

Melbourne Metropolitan College & Langford English College

Deferral, Suspension and Cancellation Policy and Procedures

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Purpose of the policy

The purpose of this policy is to outline the circumstances in which a student can defer, suspend or cancel their enrolment with Melbourne Metropolitan College (MMC) and Langford English College (LEC) and where MMC/LEC can initiate the suspension or cancellation of the student's enrolment.

This policy and procedure ensure MMC/LEC's compliance with Standard 9 of the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018.

Policy statements

Deferral and suspension of studies

- Deferral and suspension of studies will only be granted in compassionate or compelling circumstances as mentioned below. The circumstances listed are examples of what may be considered compassionate or compelling circumstances, and each case will be assessed on its individual merits.
- 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
 - a traumatic experience that has impacted on the student which could include involvement in, or witnessing of a serious accident or witnessing or being the victim of a serious crime. Such cases supported by police or psychologists' reports
 - where MMC/LEC is unable to offer a pre-requisite unit
 - inability to begin studying on the course commencement date due to delay in receiving a student visa
- When determining whether compassionate or compelling circumstances exist, MMC/LEC considers documentary evidence provided to support the claim, and stores copies of these documents in the student's file.
- A retrospective deferment or suspension may be justified if the student was unable to contact MMC/LEC because of a circumstance such as being involved in a car accident.

- Where a student-initiated deferral or suspension of enrolment is granted, MMC/LEC will suspend an enrolment for an agreed period, to a maximum of 3 months. If the deferral is required for longer than 3 months, the student's application will be reassessed. If the suspension period has expired and the student does not return, the student's enrolment will be cancelled.

Cancellation of studies

- Students may initiate cancellation of their studies at any time during their course. Students who wish to withdraw within six months of their course to transfer to another provider will be processed as per the MMC/LEC Course Transfer Policy and Procedure.
- MMC/LEC may also initiate suspension or cancellation of a student's enrolment on the grounds of misbehavior of the student or non-payment of fees.
- Cancellation of the student's enrolment due to unsatisfactory course progress or attendance will be handled as per the MMC/LEC Course Progress and Attendance Monitoring Policy and Procedures.

Visa status (International students only)

- Deferment, suspension or cancellation of a student's visa may affect the student's visa. When a student's enrolment is deferred, suspended or cancelled, MMC/LEC will notify DET via PRISMS of the change in enrolment status.
- Where a student accesses the Complaints and Appeals process, MMC/LEC will not notify DET via PRISMS until the internal appeals process is complete. Where the student chooses to access an external appeals process, DET will still be notified via PRISMS.
- Students are referred to the Department of Home Affairs website (Department of Home Affairs or Helpline (131 881) for information and their local office for advice on how the potential change to enrolment status may impact his or her visa.
- Once the DET has been notified of a suspension or cancellation of a student's enrolment, the student has 28 days in which to leave Australia or show the Department of Home Affairs a new CoE or provide the Department of Home Affairs with evidence that he or she has accessed an external appeals process.
- Regardless of whether the suspension of enrolment is the result of a student request for suspension or a suspension imposed by MMC/LEC the period of suspension of enrolment (as entered in PRISMS) will not be included in attendance monitoring calculations.

- Where MMC/LEC initiates the suspension or cancellation of a student's enrolment, the student will be notified of this intention and will be informed that they have 20 working days to access MMC/LEC's *Student Complaints and Appeals Policy and Procedure*, unless extenuating circumstances relating to the welfare of the student apply. Such circumstances may include where 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.
- Students may choose to access an external appeal process as per MMC/LEC's *Complaints and Appeals Policy and Procedure*. In the case of an external appeal, MMC/LEC is not required to wait for the outcome of the external appeal before notifying the Department of Home Affairs of the change to the student's enrolment status.
- In relation to suspension, MMC/LEC will continue to provide learning opportunities to students during the appeals process and students to continue to attend class so as not to deny them learning opportunities or disadvantage their subsequent studies should the appeals process find in their favour. The only exclusion to this will be in the case of a student who has breached the student's code of conduct and is a risk to his/herself or to the safety of others.
- MMC/LEC provides information about its Deferral, Suspension and Cancellation Policy and Procedure on their website, in the Student Handbook and at orientation.
- Students may access all relevant forms for deferral or suspension through the MMC/LEC via email or by direct request.
- Standards of behaviour required are outlined in the Student Handbook.
- Appropriate records of the assessment of the student's application for deferment, suspension or cancellation will be kept in the student's file. Where a student is suspended or their enrolment cancelled due to misbehaviour, documentary evidence of this decision will also be kept.

Procedures

Student-initiated deferral of enrolment

Procedure	Person Responsible
<p>Process the application from student</p> <ul style="list-style-type: none"> • Provide deferral form on request to students. • Assist students to complete form as required. 	<p>Student Support Department</p> <p>Admissions Department</p>
<p>Assess request for deferral and respond to student</p> <ul style="list-style-type: none"> • Consider reasons for request for deferral and approve cases that fall within compassionate and compelling circumstances as defined in this policy. • Notify DET through PRISMS that the student will be deferring their enrolment. • Where the deferral is approved, the end date of the CoE is affected, a new CoE is created through PRISMS and sent to the student to reflect the new commencement date. • Forward notification of decision within 10 working days of receipt of an application. • Where the request for deferral is approved and does not affect the end date of the CoE (i.e. it is a short period of deferment), although a new CoE will not be required, a notice of deferral will be recorded in PRISMS. • Where the request for deferral is refused, the student will be informed of the decision including the reason for refusal, as well as their right to appeal the decision within 20 working days. The refusal of the request for deferral will be entered into PRISMS and the CoE cancelled. Student will be required to contact Department of Home Affairs to obtain relevant and current information that may affect their student visa. • A refund of fees paid will be made as per MMC/LEC 's Fees and Refunds Policy and Procedure. 	<p>Student Support Department</p> <p>Admissions Department</p>

Student-initiated suspension of enrolment

Procedure	Person Responsible
<p>Process student request for suspension of studies</p>	<p>Student Support Department</p>

Procedure	Person Responsible
<ul style="list-style-type: none"> • Provide students the Change of Enrolment Form for the request for suspension of studies. • Provide assistance to students in completing the form as required. • Students wishing to suspend their enrolment must apply in writing to MMC/LEC a minimum ten (10) working days prior to the requested suspension date. Note, however, that suspension may be granted retrospectively where the student was unable to contact the organisation to inform them of the suspension in their studies e.g. they were involved in a car accident. 	<p>Admissions Department</p>
<p>Assess request for suspension of studies</p> <ul style="list-style-type: none"> • Consider reasons for request for suspension. • Approve cases that fall within compassionate and compelling circumstances as defined in this policy. • Notify DET via PRISMS of suspension of enrolment. Where the suspension is approved and does not affect the end date of the CoE (i.e. it is a short period of suspension), although a new CoE will not be required, a notice of suspension will be recorded in PRISMS and sent on to Department of Home Affairs. • Where the request for suspension is approved and affects the CoE, create a new CoE through PRISMS and send to the student, along with a new written agreement for signing to reflect the new CoE. • If it is unclear when the student will return, wait until the student has advised of the intended date of return before creating a new CoE. • If the student does not return after a break, it is considered that the student has 'inactively' advised MMC/LEC that they will not be continuing their studies. DET is notified via PRISMS and student's enrolment status is recorded on PRISMS as cancelled. • Inform student where the request for suspension is refused, including the reason for refusal and of their rights to access the Complaints and Appeals process. • All decisions on suspension are to be advised to students within 10 working days of receipt of an application. 	<p>Student Support Department</p> <p>Admissions Department</p>

Student-initiated cancellation of enrolment (withdrawal)

Procedure	Person Responsible
<p>Assess student's request for suspension of studies</p> <ul style="list-style-type: none"> • Provide student with the <i>Change of Enrolment Form</i>. This Form can be accessed from MMC/LEC website or from a Staff Member. • Provide assistance to students as required to complete the form • Organise meeting with student to discuss reasons for the withdrawal. 	<p>Student Support Department</p> <p>Admissions Department</p>
<p>Process application for withdrawal</p> <ul style="list-style-type: none"> • Complete course variation report in PRISMS. This will result in the status of the CoE changing to cancelled. • Include reason for cancellation of enrolment, date enrolment was cancelled and any other relevant information. • Process applicable refunds in accordance with MMC/LEC 's <i>Fees and Refunds Policy and Procedure</i>. • Ensure that students' financial records are adjusted to take into account the cancellation of enrolment as relevant. • Inform all relevant personnel that the student's enrolment has been cancelled. • Advise student in writing that their enrolment has been cancelled and that Department of Home Affairs has been informed and they will be advised of their change in visa arrangements. • Record cancellation of enrolment on aXcelerate. • Include all documentation in the student's file. 	<p>Student Support Department</p> <p>Admissions Department</p>

Provider-initiated suspension or cancellation of enrolment

Procedure	Person Responsible
<p>Suspend student</p> <ul style="list-style-type: none"> • Inform students in writing that they are temporarily suspended because of misbehaviour and that they will need to continue to attend classes except where behaviour is considered to be such that the student needs to complete work outside of the class. • Notify DET within 14 days of the suspension via a course variation in PRISMS of the suspension as per the instructions in the PRISMS user guide. 	<p>Student Support Department</p> <p>Admissions Department</p>

Procedure	Person Responsible
<ul style="list-style-type: none"> Investigate student misbehaviour that led to the suspension decision. 	
<p>Decide on action and implement the decision</p> <ul style="list-style-type: none"> Arrive at an appropriate decision e.g. issue a warning, charge for any damage caused, request a formal apology or suspend or cancel studies. Where the decision is to cancel the student's enrolment, and inform the student of their right to access the <i>Complaints and Appeals Policy and Procedure</i>. Where the student accesses the Complaints and Appeals process and the decision following the internal appeals process is to cancel the student's enrolment, DET should be informed via PRISMS. 	<p>Student Support Department</p> <p>Admissions Department</p>

Document Control

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