

# Deferment, Suspension or Cancellation of Student Enrolment Policy

## 1.0 PURPOSE

- 1.1 The purpose of this policy is to ensure that students are provided with the information of deferment, suspension or cancellation of their enrolment.
- 1.2 This policy is designed in accordance of the National Code 2018(standard 9)
- 1.3 Suspension of enrolment can be initiated by the student and is not necessarily related to misbehaviour.
- 1.4 All of the above fall under student course variation (SCV) in PRISMS

Definitions	
<b>Deferment:</b>	To temporarily put studies on hold (put off, holdup, postpone)
<b>Suspension:</b>	To temporarily put studies on hold (suspend, stoppage, push back)
<b>Cancellation:</b>	Cessation or ending enrolment
<b>Compassionate or compelling circumstances</b>	<p>Compassionate or compelling' circumstances are generally those beyond the control of the overseas student and which have an impact upon the overseas student's course progress or wellbeing. These could include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• serious illness or injury, where a medical certificate states that the overseas student was unable to attend classes;</li> <li>• bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided);</li> <li>• major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the overseas student's studies;</li> <li>• a traumatic experience, which could include:               <ul style="list-style-type: none"> <li>○ involvement in, or witnessing of a serious accident; or</li> <li>○ witnessing or being the victim of a serious crime, and this has impacted on the overseas student (these cases should be supported by police or psychologists' reports); or</li> </ul> </li> <li>• where the registered provider was unable to offer a pre-requisite unit, or the overseas student has failed a prerequisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol.</li> </ul>

## 2.0 INSTITUTE INITIATED DEFERMENT, SUSPENSION AND CANCELLATION

### 2.1 CMI may defer / suspending student enrolment under the following circumstances:

- misbehaviour by the overseas student;
- the overseas student's failure to pay the required amount to undertake or continue the course as stated in the written agreement; or
- a breach of course progress or attendance requirements by the overseas student.

### 2.2 Institute may cancel a student's enrolment under the following circumstances:

- Serious breach of the Code of Student Behaviour (for e.g. misbehaviour, failure to pay tuition fee for course, not meeting visa requirements such as breach of course progress or attendance requirements)
- Failure to adhere to course progress and intervention strategy agreed in accordance with the CMI. If the student fails to comply with agreed improvements required to achieve satisfactory course progress, etc., CMI will issue a letter to notify the student 'intention to report' (allowing the student to access Institute Internal Complaints and Appeals process within 20 working days).
- Non payment of overdue fees
- Where the student does not commence studies in a course when they are due to commence and they have not notified CMI in writing within 14 days of the course commencement, and then student enrolment will be cancelled on the basis of Non-Commencement of Studies.
- Where the student has not completed his or her course and does not return to studies after a break and has not notified CMI in writing of any reason within 14 days. Under these circumstances, student has 'inactively' advised the Institute that they will not be continuing their studies and his or her enrolment will be cancelled.

### 2.3 PROCEDURE

- Students who want to defer, suspend or cancel their enrolment must fill Deferment, Suspension or Cancellation Request Form available from CMI reception or on the CMI's website <http://cmi.vic.edu.au/>.
- The filled form can be submitted by using any one of the following methods;
  - In person (preferred method): On Campus-Melbourne Campus: Level 6, 460 Bourke Street Melbourne, Victoria 3000 Australia
  - By Email: info@cmi.vic.edu.au
  - By Mail: Melbourne Campus: Level 6, 460 Bourke Street Melbourne, Victoria 3000 Australia
- Deferment, Suspension or Cancellation Request Form must be submitted within 10 working days. The fees are \$250.
- A written notice, indicating CMI Intent to Defer, Suspend or Cancel will be issued to the student by post or email. A record will be placed on the Student's File.
- If the request is denied, the student will be informed in writing and the student will be provided with an opportunity to access CMI's internal Complaint and Appeal process within 20 days of the date of this letter.
- During the Complaints and Appeals process period, the student's enrolment will be maintained until such processes are complete. CMI reserves the right to withdraw learning opportunities if the circumstances deem this to be so.
- Once the Complaints and Appeals procedure is completed, CMI will notify DHA, through PRISMS of the change of enrolment status, if the appeal is not upheld. All outcomes will be recorded in the Student's File.
- If the outcome of the internal appeals process is unsatisfactory, Students can access the External appeals process in accordance with the Complaints and Appeals Policy.
- It is the student's responsibility to collect revised eCoE from the institute for any deferral/suspension made. CMI will advise the Department of Home Affairs (DHA) of the revised end date of the course via PRISMS.
- The student can also use the eCoE to inform the Department of Home Affairs (DHA) of the revised end date of the course where their visa requires extension.
- Requests for suspension will not be accepted for students who are being monitored for intervention strategy, or about of being cancelled for course progress, overdue payments due or in breach of the

Student Code of Conduct.

- CMI will update students details on PRISMS when students' studies are deferred or suspended, COE Variation will include student's contact details and the expected duration of the deferment or suspension and the date when deferment or suspension starts. CMI will update details on PRISMS when a student's studies are terminated (whether by the student), COE Variation will include student's contact details, the day the student's studies are terminated and the last day of the student's studies.

### **3.0 STUDENT INITIATED DEFERMENT, SUSPENSION OR CANCELLATION**

#### **Students Initiated deferral**

- 3.1 A student wishing to defer an enrolment can do so prior to the commencement of the course. Student will be required to complete the Deferment, Suspension or Cancellation Request Form and submit this to Student Administration for approval.
- 3.2 A decision will be made within 5 working days. If the request is approved, the student's course variation will be reported in PRISMS and student will receive a new COE (if applicable). Student will be informed via email of the outcome of their application.
- 3.3 This deferral will be formally granted by CMI. All relevant documentation will be kept on the student's file.

#### **Student initiated suspension**

- 3.4 In the event a student wishes to suspend enrolment in their course, they must complete Deferment, Suspension or Cancellation Request Form must be completed and submitted to the Administration Manager or Student Administration Department with all supporting documentation.
- 3.5 The Deferment, Suspension or Cancellation Request Form is available on CMI's website <http://cmi.vic.edu.au/> and can also be made available from the reception.
- 3.6 This form must be submitted at least 10 days prior to the request for suspension. The maximum period of suspension is six months and only in limited circumstances described above will suspension be granted. Upon receipt of this application, a written notification will be issued to the student advising them of the outcome of the application.
- 3.7 CMI may decide to accept Deferment, Suspension or Cancellation Request Form on the following grounds:
  - On medical grounds (with supporting documents). or
  - Compassionate and compelling circumstances

Deferment/Suspension fees of \$250 will be charged. Students can reapply for suspension which shall be done prior to 10 working days of the expiry of their previous suspension period. A fee of \$250 will be charged for re-applying for suspension and a maximum of 6 months of suspension will be granted. Students will be informed in writing of the outcome of their application for suspension and inform the student of the need to seek advice from Immigration on the potential impact on his or her student visa. According to section 19 of ESOS act, Student's course variation will be reported in PRISMS and student will receive a new COE (if applicable). All relevant documentation for the suspension will be kept on the student's file.

#### **Student initiated cancellation**

- 3.8 In the event a student wishes to cancel enrolment in their course, they must complete the Deferment, Suspension and Cancellation Form and attach the relevant supporting documentation. This form is to be

submitted Student Administration. If the student has not completed six months of their principal course, they must attach a Letter of Offer from the new provider. This is required under Standard 7 of the National Code 2018 and further information can be gained from the 'Transfer between Providers Policy and Procedure'. Upon receipt of an application to cancel, CMI will notify the Department of Education, Skills and Employment through PRISMS that it wishes to permanently cancel (terminate) the overseas student's enrolment. Once this process is complete, the overseas student's CoE status will be listed as 'cancelled'. The student will receive written notification of the outcomes of this application. All relevant documentation for the cancellation will be kept in the student's file.

#### 4.0 IMPACT OF DEFERRAL, SUSPENSION AND CANCELLATION

- Deferment, suspension and cancellation may affect the student's visa.
- DHA may cancel a student's visa if the student is suspended for more than six months.
- It is a requirement by the DHA that if an international student's enrolment is suspended for 28 days or more, then they must return home unless special circumstances can be substantiated.
- If a Student defers, suspends or cancels enrolment, then all fees owed to Institute will be due as set out in the Student Agreement.

#### 5.0 Students Right to appeal (Complaints and Appeals)

- Student has the right to appeal through CMI's complaints and appeals process, in accordance with Standard 10 (Complaints and appeals), within 20 working days from the date of issue.
- The suspension or cancellation of the overseas student's enrolment under Standard 9.3 cannot take effect until the internal appeals process is completed. This applies even if an overseas student's misbehaviour is grounds for immediate expulsion, unless the overseas student's health or wellbeing, or the wellbeing of others, is likely to be at risk

Note: When there is any deferral, suspension or cancellation action taken under standard 9 of National code 2018, the CMI will:

- inform the overseas student to seek advice from the Department of Home Affairs on the potential impact on their visa if enrolment has been deferred, suspended or cancelled
- report the change to the overseas student's enrolment under section 19 of the ESOS Act.

The student does not have to be given the opportunity to appeal CMI initiated deferral, suspension or cancellation of enrolment when the student's health or wellbeing, or the wellbeing of others, is likely to be at risk. CMI will keep evidence to support this.

This may include, but is not limited to when the student:

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