

# Deferring, Suspending or Cancelling Enrolment Procedure - International

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| <b>Version:</b>             | 5.0  | <b>Effective Date:</b>      | 15 August 2017 |
| <b>Procedure Code:</b>      | PR-017   | <b>Related Policy Code:</b> | INT-004        |
| <b>Related Policy Name:</b> | Deferring, Suspending or Cancelling Enrolment Policy - International |                             |                |

## Purpose:

This procedure sets out the process that international students are required to follow to apply for deferral, suspension or cancellation of enrolment. It also sets out the process used by the College to assess these requests and the way in which College-initiated suspensions or cancellations of an international student's enrolment are processed. This procedure is to be read in conjunction with the [Deferring, Suspending or Cancelling Enrolment Policy – International](#). Part A of this procedure applies to all international students. Part B of this procedure applies exclusively to international students studying on a student visa.

**Definition of “College”** – *In the higher education sector, Australian College of Natural Medicine Pty Ltd trades as Endeavour College of Natural Health (Endeavour) and Wellnation; Study Group Australia Pty Limited trades as Martin College and Martin Higher Education (Martin HE). For the purpose of this policy, any reference to ‘College’ or ‘the College’ should be considered a reference to each or any of these respective entities or trading names.*

**Definition of “International students”** – *The College defines an International Student as someone who is not an Australian citizen or permanent resident or a New Zealand citizen or a permanent visa holder. This definition includes students studying onshore on a range of temporary visas. Information that applies only to students studying on specific visa classes (e.g. Student Visa) is specified when relevant.*

- Scope:**
- All campuses and courses registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS)
  - All International students
  - Student Services staff

## PART A

**Note: This section only applies to ALL international students**

Student Initiated - Application for:

Deferring, Suspending or Cancelling Enrolment

1. The student may apply to defer, suspend or cancel enrolment using the [Defer, Suspend or Cancel Enrolment Form - International](#). The completed form must be returned to the International Student Adviser at the relevant campus, a copy is placed on the student's file and handed on to the campus International Student Adviser.
  - a. **Deferral** is the postponement of commencement date of the course and can only be initiated by an enrolled student.
  - b. **Suspension** is an interruption to the student's course and can be initiated by either the College or the student in compassionate or compelling circumstances.
  - c. **Cancellation** of enrolment can be initiated by a student or the College. Students who initiate a cancellation at any time for any reason should consider the financial penalties they may incur when submitting an application.
2. The form is viewed by a student adviser and assessed using the criteria set out in the [Deferring, Suspending or Cancelling Enrolment Policy – International](#).
3. Student is advised immediately by the campus International Student Adviser if additional documentation or evidence is required with their application.
4. Information is provided to the student regarding the specific circumstances where enrolment may be varied and deferment or temporary suspension can occur as detailed in the [Deferring, Suspending or Cancelling Enrolment Policy – International](#).
5. The student's application is assessed and a decision is made by the National HE Compliance Manager or the Director of Student Services. The student is notified in writing of the outcome of their application within five (5) working days.

College Initiated:

Suspension or Cancellation of Enrolment

The College may choose to suspend or cancel a student's enrolment if the student significantly breaches the Student Code of Conduct or visa requirements, which includes

failure to pay fees.

1. Once a decision is made by the College to initiate a suspension or cancellation of enrolment, the student is advised in writing as soon as possible that he or she has 20 working days to access the College's internal complaints and appeals process (see [Complaints and Appeals Policy – International](#)) and that, if the student chooses to access this process, the suspension or cancellation of enrolment cannot take effect until the internal process is completed (unless extenuating circumstances relating to the welfare of the student apply). The definition of extenuating circumstances is provided in the definitions section at the end of this policy.
2. Any claim made by the College of extenuating circumstances must be supported by appropriate evidence.
3. The appeals process must commence within 10 days of the formal lodgement of an appeal.
4. If the student accesses the appeals process, the College must maintain the student's enrolment until the internal process is completed.
5. If the internal appeals process finds in favour of the student, the student's enrolment will remain unchanged and the student will be notified in writing as per the [Complaints and Appeals Policy – International](#).
6. If the internal appeals process finds in favour of the College the student's enrolment will be suspended or cancelled as appropriate.

## Record Keeping

Whether student or College initiated, at all times, all correspondence, documentary evidence and associated materials of the assessment of the student's application for deferral, suspension or cancellation of enrolment will be documented and kept on record in the student's file.

## PART B

**Note: This section only applies to student visa holders**

Student Initiated - Application for:

### Deferring, Suspending or Cancelling Enrolment

The student adviser will inform students studying on a **student visa** that deferral, suspension or cancellation of enrolment may affect the student's visa.

If the student is studying on a **student visa**, the student will be referred to the Department

of Immigration and Border Protection (DIBP) to confirm the implications of this action in relation to their **student visa**.

The College must notify the Secretary of the Department of Education (DET) via PRISMS as required under section 19 of the ESOS Act where the student's enrolment is deferred, temporarily suspended or cancelled for any reason. These students must be made aware that any change to their enrolment may affect their **student visa**. The College's National HE Compliance Manager informs DET via PRISMS when a student's enrolment is deferred, suspended or cancelled.

### College Initiated:

#### Suspension or Cancellation of Enrolment

The College may also suspend or cancel the student's enrolment as set out in the [Course Duration and Progress Policy - International](#) and [Attendance Policy – International](#).

The Deferral, Suspension and Cancellation Policy sets out the reasons that the College may suspend or cancel a student's enrolment. This policy outlines that the College may suspend or cancel a student's enrolment if the student breaches the [Student Code of Conduct](#). Failure to pay fees as outlined in the [Fees Policy - International](#) contravenes the code of conduct and as such, students who fail to pay fees on time risk having their enrolment cancelled.

If the suspension or cancellation of a student's enrolment is initiated by the College and the internal appeals process finds in favour of the College, the student's enrolment will be suspended or cancelled accordingly. The student may choose to access an external appeals process, but the College does not have to wait for the outcome of an external appeal before changing the student's enrolment status in PRISMS. Refer to the [Complaints and Appeals Policy – International](#) for further information.

#### Definitions:

**DET** - Department of Education.

**PRISMS** – [Provider Registration and International Students Management System](#). A secure computer system that contains details of all CRICOS registered education institutions, their courses and every student studying in Australia on a student visa.

**Extenuating Circumstances relating to the welfare of the student:** These circumstances may include, but are not limited to

the following. The student:

- Is missing
- Has medical concerns, severe depression or psychological issues which lead the provider to fear for the student's wellbeing
- Has engaged or threatens to engage in behaviour that is reasonably believed to endanger the student or others; or
- Is at risk of committing a criminal offence.

**Student** – is an individual person who is formally enrolled to study at the College. The individual person is that who appears on the College's documents such as enrolment, admission and payment documents, and who is assigned an individual student ID.

## Further Information:

**Related Procedures:** Not Applicable

**Related Policies:** [Attendance Policy – International](#)  
[Complaints and Appeals Policy – International](#)  
[Course Duration and Progress Policy- International](#)  
[Deferring, Suspending or Cancelling Enrolment Policy – International](#)

**Related Documents:** [Student Code of Conduct](#)  
[National Code of Practice](#)  
[Add Drop or Swap Form - International](#)

**Guidelines:** Not Applicable

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| <b>Procedure Author:</b>                    | Leonne Sharkey, Compliance Coordinator   |
| <b>Procedure Owner:</b>                     | National HE Compliance Manager   |
| <b>Contact:</b>                             | National HE Compliance Manager   |
| <b>Approved By:</b>                         | Director, Student Services<br>Date: 15 August 2017   |
| <b>Procedure Status:</b>                    | Harmonised   |
| <b>Responsibilities for Implementation:</b> | National HE Compliance Manager<br>Director, Student Services<br>Director of Education<br>International Student Advisers  |
| <b>Key Stakeholders:</b>                    | National HE Compliance Manager<br>Director, Student Services<br>Director of Education<br>International Student Advisers<br>International Admissions team<br>International Students |