



Deferral, Suspension, or Cancellation of Student Enrolment Policy and Procedure

Version 2.0

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1 Purpose

This policy outlines the systematic procedures governing the deferral, suspension, or cancellation of student enrolments at the Matic International College (the college). This policy facilitates the assessment, approval, and documentation of deferral, suspension, or cancellation of enrolments, whether initiated by students or the college. The objective is to adhere to Standard 9 of the National Code 2018, ensuring transparency, fairness, and consistency in managing enrolments while complying with regulatory standards. The policy specifies the conditions under which deferral, suspension, or cancellation may take place, delineates the rights and responsibilities of both students and the college in these instances, and provides a detailed guide on the required procedures.

2 Scope

This policy applies to the CEO, the Student Support Officer, the Admission Team, other relevant college staff and students of the college.

3 Terms and Definitions

Term	Definition
The college	Matic International College
National Code 2018	National Code of Practice for Providers of Education and Training for Overseas Students 2018.
CRICOS	Commonwealth Register of Institutions and Courses for Overseas Students.
ESOS Act	Education Services for Overseas Students Act 2000
PRISMS	Provider Registration and International Student Management System.
CEO	Chief Executive Officer
Appeal	A written formal request by a student seeking a review or reconsideration of a decision regarding the deferment, suspension, or cancellation of their enrolment by an alternative deciding authority.
CoE	Confirmation of Enrolment is an electronically issued document by the college for prospective overseas students, required to accompany their student visa application. It serves as confirmation of the eligibility of the overseas student to enrol in the specific course offered by the college. The CoE includes details such as the course of study and the duration within which the student is expected to complete the course.
Compassionate or compelling circumstances	Compassionate or compelling circumstances, as outlined in this policy, include but are not limited to:- <ul style="list-style-type: none"> a) Serious illness or injury: Instances where a student provides a medical certificate, substantiating their inability to attend classes. b) Bereavement of close family members: Such as the loss of a parent or grandparent. c) Major political upheaval or natural disaster in the student's home country: Emergency travel necessitated by events significantly impacting the student's ability to continue their studies. d) Traumatic experiences: For example, involvement in or witnessing a serious accident, or being the victim of a serious crime (supported by a police or psychologist report).

	e) College is unable to offer a pre-requisite unit, or the student failing a prerequisite unit resulting in a shortage of relevant units necessary for enrolment.
Medical Certificate	A signed declaration from a licensed medical practitioner, health professional, or an authorised health specialist confirming a specific timeframe during which a student has been or is impacted by a medical condition affecting their participation and/or attendance. This medical certificate may be provided by the medical and health practitioners registered under the Health Practitioner Regulation National Law, including but not limited to general medical practitioners, dentists, optometrists, osteopaths, psychologists, chiropractors, physiotherapists, podiatrists, and approved other health specialists.
Student Conduct Rules	Defines the behavioural and learning standards expected from students during their study at the college.
Notice of Intention to Report	A written notice received by the student to inform them of the college's intention to defer, suspend or cancel their enrolment and granting them a 20-working-day period to appeal the decision.

4 Policy

The enrolment of a student can be deferred, suspended, or cancelled, either at the student's request due to compassionate and compelling circumstances or at the initiative of the college in response to factors such as breach of visa conditions, non-payment of fees, misconduct, or other conditions stipulated in this policy. The college is mandated to follow a structured procedure for evaluating, approving, and documenting instances of deferral, suspension, or cancellation of student enrolment, maintaining records for all such decisions.

A student is permitted to initiate the deferral or suspension of enrolment only under compassionate and compelling circumstances. The college is obligated to notify the student in writing by issuing a notice of intention before suspending or cancelling enrolment of a student, outlining the potential impact such actions could have on their student visa status. A student's visa would not be cancelled if the deferral is for compassionate or compelling reasons. While a student's visa may be cancelled if the deferral or suspension of the student enrolment is due to: -

- The conduct of the student.
- Reasons other than compassionate or compelling circumstances.
- Compassionate or compelling circumstances that warranted the deferral or suspension of studies cease to exist.
- Submission of fraudulent evidence or documents by the student to the college.

In the event of a deferment, suspension, or cancellation of a student's enrolment, the college is obligated to advise the student to consult the Department of Home Affairs regarding the potential implications for their visa. The implementation of a suspension or cancellation of enrolment will be withheld until the student has been provided an opportunity to participate in the college's internal appeals process, unless there is a foreseeable risk to their health, wellbeing, or that of others.

5 Procedure

5.1 Initiation by the Student: -

A. Deferral or Suspension of Enrolment

- I. In cases of compelling and compassionate circumstances, a student or an authorised representatives (e.g., education agent, guardian) may request a deferral or suspension of enrolment. All supporting documents must be in English or translated into English.
- II. ‘Compassionate or compelling’ circumstances are generally those beyond the student’s control that impact course progress or wellbeing, as outlined in the section “Terms and Definitions” of this policy.
- III. If a student wishes to defer the originally scheduled start date in their valid CoE or suspend enrolment, they can submit a *Deferral or Suspension of Student Enrolment Request Form*, along with any necessary supporting documents. This request can be submitted before the proposed start date or within one month after the specified start date in the CoE. The student support officer will assess the application and take necessary actions upon the approval of the CEO. Upon application of deferral or suspension of enrolment, a deferral or suspension fee shall be levied on the student.
- IV. If the student or the authorised representatives (e.g., education agent, guardian) does not submit the *Deferral or Suspension of Student Enrolment Request Form* either prior to the proposed start date or within one month after the start date specified in the CoE, the student will be notified of the late arrival via phone call and email by the student support officer. The student support officer will check the status of the late-arriving student daily. There are two scenarios that can happen after contacting a student or the authorised person due to late arrival:
 - a. If the student does not commence the course within 28 days of the proposed start date in the student's CoE, and no feedback is received from the student or the authorised representatives, the CoE will be cancelled.
 - b. If the student is unable to start the course due to compelling and compassionate circumstances, it's the student's duty to defer before or within 28 days after the proposed start date.
- V. The student support officer will decide on compassionate or compelling circumstances based on the merits and evidence by the student. Documents will be stored in the college's student management system.
- VI. Prior to deferring or suspending a student's enrolment on compassionate or compelling circumstances, the student support officer shall verify that the student possesses a valid CoE in PRISMS, with a start date aligned with the student's intended date of return to studies.
- VII. Upon granting deferral or suspension of enrolment on compelling and compassionate circumstances, the student support officer may request the student to participate in an Intervention Strategy Plan (ISP)¹ after completing the *ISP Form* to meet course progress requirements and explore the potential for extending the CoE and/or student visa.

B. Withdrawal or Cancellation of Enrolment

The procedure for withdrawing or cancelling enrolment is listed below:

¹ Please refer *Monitoring Student Attendance and Course Progress Policy and Procedure* of the college for more details.

- I. To withdraw from the enrolled course (cancellation of enrolment), the student or their authorised representative (e.g., education agent, guardian) must formally submit the *Withdrawal and Release Form* to the student support officer.
- II. The student support officer is mandated to respond to the student's request within 14 working days.
 - a. During the withdrawal process, the student support officer has the authority to request supporting documents from the student.
 - b. The student support officer may require the student to participate in a consultation session covering feedback, student retention, and the overall conclusion of the withdrawal procedure.
- III. Once the student support officer grants approval for the cancellation of a student's enrollment, the following steps will be taken:
 - a. The enrollment status of the student will be changed to 'Withdrawn/Cancelled' in the student management system of the college.
 - b. The CoE on PRISMS will be cancelled.
 - c. Relevant college staff will be duly notified to proceed with the issuance of any applicable Statements of Attainment and/or transcripts.
 - d. Upon the completion of the cancellation process, the Admission team will furnish the financial details of the student, inclusive of outstanding fees, refunds, and closure of student accounts (e.g., through a credit note or advance payment) to the student support officer. This facilitates the verification of any outstanding balance payments owed by the student to the college.
 - e. Upon completion of the cancellation of enrolment process, the student support officer will proceed to close the student's account on the student management system.

5.2 Initiated by the college: -

- I. The college reserves the right to initiate the deferral, suspension or cancellation of enrolment based on the circumstances, including but not limited to:
 - a. Student misbehaviour, violating the Student Conduct Rules or academic misconduct policy².
 - b. Student in breach of course progress or attendance requirement of 80% by the college, in accordance with Standard 8 of the National Code, 2018.
 - c. The student's failure to pay the fees or continue the course as specified in the *Letter of Offer*.
 - d. Submission of fraudulent evidence or documents to the college.
 - e. Circumstances where the studies of the student cease to exist (e.g., college default, pre-requisite not provided by student, and/or superseded course)
- II. In cases where the college initiates deferral, suspension, or cancellation of enrolment, the student will receive a notice of intention to report from the student support officer.
- III. Additionally, the student will be notified of a twenty (20) working day period to appeal the decision of the college to defer, suspend or cancel his/her enrolment through the internal complaints and appeal process³.

² Refer to the *academic misconduct policy and procedure* of the college.

³ Please refer to the *Complaints and Appeal Policy and Procedure* for more details on the appeal process of the college.

- IV. If the enrolment of the student is deferred, suspended or cancelled due to breaches of course progress and attendance requirements, the college will refrain from executing such actions until the student has exhausted both the internal and external appeal process⁴ or mechanism.
- V. The 20-working day timeframe for students to appeal college decisions will be granted, even if the student's misbehaviour warrants immediate expulsion. Exceptions will only be made when the student's wellbeing or the wellbeing of others is at risk. If the college does not provide the 20-working day timeframe, the student support officer will document circumstances indicating a potential risk to wellbeing. These circumstances may include but are not limited to cases where student:
 - a. Has medical concerns, severe depression or psychological issues which may lead the college to fear for the student's wellbeing.
 - b. Has engaged or threatens to engage in behaviour that is reasonably believed to endanger the lives of the student or others.
 - c. Is at risk of committing a criminal offence.
- VI. If a student's internal appeal challenging the decision of the college to cancel his/her enrolment is rejected, and the appeal deadline has passed, the college is obligated to take the following actions:
 - a. The student will be advised by the student support officer, as per the notice of intention to report, to seek advice from the Department of Home Affairs regarding potential impacts on their student visa.
 - b. If the college upholds the decision to cancel the student's enrolment, the student will be notified of the outcome and their right to initiate an external appeal, following the *Complaint and Appeal Policy and Procedure* of the college.
 - c. The student support officer will change the enrolment status of the student to 'Withdrawn/ Cancelled' in the college's student management system.
 - d. Student support officer shall cancel the CoE of a student on PRISMS.
 - e. Relevant college staff will be informed to proceed with the issuance of relevant Statements of Attainment and/or transcripts, if applicable.
 - f. Upon completion of the enrolment cancellation process, the Admission team will furnish the financial details of the student, including any outstanding fees and refund, and closure of student accounts (e.g., with a credit note or advance payment) to the student support officer for verification of outstanding balance payments owed by the student.
 - g. Upon completion of the enrolment cancellation process, the student support officer will close student's account on the student management system.

5.3 Obligation of the College

- I. Before deferring, suspending, or cancelling enrolment, the student support officer shall provide the student with notice of intention to report, informing them that changes to their enrolment may affect their student visa status. The student is advised to seek advice from the Department of Home Affairs on the potential impact on their visa.
- II. The student support officer and/or the admission team shall maintain records of all decisions relating to deferral, suspension or cancellation of student enrolments, including supporting evidence provided by the students. The college shall maintain records of all deferrals,

⁴ Please refer to the *Complaints and Appeal Policy and Procedure* for more details on the appeal process of the college.

suspensions and cancellations of enrolment in the *Deferral, Suspension or Cancellation of Student Enrolment Register*.

- III. When a student enrolment is deferred or suspended, the student support officer shall notify the Department of Education and Training through PRISMS.
- IV. Before deferring, suspending, or cancelling a student's enrolment, the college student support officer shall notify the student through the notice of intention to report about the potential impact on their student visa.
- V. Upon updating PRISMS regarding deferral, suspension, or cancellation of student's enrolment, the college shall have three possible outcomes for the CoE:
 - a. The college may inform the Department of Education and Training through PRISMS that they are deferring or suspending an overseas student's enrolment **for a specific period without affecting the COE's end date**. In this scenario, there will be no modifications to the CoE on PRISMS – the student will remain listed as studying. However, the notice of deferment or suspension will be recorded in PRISMS.
 - b. The college may inform the Department of Education and Training through PRISMS of the decision to defer or suspend a student's enrolment **for a period that will affect the CoE's end date**. PRISMS will cancel the original CoE and promptly offer the college the opportunity to generate a new CoE with a more suitable end date. If the college lacks information about the student's return date, it can choose to delay creating a new CoE until the student has notified it of the intended return date.
 - c. The college may inform the Department of Education and Training through PRISMS about its intention to **permanently cancel (terminate) the student's enrolment**. Once this process is complete, the student's CoE status will be categorised as 'withdrawn/cancelled'.
- VI. Irrespective of the circumstances leading to a student's enrolment being deferred, or suspended, the period of suspension of enrolment, as updated in the PRISMS shall not be factored into the calculation of attendance during the attendance monitoring process.

5.4 Complaint and Appeal process

Students who seek appeal (both internally and externally) against a decision regarding deferral, suspension or cancellation of their enrolment may follow the college's complaints and appeals policy and procedure.

6 Monitoring and Feedback

The admission team is responsible for supervising and monitoring the activities and performance of the student support officer in matters related to the deferral, cancellation, or suspension of student enrolment to ensure compliance with this policy and standard 9 of the National Code 2018. The admission team will collect feedback from students, student support officer, and other relevant college staff at least once a year. This feedback will be used to assess and identify areas of improvement in this policy and the process of deferral, suspension, or cancellation of enrolment. The admission team shall present the feedback and results of the evaluation to the CEO or any person appointed by the CEO for his approval.

7 Continuous improvement

The CEO or any person appointed by the CEO will leverage the feedback and results of the feedback evaluation provided by the admission team to instigate and lead enhancements in the policy. Through a comprehensive evaluation of the feedback, the CEO or any person appointed by the CEO may also identify specific areas that require modification. Additionally, the CEO or any person appointed by the CEO will conduct an annual review of this policy to ensure its consistent alignment with the evolving needs of the students and the college, the laws, and regulations, and ensure its continual relevance and effectiveness.

8 Version Control

Current Version	2.0
Approved by	CEO