



# Deferring, Suspending or Cancelling Enrolment Policy - International

**Policy Code:** INT-004

**Version:** 15.0

**Effective Date:** 8 June 2020

## Purpose

This Policy sets out the way deferral, suspension or cancellation of enrolment of international students will be managed, including those requested and those actioned due to other circumstances. This Policy is consistent with the *National Code 2018* and the *Education Services for Overseas Students Act 2000 (Cth)*.

**Definition of “College”** – *The Australian College of Natural Medicine Pty Ltd (ACNM) trades as Endeavour College of Natural Health and FIAFitnation. 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 trading names / entities.*

**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 (working holiday visa, tourist visa, student visa etc.) or offshore as an online student. Information that applies only to students studying on specific visa classes (e.g.: Student Visa) is specified when relevant. It should be noted that all international students pay fees specified for international students, regardless of visa subclass.*

## Scope

- All campuses
- All international students

## Policy Statement

Students can apply, in writing, for deferral, suspension or cancellation of their course enrolment using the *Defer, Suspend or Cancel Enrolment Form - International* in the circumstances set out in this Policy.

In addition, the College can suspend or cancel an international student’s enrolment under certain circumstances set out in this policy.

This Policy is divided into two clearly differentiated sections. Part A of this Policy applies to all international students and outlines the majority of the Policy. Part B of this Policy applies only to international students on a student visa and sets out the College’s obligation to record all variations to the enrolment of student visa holders through PRISMS.

## Part A

**Note: This section applies to ALL international students, regardless of visa arrangements or course of study.**

## Deferral

A deferral is the postponement of commencement date of the course and can only be initiated by a student. A student may only apply defer their enrolment in compassionate and compelling circumstances. The student must notify the College of the intent to defer commencement of a course using the *Defer, Suspend or Cancel Enrolment Form - International* citing compassionate and compelling circumstances as detailed in the *Special Consideration Policy* -



**Higher Education.** Commencement of a course may not be deferred in excess of six (6) months and acceptance of the deferral request is at the discretion of the College. Deferral can only occur at the beginning of a course.

## Suspension

A suspension is an interruption to the student's course and can be initiated by either the College or the student.

A student may only apply to suspend their enrolment in compassionate and compelling circumstances. The student must notify the College of the intent to suspend a course using the *Defer, Suspend or Cancel Enrolment Form - International* and citing compassionate and compelling circumstances as detailed in the *Special Consideration Policy - Higher Education*. Students can only suspend up to 12 months of their course over their time at the College and will only be allowed a maximum of two (2) requested suspension periods (totalling up to 12 months). Approval of the student's suspension request is at the discretion of the College.

The College may initiate the suspension of a student's enrolment if:

- The student significantly breaches the *Student Code of Conduct - HE* or as a consequence of other significant student misbehaviour as set out in the *Student Misconduct Policy – Higher Education*.
- The student fails to pay fees as stated in the written agreement.
- The student breaches course progress or attendance requirements (in line with *the Course Duration and Progress Policy – International* and the *Attendance Policy – International VET*).

If the suspension is initiated by the College, the College will inform the student in writing of its intention to suspend the student's enrolment and notify the student that they have 20 working days to access the College's Complaints and Appeals processes (as set out in the *Complaints and Appeals Policy - International*). If the appeals process is activated, the suspension of the student's enrolment cannot take effect until the complaints and appeals process is completed or timeframes exhausted, unless extenuating circumstances relating to the welfare of students apply.

Any claim of extenuating circumstances must be supported by appropriate evidence.

## Cancellation

Cancellation is withdrawal of the student from enrolment in a course and can be initiated by either the College or the student.

A student may initiate a cancellation of their enrolment at any time for any reason. The student must notify the College of the intent to suspend a course using the *Defer, Suspend or Cancel Enrolment Form - International*. Students who initiate a cancellation should consider the financial penalties they may incur when submitting an application (refer to the *Refund Policy - International*). If cancellation occurs after the nominated Census Date, students must also consider any *Academic Penalties* that may be incurred as set out in this Policy.

The College may initiate the cancellation of a student's enrolment if:

- The student significantly breaches the *Student Code of Conduct - HE* or as a consequence of other significant student misbehaviour as set out in the *Student Misconduct Policy – Higher Education*.
- The student fails to pay fees as stated in the written agreement.
- The student breaches course progress or attendance requirements (in line with the *Course Duration and Progress Policy – International* and the *Attendance Policy – International VET*).
- The student is or will be unable to meet the entry requirements and / or conditions of enrolment for a course. This includes failure to obtain and maintain approval to work with children through a positive Working With Children Check (or its equivalent, unless an exemption applies) and / or a valid first aid certificate, where these are required as part of practicum components of courses. Refer to the *Working with Children Checks Policy*.



If the cancellation is initiated by the College, the College will inform the student in writing (*Intent to Cancel Enrolment Template* or *Cancellation Notice Provider Default Template*) of its intention to cancel the student's enrolment and notify the student in writing that they have 20 working days to access the College's Complaints and Appeals processes (as set out in the *Complaints and Appeals Policy - International*). If the appeals process is activated, the cancellation of the student's enrolment cannot take effect until the complaints and appeals process is completed or timeframes exhausted, unless extenuating circumstances relating to the welfare of students apply.

Any claim of extenuating circumstances must be supported by appropriate evidence.

## Withdrawal at subject level

Students who wish to request withdrawal from one or more subjects (but not the entire course), either to change to a different subject/s or not must:

- Complete an *Add or Drop Subject Form – International - Student Visa* or *Add or Drop Subject Form – International - Temporary Visa*
- Submit the form to Student Services.

If the withdrawal request is granted by the College, Student Services will:

- Initiate investigations as to why the student withdrew (e.g. possible 'Student at Risk' process to be initiated)
- Inform the Office of Student Records.

The Office of Student Records will:

- Record the relevant 'withdrawn' status for the subjects on the student's record (on the Student Management System).

## Penalties for Cancellation

### Academic Penalties

In each Semester:

- Up to the end of Week 4 - academic record for that subject is removed from student record
- After Census Date - Withdrawal with academic failure – Fail grade recorded.

Census Date information is available on the College website and on the annual Student Calendars.  
<https://www.endeavour.edu.au/>

### Financial Penalties

Depending on timing of and reason for deferral, suspension or cancellation of enrolment, some financial penalties may apply and some or all of the fees paid may be refundable. Please refer to the *Refund Policy - International* for full details of applicable refunds.

## Responsibility

The responsibility for executing this Policy lies with:

- Student Services staff
- National Quality, Governance and Compliance Manager
- National Sales and Admissions Manager
- National Student Records Manager
- Director, Student Services and Retention.



## Record Keeping

The College will fully document, and keep on record in the student's file, all correspondence, documentary evidence and associated materials of the assessment of the student's application for deferral, suspension or cancellation of enrolment.

## Part B

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

If the student is studying on a student visa, the College must notify the Department of Education and Training and the Department of Home Affairs (Immigration) as required under section 19 of the *Education Services for Overseas Students Act 2000 (Cth)* 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.

Deferral of a student's enrolment will be reported as soon as practicable after the student has been granted deferral (within 7 days of approval).

Any suspension or cancellation of the student's course enrolment under this policy will be reported via the Provider Registration and International Student Management System (PRISMS) as soon as practicable after the complaints and appeals process is completed or exhausted (within 14 days). The student will be issued with the relevant *Suspension Notice* or *Cancellation Notice* on the same day.

If the student has indicated that they have engaged an education agent, the agent will also be notified upon suspension or cancellation of the student's enrolment.

## Definitions

**Agent** - An accredited person or organisation with the authority to promote the College's courses and services to Students or intending Students in nominated regions.

**Cancellation** - A permanent interruption to a student's study program and can be either initiated by either the college or student.

**Compassionate or compelling circumstances** - Those circumstances beyond the student's control, and / or the circumstances made it impracticable for the student to complete the requirements of the course. These include, but are not limited to:

- Medical reasons: Where the student's medical condition has changed to such an extent that they are unable to continue with their studies.
- Family / Personal reasons: Such as death or severe medical problems within a family, or unforeseen family financial difficulties, such that it is unreasonable to expect the student to continue with their studies.

Further details are outlined in the *Special Consideration Policy - Higher Education*.

**Course-related reasons** - Where the College has changed the subject or course originally offered and the person is disadvantaged by either.

**Deferral** - The postponement of commencement date of the course and is initiated by the student.



**ESOS – Education Services for Overseas Students.** A legislative framework, administered by the Australian Government, addressing the responsibility of education institutions towards overseas students.

**Extenuating Circumstances relating to the welfare of the student** - These circumstances may include, but are not limited to the following situations when 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.

**Misbehaviour** - This is defined by the *Student Code of Conduct - HE* and includes breaches of any College role or instruction or fails to comply with the lawful direction of a College officer. This includes breaches of any College policy, including those relating to intellectual property, discrimination, computer or library facilities, health and safety, ethics and professional standards.

**PRISMS** - Provider Registration and International Student Management System. The Department of Education and Training's database for international student management and communication with the Department of Human Affairs (Immigration).

**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.

**Suspension** - A temporary interruption to the study program of the student, and can be initiated by either the College or student.

## Related Procedures

*Deferring Suspending or Cancelling Enrolment Procedure - International*



## Further Information

### Related Policies

*Attendance Policy – International VET*  
*Complaints and Appeals Policy - International*  
*Course Duration and Progress Policy – International*  
*Fees Policy - International*  
*Refund Policy - International*  
*Special Consideration Policy - Higher Education*  
*Student Code of Conduct - HE*  
*Student Misconduct Policy - Higher Education*  
*Working with Children Checks Policy*

### Related Documents

*Add or Drop Subject Form - International - Student Visa*  
*Add or Drop Subject Form - International - Temporary Visa*  
*Cancellation Notice*  
*Cancellation Notice Provider Default Template*  
*Defer, Suspend or Cancel Enrolment Form - International*  
*Entry Requirement Warning Letter Template*  
*Intent to Cancel Enrolment Template*  
*Suspension Notice*

### Guidelines

Not Applicable

### Benchmarking

Not Applicable

### Supporting Research and Analysis

Australian Government, Department of Education and Training. (n.d.). The ESOS legislative framework. Retrieved from <https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/ESOS-Regulations/Pages/default.aspx>

### Related Legislation

*Education Services for Overseas Students (Registration Charges) Act 1997 (Cth).*  
*Education Services for Overseas Students (TPS Levies) Act 2012 (Cth).*  
*Education Services for Overseas Students Act 2000 (Cth).*



*Education Services for Overseas Students Regulations 2001 (Cth).*

*Migration Act 1958 (Cth).*

*National Code 2018 (Cth).*

## Review and Approval

### Policy Author

Quality and Compliance Coordinator

### Policy Owner

Director, Student Services & Retention

### Contact

Director, Student Services & Retention

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### Approval Body

College Council

Meeting date: 17 February 2017

### Policy Status

Revised

### Responsibilities for Implementation

- Director, Student Services & Retention
- National Admissions Centre staff
- National Manager Student Experience
- National Quality, Governance & Compliance Manager
- National Sales and Admissions Manager
- National Student Records Manager
- Student Services staff

### Key Stakeholders

- Director of Education
- Director, Student Services & Retention
- International education agents
- International students
- National Admissions Centre staff
- National Manager Student Experience



- National Quality, Governance & Compliance Manager
- National Sales and Admissions Manager
- National Student Records Manager
- Student Services staff