



# DEFERMENT, SUSPENSION AND CANCELLATION POLICY AND PROCEDURE

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## 1.1 PURPOSE

The purpose of this policy is to establish the processes by which Southeast College will assess applications from international students for deferral (delayed commencement), suspension (leave of absence) or cancellation (withdrawal) of their enrolment to ensure compliance with the National Code 2018 – Standard 13.

## 1.2 DEFINITIONS

- Deferment – postpone the start of study
- Suspension – temporarily put studies on hold (will already be enrolled)
- Cancellation – permanently cancel an enrolment
- Non-Commencement – student does not commence on their expected start date of their CoE and has not contacted to defer their course

## 1.3 DEFERRING

Students wishing to defer or temporarily suspend their enrolment may only do so when there are compelling or compassionate circumstances. Compelling or compassionate circumstances may include, but are not limited to:

- Serious illness
- Serious illness or death of a family member necessitating a return to the student's home country
- Serious injury
- Major upheaval in home country requiring student to return home
- Natural disaster
- Unavailability of courses
- Visa delay

If a student wishes to defer, they must complete a Deferment, Suspension or Cancellation of Enrolment Form and lodge with Southeast College prior to course commencement. They must also attach any documentary evidence verifying their situation (for example, a medical certificate). Southeast College will assess the application and make a decision within seven business days. Deferment of studies is allowed for a maximum period of six months. If an international student's application for deferral or suspension is approved, Southeast College will notify the Department of Home Affairs through Provider Registration and International Student Management System (PRISMS). If the application is successful, a new CoE will be issued to the student.



## 1.4 SUSPENSION

If a student wishes to suspend their studies, they must complete a Deferment, Suspension or Cancellation of Enrolment Form and lodge with Southeast College. They must also attach any documentary evidence verifying their situation. Suspension of studies will only be granted if the application meets certain criteria:

- Compelling circumstances such as:
  - Serious illness or injury, where a medical certificate states that the student was unable to attend classes.
  - Bereavement of a close family member such as a parent or grandparent (where possible a death certificate should be provided)
  - Major political upheaval or natural disaster in the home country requiring emergency travel; or
  - A traumatic experience such as involvement in, or witnessing of a serious accident, or witnessing or being the victim of a serious crime. Such cases as these should be supported by reports from police or psychologists.
- Compassionate grounds.

Suspension of studies is allowed for a maximum period of six months. If an international student's application suspension is approved, Southeast College will notify the Department of Home Affairs through Provider Registration and International Student Management System (PRISMS). If the application is successful and where applicable a new CoE will be issued to the student.

## 1.5 SUSPENSION OR CANCELLATION OF ENROLMENT BY SOUTHEAST COLLEGE

Southeast College has the right to cancel or suspend a student's enrolment in the following circumstances:

- If a student submits fraudulent documents to gain admission to Southeast College
- If a student does not maintain satisfactory course progress in accordance with the Course Progress Policy for international students
- If a student does not commence on their expected start date of their CoE and has not contacted Southeast College within 7 calendar days to defer their course.
- If the student behaves in a way which could potentially bring the college into disrepute
- If a student does not pay the required fees
- If a student behaves in a way that is a threat to their own health and safety and/or a threat to the health and safety of another student or staff member.
- If the student has received two formal warnings from the college for disobeying College rules. A formal warning will be issued if a student:
  - Disobeys any College rules as set out in the Student Handbook
  - Knowingly engages in material plagiarism, cheating or academic misconduct
  - Does not abide by the email and Internet rules as stipulated by the College
  - Engages in any form of harassment (racial, sexual or verbal) or bullying towards another student or staff member
  - Misuses or wilfully damages College facilities, equipment or property.



## 1.6 CANCELLING AN ENROLMENT

Students wishing to cancel their enrolment must complete a Deferment, Suspension or Cancellation of Enrolment Form and attach all supporting documentation. The student will receive notification in writing of the result of the request. If the student has not completed the first six months of their principal course, they must provide a letter of offer from an alternative provider. See policy on Transfer between Providers.

PLEASE NOTE: Deferring, suspending or cancelling your enrolment may affect your student visa.

## 1.7 NON-COMMENCEMENT OF STUDIES

If a student (whose visa is already granted) does not commence on their expected start date of their CoE and has not contacted Southeast College to defer their course, student will be contacted by Student Services within 2 days of the agreed starting date and will be sent a notification letter.

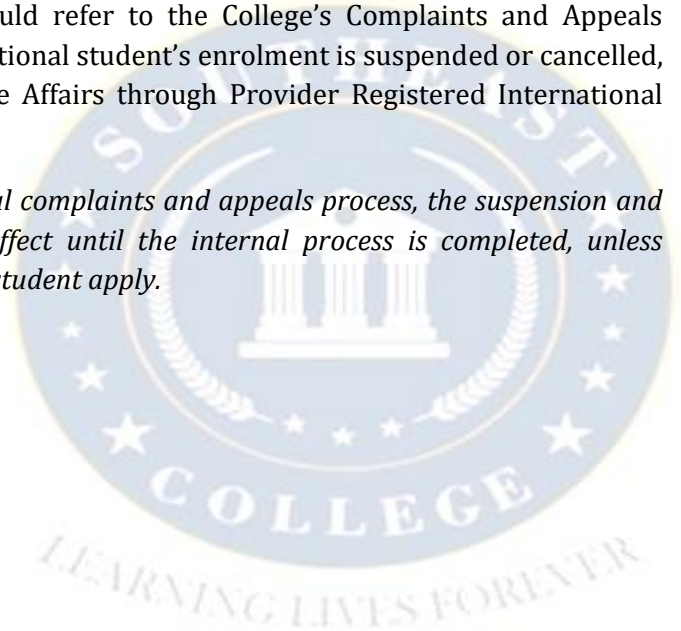
If the student does not commence the course or requests a deferral within 7 days of the agreed starting date, Student Services will send a final warning letter informing the student of the Intention to Cancel due to non-commencement.

Southeast College will initiate the process to report a “non-commencement of studies” within PRISMS within 14 days of the agreed starting date. Students who are reported to DHA through PRISMS for a “Non-commencement of studies” do not have the right to access Southeast College appeals policy.

Southeast College will notify the student in writing of its intention to cancel or suspend their enrolment. Students may appeal against any decision to cancel or suspend their enrolment.

This appeal must be made in writing to the CEO of the College within 20 business days of the date of the Intention to Cancel or Suspend Notice. Students should refer to the College’s Complaints and Appeals Procedures if they wish to lodge an appeal. If an international student’s enrolment is suspended or cancelled, Southeast College will notify the Department of Home Affairs through Provider Registered International Student Management System (PRISMS).

*NB. If the student accesses the Southeast College internal complaints and appeals process, the suspension and cancellation of the student’s enrolment cannot take effect until the internal process is completed, unless extenuating circumstances relating to the welfare of the student apply.*





## Document Control

Version	Date	Author	Change Description
V1.0	June 2022	CEO	Creation of the document
V1.1	June 2024	CEO	Minor changes to the document including formatting and font change

