

## Defer, suspend or cancel enrolment policy and procedure

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### 1. Policy

- 1.1 This policy and procedure apply to international students studying at The Centre of Excellence. The Centre of Excellence defers, suspends or cancels an international student's enrolment in limited exceptional circumstances as identified in this policy and procedure.
- 1.2 The Centre of Excellence provides information to international students on the grounds and process for deferring, suspending and cancelling enrolment pre and post enrolment.
- 1.3 The Centre of Excellence informs international students of the impact of deferring, suspending or cancelling their enrolment and their student visa.
- 1.4 If due to exceptional circumstances identified in item 1.5 of this policy and procedure The Centre of Excellence amends an international student's enrolment, it will do so via PRISMS and record the reasons for the amendment.
- 1.5 The Centre of Excellence defers, suspends or cancels a student's enrolment in the following exceptional circumstances:

Compassionate or compelling circumstances that are generally beyond the control of the student, and which have an impact on their course progress, attendance at classes or wellbeing. These could include, but are not limited to:

- serious illness or injury, where a medical certificate states that the student was unable to start a course or attend classes or remain to study a course
- bereavement of close family members such as parents or grandparents
- major political upheaval or natural disaster in the home country requiring emergency travel when this has impacted the student's studies; or
- a traumatic experience which could include:
  - involvement in, or witnessing of a serious accident
  - Witnessing or being the victim of a serious crime.
- where The Centre of Excellence was unable to offer a pre-requisite unit
- inability to begin studying on the course commencement date due to a delay in receiving a student visa
- issues with travel from the student's country of origin that prevent them from starting a course on the scheduled date
- academic or personal/ welfare issues that impact a student's ability to attend classes or remain to study a course
- If an approved deferral of commencement of studies or the suspension of study has been approved in compliance with The Centre of Excellence Defer, suspend or cancel enrolment policy and procedure

The above circumstances are only some of the examples of what may be considered compassionate or compelling circumstances. The CEO will use his/ her professional judgment to assess each case on its individual merits.

When determining whether compassionate or compelling circumstances exist, The Centre of Excellence considers documentary evidence provided to support the claim, and stores copies of these documents in the student's file.

Other circumstances that may lead to a deferral, suspension or cancellation of a student's enrolment may be:

#### Student initiated:

- The Centre of Excellence is unable to provide or continue to provide the course in which the student is enrolled
- The student's current course of study is clearly inconsistent with documented course requested for in your Enrolment application
- The Centre of Excellence has breached the terms of the Written agreement and this breach has led to the deferral, suspension or cancellation request
- If a student was provided inaccurate or incomplete information by The Centre of Excellence or The Centre of Excellence approved Education Agent prior to enrolling in the course.
- The student wishes to cancel their enrolment in accordance with the Student transfer policy and procedure.
- The student is experiencing academic issues that impact her ability to attend classes and/ or study at present and/ or remain to study the course in which you are enrolled

#### College initiated:

- The student has failed to pay The Centre of Excellence any course-related fees by the due date.
- The student has failed to achieve satisfactory course progress
- The student has cheated, plagiarised or engaged in unauthorised collusion during assessments
- The student has breached The Centre of Excellence Code of Conduct

- 1.6 Students have the right to appeal a decision by The Centre of Excellence to defer, suspend or cancel their studies within 20 working days of the date on the letter informing them of The Centre of Excellence's intention.
- 1.7 The Centre of Excellence does not notify Department of Home Affairs/ Department of Education via PRISMS of a change to the enrolment status until the external complaints and appeals process is completed (if accessed). Cancellation of enrolment for misbehaviour may lead to enrolments being cancelled after the outcome of the internal appeals process.
- 1.8 Reasons for deferment, suspension or cancellation of their course are recorded in the student's file.
- 1.9 Students must submit verifiable documentary evidence when applying to defer, suspend or cancel their enrolment.
- 1.10 The CEO is responsible for the implementation of this policy and procedure.
- 1.11 This policy will be implemented in compliance with the requirements of the National Code of Practice 2018 Standard 9.

## Procedure

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### 2. Student initiated deferral

- 2.1 A student wishing to defer their enrolment must do so prior to the commencement of the course. Students must complete an application form to defer, suspend or cancel an enrolment and submit it to The Centre of Excellence.
- 2.2 Application forms are available from The Centre of Excellence reception, website or by request from [studentsupport@coe.edu.au](mailto:studentsupport@coe.edu.au). Documentary evidence in support of the application must also be submitted.
- 2.3 Deferrals will only be granted if they meet one of the criteria listed in item 1.5 of this policy and are supported by verifiable documentary evidence.
- 2.4 All applications to defer, suspend or cancel an enrolment are stored in the students' file and the Department of Home Affairs/ Department of Education shall be notified via PRISMS of the decision to defer the enrolment as a result of the student's request.
- 2.5 Students will be forwarded notification of The Centre of Excellence's decision within 10 working days of receipt of an application.
- 2.6 If the deferral application is declined, reasons for the decision are included in the notification letter and students are informed of their right to access The Centre of Excellence complaints and appeals process within 20 working days of the letter date informing them of the College's decision.

### 3. Student initiated suspension

- 3.1 The Centre of Excellence is only able to temporarily suspend the enrolment of the student on the grounds of compassionate or compelling circumstances as outlined in item 1.5 of this policy.
- 3.2 Application forms are available from The Centre of Excellence reception, website or by request from [studentsupport@coe.edu.au](mailto:studentsupport@coe.edu.au). Documentary evidence in support of the application must also be submitted.
- 3.3 A student wishing to suspend an enrolment must complete an application to defer, suspend or cancel an enrolment and submit it to The Centre of Excellence reception or email to [studentsupport@coe.vic.edu.au](mailto:studentsupport@coe.vic.edu.au). Documentary evidence in support of the application must also be submitted.
- 3.4 Suspensions will only be granted if they meet one of the criteria listed in item 1.5 of this policy and are supported by documentary evidence.
- 3.5 All applications to defer, suspend or cancel an enrolment will be kept in the students' file and the Department of Home Affairs/ Department of Education is notified via PRISMS of the decision to suspend the enrolment as a result of the student's request.
- 3.6 Students will be forwarded written notification of The Centre of Excellence's decision within 10 working days of receipt of an application.
- 3.7 If the suspension application is declined, reasons for the decision are included in the notification letter and students are informed of their right to access The Centre of Excellence complaints and appeals process within 20 working days of the letter date informing them of the College's decision.
- 3.8 Where a suspension of enrolment is granted, The Centre of Excellence will suspend an enrolment for an agreed period of time - to a maximum of 12 months. If the suspension is required for longer than 12 months, the student shall have to re-apply once the initial suspension period has expired.

- 3.9 If a student's enrolment is suspended for a period of 28 days or longer, the student must return home (unless special circumstances exist). Please refer all questions about whether students may remain in Australia during a period of suspension of enrolment to the Department of Home Affairs, 1010 La Trobe Street, Melbourne 3000. Contact details: 131 881
- 3.10 Student initiated suspension of studies cannot be granted retrospectively or if time off studies was taken by the student without authorization.

#### **4. Student initiated cancellation**

- 4.1 The Centre of Excellence is only able to cancel a student's enrolment on the grounds of compassionate or compelling circumstances as outlined in item 1.5 of this policy.
- 4.2 Application forms are available from The Centre of Excellence reception, website or by request from [studentsupport@coe.edu.au](mailto:studentsupport@coe.edu.au).
- 4.3 A student wishing to cancel their enrolment must complete an application to defer, suspend or cancel an enrolment and submit it to The Centre of Excellence reception, website or by request from [studentsupport@coe.edu.au](mailto:studentsupport@coe.edu.au). Documentary evidence in support of the application must also be submitted.
- 4.4 Cancellations are only granted if they meet one of the criteria listed in 1.5 and are supported by documentary evidence.
- 4.5 All applications to defer, suspend or cancel an enrolment will be kept in the students' file and the Department of Home Affairs/ Department of Education shall be notified via PRISMS of the decision to cancel the enrolment as a result of the student's request.
- 4.6 Students will be forwarded written notification of The Centre of Excellence's decision within 10 working days of receipt of an application.
- 4.7 If the cancellation application is declined, reasons for the decision are included in the notification letter and students are informed of their right to access The Centre of Excellence complaints and appeals process within 20 working days of the letter date informing them of the College's decision.
- 4.8 Students who have an application to cancel their studies granted may be entitled to a refund as per the refund arrangements in the Written agreement. Applications for refunds must also be submitted with the application to cancel the enrolment.
- 4.9 Refunds will be processed in accordance with The Centre of Excellence refund terms and conditions found in the Written agreement and Refund policy.

#### **5. The Centre of Excellence initiated deferral**

- 5.1 The Centre of Excellence may defer an enrolment where the course is not being offered due to compelling circumstances causing The Centre of Excellence to cancel the course at a given date.
- 5.2 The Centre of Excellence will notify the student in writing of its intention to defer the commencement of studies. Students will be given as much notice as practically possible in such circumstances.
- 5.3 All documentation relating to deferring an enrolment will be kept in the students' file and the Department of Home Affairs/ Department of Education shall be notified via PRISMS of the decision to defer the enrolment.

## **6. The Centre of Excellence initiated suspension**

- 6.1 The Centre of Excellence may suspend a student's enrolment on the grounds of misbehaviour. This misbehaviour may include but is not limited to:
- Academic misconduct (refer to the Academic misconduct policy for further details)
  - Breaching The Centre of Excellence Code of Conduct
  - Bullying other students or staff
  - Displaying threatening behaviour to other students
  - Acting in a manner that adversely impacts the general well-being of other staff and students
  - Acting in a manner that adversely impacts the learning and/ or assessment of other students
  - Damaging The Centre of Excellence equipment, facilities or materials
  - Damaging other students or staff belongings
  - Theft from staff, students or The Centre of Excellence
  - Fails to abide by the terms of the written agreement between the student and The Centre of Excellence
  - Fails to comply with The Centre of Excellence policies and procedures
  - Undertakes illegal activities in or around The Centre of Excellence premises
  - Non-payment of fees when they fall due
- 6.2 Where The Centre of Excellence has found evidence of academic misconduct or misbehaviour the CEO shall be informed and considers all evidence before implementing a decision.
- 6.3 The student is given an opportunity to present their evidence and supporting documentation to the CEO before any decision is taken.
- 6.4 The CEO takes into account the type/ level of misconduct/ misbehavior and supporting evidence along with previous behaviour. The CEO refers to the student file and The Centre of Excellence staff for information.
- 6.5 In dealing with cases of misconduct, The Centre of Excellence ensures that students are treated fairly, equally and with due regard to their privacy.
- 6.6 The student is informed in person and in writing of The Centre of Excellence's decision along with reasons for the decision.
- 6.7 If The Centre of Excellence decides to suspend a student's enrolment for a period in excess of 28 days, the student must return home for this period unless exceptional circumstances can be evidenced that prevent this from being possible.
- 6.8 Students receive notification of The Centre of Excellence's decision within 10 working days of an event taking place that leads to the implementation of this policy. Reasons for the decision are included in the letter and the students are informed of their right to access. The Centre of Excellence Complaints and appeals process within 20 working days from the date on the letter.
- 6.9 All documentation relating to suspending an enrolment will be kept in the students' file and the Department of Home Affairs/ Department of Education shall be notified via PRISMS of the decision to suspend the enrolment.
- 6.10 No suspension action is taken until 20 working days of the letter date notifying the student of The Centre of Excellence's intention has elapsed, or the outcome of any appeal is known, or the student withdraws from the appeal process.
- 6.11 The Centre of Excellence may decide to suspend a student's enrolment before the 20 working days have elapsed or before the conclusion of the appeal process is known or if there are extenuating circumstances. E.g. serious

risk being posed to the student, other students and/ or The Centre of Excellence staff by maintaining the student's enrolment.

## **7. The Centre of Excellence initiated cancellation**

- 7.1 If a student fails to commence their course on the agreed date and does not respond to The Centre of Excellence's attempts to contact them, The Centre of Excellence may cancel their enrolment.
- 7.2 If after considering all the evidence The Centre of Excellence believes a student has breached the Code of Conduct (including academic misconduct) in a manner that warrants the cancellation of the student's enrolment it will notify the student in writing of its intention. If a student does not attend classes and/ or respond to communications and/ or attend intervention meetings The Centre of Excellence may cancel their enrolment.
- 7.3 If a VET student fails to maintain satisfactory course progress in accordance with the Course progress policy and procedure, then The Centre of Excellence will inform the student of the College's intention to report them to the Department of Home Affairs/ Department of Education and cancel their enrolment.
- 7.4 If a student does not pay any fees related to their study at The Centre of Excellence they will be notified in writing of The Centre of Excellence's intention to report them to DHA/ DoE and cancel their enrolment due to non-payment of fees. If the student after The Centre of Excellence's attempts still does not pay the required fees by the nominated date in College communications, The Centre of Excellence will report them to the Department of Home Affairs/ Department of Education for non-payment of fees and initiate the cancellation of their enrolment.
- 7.5 If possible, the student will also be informed in person via a meeting of The Centre of Excellence's intention to cancel their enrolment.
- 7.6 Students will be forwarded written notification of The Centre of Excellence's decision within 10 working days of an event taking place that leads to the implementation of this policy. Reasons for the decision are included in the letter sent to students. Students are informed of their right to access the Complaints and appeals process within 20 working days of the date on the letter received from the College notifying them of a College decision.
- 7.7 All documentation relating to cancelling an enrolment is stored in the students' file and the Department of Home Affairs/ Department of Education is notified via PRISMS of the decision to cancel the enrolment.
- 7.8 No cancellation action is taken until 20 working days from the date of the letter notifying the student of the College's intention has elapsed, or the outcome of any appeal is known, or the student withdraws from the appeal process.
- 7.9 The Centre of Excellence may decide to cancel a student's enrolment before the 20 days has elapsed or before the conclusion of the appeal process is known or if there are extenuating circumstances. e.g. serious risk being posed to the student, other students and/ or The Centre of Excellence staff by maintaining the student's enrolment.

## **8. Appealing The Centre of Excellence decisions**

- 8.1 On receiving notification from The Centre of Excellence of its decision in relation to their request to defer, suspend or cancel their enrolment, the student can appeal The Centre of Excellence decision via The Centre of Excellence Complaints and Appeals policy and procedure.
- 8.2 Appeals must be lodged in writing on the Complaints and Appeals form accompanied by verifiable supporting documentation/ evidence.
- 8.3 Complaints and appeals forms are found in the International student handbook, available from The Centre of Excellence reception, website or on request from [studentsupport@coe.edu.au](mailto:studentsupport@coe.edu.au).

- 8.4 Complaints and appeals forms are to be submitted to the Academic Coordinator, The Centre of Excellence Level 4, 406 Collins Street, Melbourne Victoria 3000 or to [studentsupport@coe.edu.au](mailto:studentsupport@coe.edu.au).
- 8.5 Full details of the Complaints and Appeals policy can be found in the International Student handbook, available from the reception, or on request from [studentsupport@coe.edu.au](mailto:studentsupport@coe.edu.au).
- 8.6 Students have 20 working days from the date on the letter notifying them of the College's intention to lodge an appeal against The Centre of Excellence decision.
- 8.7 Students must attend all scheduled classes during the complaints and appeals process (if an appeal is lodged).

## **9. Suspending/ cancelling enrolments**

- 9.1 The Centre of Excellence waits until 20 working days after notifying the student of The Centre of Excellence's intention has elapsed, or the outcome of any appeal is known or the student withdraws from the appeal process before suspending or cancelling an enrolment.
- 9.2 Enrolments are suspended or cancelled via PRISMS with reasons noted and all documentary evidence placed in the students file.
- 9.3 Students are notified of the impact of suspending and/ or cancelling their enrolment has on their student visa at all stages during the relevant process in person and in formal communication from The Centre of Excellence. Students are also advised to contact the Department of Home Affairs to identify the impact of any change to their enrolment on their student visa. Contact details: 131 881.
- 9.4 All documentation relating to cancelling a student's enrolment is stored in the students' file.

### **Documents to be employed when implementing this policy and procedure:**

- International student handbook
- Enrolment form
- Written agreement
- Course progress, Fees & refunds and Complaints & appeals policies and procedures
- Student Management System
- Student files
- Application to defer, suspend or cancel enrolment
- Complaints and appeals form
- Course progress and Attendance warning letters (at risk and at high risk)
- Intention to report letter
- Report letters
- Breach of Code of Conduct letters