period of 28 days or longer, the student must return home (unless special circumstances exist).
- 4.3.4 Suspension of enrolment for more than six months, for any reason, may result in cancellation of their



student visa by DHA.

- 4.3.5 Student initiated deferral of commencement or suspension of enrolment cannot be granted retrospectively (after the event) or if it was taken by the student without authorisation.
- 4.3.6 If students have taken unauthorised leave absence then they will be recorded as absent and reported to DHA.
- 4.3.7 Where the deferral, suspension or cancellation is granted and processed, the Institute will notify DEEWR via PRISMS.

5. Procedures

5.1 Suspension Requested for by the Student

- 5.1.1 To obtain approval, students must submit the suspension of enrolment form to Student Administration at least 10 working days before the requested suspension date.
- 5.1.2 Students must attach all supporting documentation with the application.
- 5.1.3 Students will be advised to consult with DHA regarding visa implications, if necessary.
- 5.1.4 Suspension may not be granted if the student has outstanding fees or until such overdue fees are paid, with an exception of compassionate or compelling circumstances.

5.2 Cancellation Requested by the Student

- 5.2.1 Students who seek to withdraw from a course should first seek advice from the Institute.
- 5.2.2 Students must request cancellation of enrolment of their course by submitting Enrolment Cancellation Form to the Student Administration Officer prior to the course commencing.
- 5.2.3 Students must attach all supporting documentation with the application.
- 5.2.4 Students will be advised of the refund policy and whether they will be financially liable for any fees as a result of withdraw from a course.
- 5.2.5 Students will be advised to contact DHA for visa information prior to cancelling their enrolment.
- 5.2.6 International onshore students who have been enrolled for less than six months are generally not permitted to cancel their enrolment to undertake study at another Australian educational institution except in exceptional circumstances (refer to Overseas Student Transfer Policy & Procedure).
- 5.2.7 Cancellation may be refused if the student has outstanding fees or until such overdue fees are paid, with an exception of compassionate or compelling circumstances.
- 5.2.8 Once the cancellation request is reviewed, the student will be notified of the approval or refusal of the cancellation request.
- 5.2.9 Once the cancellation is granted and processed, the Institute will notify DEEWR via PRISMS.