

# Melbourne Metropolitan College & Langford English College

## MMC PPI14 Deferral, Suspension, Cancellation and Non-Commencements of Student Enrolment Policy & Procedure

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## 1. Table of Reference

Distribution	All staff and students
Related Entities	Active Transition Training Pty Ltd trading as: <ul style="list-style-type: none"> <li>Melbourne Metropolitan College</li> <li>Langford College</li> </ul>
Related Documents	<ul style="list-style-type: none"> <li>MMC_PPI13_Course_Progress_Policy_and_Procedure_V.3_2024</li> <li>MMC_PPI23_Students_Complaints_and_Appeals_Policy_and_Procedure_V.3_2024</li> <li>Students Complaints and Appeals Form</li> <li>Intervention Strategy Academic Action Plan</li> <li>First Academic Warning letter for unsatisfactory course progress</li> <li>Second Academic Warning letter for unsatisfactory course progress</li> <li>Warning letter of Intention to Report for Unsatisfactory Course Progress</li> <li>Intention to Cancel letter</li> <li>Change of Enrolment Status Form</li> <li>MMC_PPI12_Course_Fees_and_Refund_Policy_and_ProcedureV.3_2024</li> <li>Student Handbook – International</li> </ul>
Statutory References	<ul style="list-style-type: none"> <li>National Vocational Education and Training Regulator Act 2011</li> <li>Standards for RTO's 2015</li> <li>National Code of Practice 2018 Standard 7</li> <li>ESOS Act 2000</li> </ul>
Legislative Context	<ul style="list-style-type: none"> <li>Commonwealth Human Rights and Equal Opportunity Commission Act 1986</li> <li>Commonwealth Disability Discrimination Act 1992</li> <li>Commonwealth Disability Standards for Education 2005</li> </ul>



## 2. Policy

Melbourne Metropolitan College will make sure that the ESOS Act and the 2018 National Code of Practice are followed while implementing the student's deferments and suspensions.

## 3. Purpose

This policy describes the procedures for applying for, evaluating, and approving a deferment, suspension, leave of absence, or cancellation of enrolment whether requested by the student or Melbourne Metropolitan College (MMC). It also details the reporting obligations that follow through PRISMS.

In situations where there are compelling or compassionate reasons, students may choose to postpone the start of their program, take a leave of absence, or temporarily halt their studies, as per Standard 9 of the National Code. If a provider decides to suspend or cancel a student's enrolment against the student's preferences, it covers the student's access to complaint and appeals procedures. According to Standard 9, registered providers are only permitted to allow students to postpone or temporarily stop their studies. In some restricted circumstances, they may also give a leave of absence throughout the course by formal agreement.

## 4. Scope

This policy is applicable to all overseas students enrolled at MMC who are studying on-campus and currently in the process of obtaining or have obtained a student visa.

## 5. Definition

**Deferment:** Postponement of the commencement of a course of study. Must occur prior to start of a new academic term or a study period.

**Suspension:** Temporary postponement of an undertaken course of study. May occur at any time during an academic term or a study period.

**Cancellation:** Termination of enrolment.

**Course:** means a course of education or training as defined in the ESOS Act.

**CoE:** Confirmation of Enrolment.



PRISMS: The Provider Registration and International Student Management System.

**Study Period:** A discrete period of study within a course. MMC uses “Term” to define a study period. The term duration, usually a contact period of ten (10) weeks, is considered a study period.

Compassionate or compelling circumstances are generally those beyond the control of the student and which have an impact upon the student’s course progress 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 attend classes
- bereavement of close family members such as parents or grandparents (Where possible a death certificate should be provided)
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student’s studies; or
- a traumatic experience which could include:
  - involvement in, or witnessing of a serious accident; or
  - witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists’ reports)
- where the registered provider was unable to offer a pre-requisite unit; or
- Inability to begin studying on the course commencement date due to delay in receiving a student visa.

## 6. Requirements, Process And Procedure

**Deferral, Suspension, or Cancellation:** At the Institute's Request MMC may also decide to defer, suspend, or cancel a student's enrolment in the following circumstances

- i. Misconduct (described in the Plagiarism and Academic Misconduct Policy and the Student Code of Conduct);
- ii. When implementing its intervention strategy for students at risk of not meeting satisfactory course progress (including when the student is clearly having difficulty in completing the course within the expected duration, as specified on the student's COE);
- iii. When the student behaves in a way that could potentially bring the Institute into disrepute;
- iv. When the student violates the terms of the student agreement (e.g., defaults on fees).

If MMC decides to postpone, suspend, or terminate a student's enrolment, they must notify them in writing.

If MMC decides to postpone, suspend, or cancel a student's studies, the student has 20 working days to challenge the decision. The college will not notify the Department of Home Affairs via PRISMS of a change in the enrolment status until the internal complaints and appeals process is finished.

The student will receive written notice and have twenty (20) working days to use MMC's internal complaints and appeals procedure if the college is the one initiating the deferral, suspension, or cancellation of the student's enrolment.

The students are not notified in the event that the course is canceled prior to its commencement.

When all procedures have been followed and MMC decides to postpone, suspend, or cancel a student's enrolment, a designated member of staff is required to send a PRISMS notification to the Department of Home Affairs within 14 days of the student's enrolment status change.

In the event, of MMC cancelling a student's enrolment due to a breach of a condition of a student visa, MMC's designated staff must give the Department of Home Affairs particulars of this breach via PRISMS as soon as practicable after the breach.

#### Deferring / Suspending a Course of Study: Instigated by Student

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

- i. serious illness or injury, where a medical certificate states that the overseas student was unable to attend classes;
- ii. bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided); major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the overseas student's studies;
- iii. a traumatic experience, which could include:
- iv. Involvement in, or witnessing of a serious accident; or
- v. 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).

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 enroll.

#### General Requirements for Deferment / Suspension of a Course of Study

1. Students will need to substantiate their claims for deferment / suspension with appropriate supporting documentation.



2. Deferral or suspension of studies CANNOT be used for personal travelling, undertaking hobbies, working or taking holidays/ breaks, and will not be approved on such grounds.
3. Students who would like to defer the commencement of their studies or suspend their current course of study must approach the Admissions Department by completing the MMC's Change of Enrolment form by email at [admissions@mmc.edu.au](mailto:admissions@mmc.edu.au)
4. If an application for deferment and suspension is approved or denied, the outcome will be notified to the applicant in writing and, if denied, reasons for the refusal will be given.
5. In the event of an application for deferment or suspension of studies being approved, a designated MMC Administration Officer will notify the Department of Home Affairs (DHA) via PRISMS within 14 days of the change to the student's enrolment status.
6. In case of deferment of an intake, a revised letter of offer with revised payment plan and a revised COE will be sent to the student.
7. In case of suspension of studies, a revised letter of offer with revised payment plan, a revised COE, timetable and a study plan for the units the student might have missed during the suspension period will be sent to the student.
8. Admissions updates the course resumption date on PRISMS by 'Commencing' the COE.
9. Students are not expected to make the payment towards tuition fee during the period of suspension.



## 7. Deferment Of An Intake:

1. The Change of Enrolment Form must be filled out and sent to the student admissions team with verified supporting documentation in order to delay an intake records. The form is available on the MMC website. The first intake deferment request will be accepted at no cost.
2. Following the initial deferral of intake, there will be an administration cost of AUD \$200.00 for each additional deferment request; the Change of Enrolment form won't be processed until the price is paid.
3. At the time of submitting this enrolment form request, the student must make this payment.
4. The completed enrolment form with the deferment dates and the necessary documentation are needed by MMC in order to process the request to postpone the admission date.
5. Any deferment greater than three months will have the current tuition fees applicable.
6. Multiple deferrals can be sought, for example you can apply for a second deferral at the end of the first one; however, MMC will assess each application on its own merits and does not guarantee that any particular application will be approved.
7. Where multiple deferrals add up greater than three-month period, the current tuition fees will be applicable.
8. After obtaining three deferrals/suspensions, if the student still requires another deferral, then the student will be considered as a new enrolment. A new letter of offer with the current tuition fee and non-tuition fee will be applicable.
9. On-shore deferment of studies is considered ONLY on exceptional compassionate reasons assessed by MMC.

## 8. Suspension Of Studies During The Study Of A Course:

1. Applicable for the students who have commenced their respective course in ELICOS or VET at MMC.
2. The students must ensure that they have paid any outstanding fees applicable till the date of request of suspension of studies prior to applying for suspension of studies.
3. The Change of enrolment form can be obtained from MMC website <https://mmc.edu.au/forms-and-policies/>
4. This form must be fully completed and submitted to the admissions team at admissions@mmc.edu.au with verifiable supporting documents.



5. The form must be submitted at least fourteen (14) working days prior to the requested suspension date.
6. The student will be advised to take into consideration the MMC Term Calendar to ensure that the course resumption date can be as per the MMC's intake dates.
7. MMC needs the completed Change of Enrolment form with suspension and resumption dates, up-and-down airplane tickets, and a list of compassionate reasons (medical certificate, death in the immediate family, etc.) in order to process the request for a suspension of studies.
8. After that, the suspension will be handled in a span of fourteen (14) working days.
9. MMC will only consider an on-shore study suspension in cases of extreme compassion.
10. The students who are applying for more than one suspension of studies during their enrolment in same qualification will be assessed for their course progress.
11. If the course progress of the student in the same qualification is unsatisfactory/ or NO progress at all then the student will be advised that he/she may be on the Course Progress Monitoring radar which might affect his enrolment status with us.
12. The second suspension of studies request, or any subsequent suspension requests will be assessed STRICTLY and ONLY after considering the genuineness of the compassionate grounds and the course progress record till date.

## 9. Deferment/Suspension Procedure

### Suspension or deferment procedures

1. The updated start and finish dates are included in a revised offer of letter.
2. Should an intake be postponed; the student is offered the next closest intake date.
3. If a student's studies are suspended, the length of the suspension is determined, and the student is then offered the intake date that is closest to the date of their return from suspension.
4. After that, the processing officer uses PRISMS to notify the Department of Education and Training and the Department of Home Affairs (DHA) that they are postponing or suspending an international student's enrolment for a duration that will impact the COE's expiration date.
5. The Student course variation is created on the original COE and a new COE with a new end date is generated.

### Student Withdrawal /Cancellation of enrolment from a course of study

1. The Current Students who are intending to have their enrolment cancelled from the course/s are required to complete the " Student Change of Enrolment Status Form"

available on the MMC's website and submit this to the student administration department by email support@mmc.edu.au.

2. The students must ensure that they have paid any outstanding course fees till the date of the submission of the withdrawal form.

3. The Student Change of Enrolment Status Form should be accompanied by:

- a valid letter of offer from another provider;
- A detailed email clearly explaining the reasons for seeking withdrawal from MMC's course/s.

4. If a student is intending to withdraw prior to the completion of six months of the principal course of study which is termed as Restricted Period; they should be directed to MMC's website www.mmc.edu.au for the MMC's Transfer between Providers Policy and Procedure which details the requirement of Standard 7 of The National Code of Practice 2018.

5. Once the form is completed and a valid letter of enrolment is attached, the assessment of the student change of enrolment status form will start. The offer from the new provider, a thorough communication outlining the grounds for the withdrawal, and proof of the money paid up to the request date.

6. If the request is for a fully completed form with men's supporting documentation, the evaluation of the request will be performed in five (5) working days. - mentioned previously.

7. After receiving the fully filled form with all the prerequisites listed above and proof that the student has paid the administrative charge, the request will be processed within ten (10) working days.

8. The Possible reasons for refusal of withdrawal and release on PRISMS are mentioned below, but are not restricted to:

- A student requesting a transfer has an inaccurate understanding of what the transfer represents to the study options;
- The student still owes MMC course fees;
- It is suspected that the student is seeking transfer only to avoid being reported to DHA for failure to meet course progress requirements;
- MMC considers this transfer to be detrimental to the student's interests;

9. MMC may take the necessary action in cases when the student needs and requests a release during the restricted period. discretion and take into account the aforementioned factors.

**Important Information:** Visa requirements A student's visa may be affected by a leave of absence, deferral, suspension, or cancellation of enrolment; this is particularly true if the course end data has altered. The Institute advises students to get the right guidance while considering these ramifications. Students do not receive immigration guidance from the Institute.

### Reporting Non-commencement of course - initiated by MELBOURNE METROPOLITAN COLLEGE For New Student

1. MMC cancels the student's enrolment after the Census Date (two weeks) from the date of the course start date and will report to the DHA via PRISMS for Non – commencement.
2. The cancellation of enrolment for non-commencement of a course will incur a non-refundable administration fee of \$300.
3. The student will NOT be entitled for a release from MMC.

#### Current Student (Pathway):

1. If the student previous course falls on the term end date of our Academic calendar (not mid-term) MMC cancels the student's enrolment after the Census date (two weeks) from the date of the course start date and will report to the DHA via PRISMS for Non – commencement.
2. The cancellation of enrolment for non-commencement of a course will incur a non-refundable administration fee of \$300.
3. The student will NOT be entitled for a release from MMC.

## 10. Appeals

Upon decision-making regarding deferral, suspension, cancellation, and/or exclusion for reasons initiated by the student or the Institute, the student will get written notification of the outcome.

For information on filing an appeal against a decision, students should also consult MMC's Complaints and Appeals Policy at [www.mmc.edu.au](http://www.mmc.edu.au)

## 11.Responsibility

The efficient administration and execution of this policy, as well as the dissemination of information regarding how to handle complaints of policy violations, fall within the purview of the Chief Operation Officer and the National Quality and Compliance Manager.

## 12. Version Revisions

12 months from the date of this version, or as required.

### 13. Review Date

Version Number	Date	Reason for change	Prepared By	Approved By
V.3	09/06/2024	Updated and improved	RTO Manager (SC)	CEO (HH)