

DEFERRING, SUSPENDING OR CANCELLING A STUDENT'S ENROLMENT PROCEDURE

Approving authority	Executive Management Team
Purpose	This procedure outlines the obligations of the Institute to refuse enrolment, defer, suspend or cancel enrolment under specified conditions.
Responsible Officer	Head of Marketing and Student Experience
Next scheduled review	September 2026
Document Location	http://www.ozford.edu.au/higher-education/policies-and-procedures/
Associated documents	Deferring, Suspending or Cancelling a Student's Enrolment Policy Academic Appeals Policy and Procedure Academic Progress Policy and Procedure Academic Integrity Policy and Procedure Anti-Bullying and Harassment Policy and Procedure Anti-Discrimination Policy and Procedure Completion within Expected Duration of Study Policy and Procedure Child Safety Policy and Procedure Diversity and Equity Policy and Procedure Occupational Health and Safety Policy Sexual Assault and Sexual Harassment Policy and Procedure Social Media (Students) Policy and Procedures Student Code of Conduct Policy and Procedure Student Grievances and Appeals Policy and Procedure Student Support and Services Policy and Procedure Time limits for Completion of an Award Course Policy Transfer between Registered Providers Policy and Procedure Use of Information Technology Facilities and Services Policy and Procedure (Student) Younger Students Policy and Procedure

1. PRINCIPLES

Ozford Institute of Higher Education (hereafter referred to as “the Institute”) acknowledges that students are able to initiate deferral, suspension or cancellation of their studies in certain limited circumstances as described in the procedure. Students may also have their enrolment suspended or cancelled by the Institute due to misconduct, breach of student visa conditions, failure to pay fees or unsatisfactory academic performance. Matters relating to academic performance are addressed in the *Academic Progress Policy* and the related appeals policies.

2. SCOPE

This procedure applies to both **domestic** and **international students** but is based on the requirements that must be met with respect to international students. External notifications and references to Confirmation of Enrolment apply to international students only, except where indicated to the contrary.

For international students, this procedure supports Standard 9 of the ESOS National Code 2018 – Deferring, Suspending or Cancelling overseas student's enrolment.

3. DEFINITIONS

Cancellation

The student's enrolment with the Institute and the CoE is terminated (may be student or Institute initiated).

Confirmation of Appropriate Accommodation and Welfare (CAAW)

A Confirmation of Appropriate Accommodation and Welfare (CAAW) is issued via PRISMS to confirm that appropriate arrangements have been made for the student's accommodation, support and general welfare. The period nominated must be at least the length of the student's Confirmation of Enrolment (CoE) plus 7 days at the end of the CoE or until the student turns 18.

Confirmation of Enrolment (CoE)

The Confirmation of Enrolment (also called a CoE) is an official statement from the Institute via PRISMS that lists the student's details, course and the start and end dates of the course.

The Confirmation of Enrolment (COE) is an official document issued to international students by universities and other education providers in Australia. It confirms that the student has accepted a place in a course and has paid required tuition fees and Overseas Student Health Cover (OSHC). The COE is required by the Department of Home Affairs for the purpose of issuing a student visa.

Compassionate or Compelling Circumstances

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 is unable to attend class;
- bereavement for the death of close family members such as parents or grandparents (documented evidence must be provided);
- serious illness, accident or family incident which requires immediate travel which has impacted the student to studies;
- the inability to begin study on the course commencement date stated on the CoE due to delay in receiving a student visa if relevant;
- major political upheaval or natural disaster in the home country requiring their immediate travel and this has impacted on the student's studies;
- a traumatic experience supported by police or psychologist's reports which could include but is not limited to:
 - involvement in or witnessing of an accident; or
 - a crime committed against the student; or
 - the student being a witness to a crime and this has impacted on the student.
- where the Institute was unable to offer a pre-requisite unit.

Notes:

- *misreading the examination timetable, examination anxiety or returning home will not be accepted as Compassionate and Compelling circumstances;*
- *religious or faith-based issues are not in themselves grounds for special consideration. However, they may be used in support of an application that meets the Compassionate and Compelling circumstances set out above.*

Deferment

A request by the student prior to the commencement of study of their program to temporarily postpone commencement of study (student initiated).

In most cases, this will be due to the student's visa not having been granted or an Immigration issue. Deferral due to lack of funds is not accepted as a compassionate or compelling circumstance. It is a condition of a student visa that students have access to funds to cover the tuition fees and cost of living for the duration of their student visa.

Extenuating circumstances

The student

- is missing.
- has medical concerns or issues ie. the student is incapacitated.
- has engaged or threatens to engage in behaviour that is reasonably believed to endanger the student or other Institute stakeholders.
- Is at risk of committing or has a criminal offence.

Suspension (includes Leave)

The enrolment of a student in their program of study is suspended for a period of time, after which time the student may recommence study (may be student or Institute initiated).

A request by the student to temporarily postpone study after the commencement of their program or student leave is a suspension of study. (Student initiated).

Provider Registration and International Student Management System (PRISMS)

Means the Provider Registration and International Students Management System (the electronic system that holds CRICOS and the electronic confirmation of enrolment).

Severe misconduct

Severe misconduct includes but not limited to:

- acting dishonestly in relation to admission to the Institute;
- knowingly making any false or misleading representation about things that concern the student as a student of the Institute or breaching any of the Institute's rules;
- altering any documents or records;
- harassing or intimidating another student, a member of staff, a visitor to the Institute, or any other person while the student is engaged in study or other activity as an Institute student, because of race, ethnic or national origin, sex, marital status, sexual preference, disability, age, political conviction, religious belief or for any other reason;
- breaching any confidence of the Institute;
- Misusing any facility in a manner which is illegal, or which is or will be detrimental to the rights or property of others. This includes the misuse, in any way, of any computing or communications equipment or capacity to which the student has access at or away from the Institute premises while acting as an Institute student, in a manner which is illegal, or which is or will be detrimental to the rights or property of others;
- stealing, destroying or damaging a facility or property of the Institute or for which the Institute is responsible.

Time Limits

Time limits are the maximum time allowed for a student to complete a course. The maximum period is the elapsed calendar years starting from the year in which credit was first achieved in the course and is inclusive of periods of leave of absence, discontinuation or exclusion.

Unsatisfactory Progress

This occurs when a student in two consecutive compulsory study periods fails more than 50% of the units in which the student has been enrolled.

4. PROCEDURE

- 4.1. Students will be informed about this Policy and Procedure during the enrolment process. The information will be in the public domain (e.g. on the provider's website) and accessible to students:
- within the Student Acceptance Agreement and Student Handbook;
 - on the Institute website;
 - within the information provided by student services;
 - by publication, from time to time, of bulletins and notices.

Student Initiated Deferral

- 4.2. Students must complete an 'Application of Deferral of Study Form' with supporting documentary evidence and submit to the Marketing and Student Experience Department. If the student is under 18 years of age, the student's parent/legal guardian must sign the form.
- 4.3. The Institute will only consider an application complete and eligible for assessment when all sections have been completed and the form signed ('completed application'). Applications with no supporting documentary evidence will not be processed.
- 4.4. The Marketing and Student Experience staff will assess and respond to all eligible and completed applications within ten working days from receiving the application.
- 4.5. The Institute may approve the application if student provides sufficient and acceptable documentary evidence to support that there are compassionate or compelling circumstances.
- 4.6. Where a deferral application is approved, the student will be advised in writing by the Marketing and Student Experience staff. The notification will:
- inform the international student of the need to seek advice from Immigration on the potential impact on his or her student visa;
 - report the change to the overseas student's enrolment in PRISMS to comply with section 19 of the ESOS Act.
- 4.7. Where necessary, a new written agreement and CoE will be issued if the original scheduled course end date is affected.
- 4.8. The Institute will not approve the application if there is insufficient and/or unacceptable documentary evidence submitted to support the compassionate or compelling circumstances.

- 4.9. Where a deferral application is not granted, the student will be advised in writing and the student will be required to commence their enrolment according to the re-scheduled commencement date.

Student Initiated Suspension

- 4.10. A student is only able to temporarily suspend his or her enrolment on the grounds of compassionate or compelling circumstances.
- 4.11. Students must complete an 'Application of Deferral of Study Form' with supporting documentary evidence and submit to the Student Services Department. The Institute will only consider an application complete and eligible for assessment when all sections have been completed and the form signed ('completed application'). Applications with no supporting documentary evidence will not be processed. If the student is under 18 years of age, the student's parent/legal guardian must sign the form.
- 4.12. In assessing a request to suspend the course on the basis of compassionate or compelling reasons, the impact of such on the expected duration of the course will be considered as set out in the *Completion within Expected Duration of Study Policy and Procedure* and the *Time limits for Completion of an Award Course Policy*.
- 4.13. The Academic Dean and/or the Head of Marketing and Student Experience will use professional judgment to assess each case on its individual merit. When determining whether compassionate or compelling circumstances exist, the Institute will consider documentary evidence provided to support the claim.
- 4.14. The Academic Dean will develop an agreed action plan in conjunction with the student so that the absence from the Institute will have minimal impact on course duration. Such an action plan may include:
- additional reading and self-paced activities;
 - delayed assessment;
 - self-directed assignment work.
- 4.15. If a female student applies for a suspension of studies on the basis of pregnancy, the Institute will follow normal processes for assessing a suspension of studies. However, as a general rule, the suspension will commence no earlier than six weeks prior to the expected birth (unless otherwise supported by medical evidence) with the return date of the student being calculated as being at the beginning of the next teaching period that is at least 8 weeks after the birth.
- 4.16. Where a suspension of enrolment is granted, the Institute will suspend an enrolment for an agreed period of time - to a maximum of 12 months.
- 4.17. For students on student visas, the student will be advised in writing by the Marketing and Student Experience staff. The notification will:
- inform the international student of the need to seek advice from Immigration on the potential impact on his or her student visa;
 - report the change to the overseas student's enrolment in PRISMS to comply with section 19 of the ESOS Act.
- 4.18. Where necessary, a new written agreement and CoE will be issued if the original scheduled course end date is affected.

- 4.19. If the requested suspension is longer than 12 months, then the student will be required to withdraw from the course (*see Student initiated cancellation*) and reapply when they are ready to return to study.
- 4.20. Where a suspension of enrolment is not granted, the Institute will inform the student and the student will be required to maintain their enrolment according to the scheduled enrolment period.

Student Initiated Cancellation (Withdrawal)

- 4.21. Students who wish to cancel their enrolment with the Institute must complete the Application for Course Withdrawal Form and submit the form to the Marketing and Student Experience Department. If the student is under 18 years of age, the student's parent/legal guardian must sign the form.
- 4.22. If an international student has not completed the first six months of the principal course, the student may not transfer to another provider except in limited circumstances as set out in the Transfer between Registered Providers Policy and Procedure. As evidence for any such withdrawal, the student must provide a letter of offer from an alternative education provider.
- 4.23. If the international student is under 18 years of age and under CAAW responsibility, the application will need to include evidence that there will be no welfare gap and confirmation that the other education provider will take responsibility for the student's welfare and accommodation. If the application is granted, the Student Experience staff will inform the student of their visa obligation to maintain their current welfare arrangements until the transfer date or have alternate welfare arrangements approved or return to their home country until the new approved welfare arrangements take effect.
- 4.24. The Marketing and Student Experience staff will generally contact the student to confirm that the student is making a decision to withdraw/cancel their enrolment that is in their best interest.
- 4.25. The Academic Dean and/or the Head of Marketing and Student Experience will assess each application.
- 4.26. If the application is granted, the Marketing and Student Experience staff will:
- inform the international student of the need to seek advice from Immigration on the potential impact on his or her student visa;
 - report the change to the overseas student's enrolment in PRISMS to comply with section 19 of the ESOS Act.
- 4.27. All application documentation for the suspension will be kept in the students' file in the student management system.

Non-commencement of study by an international student

- 4.28. If an international student fails to commence the course on the agreed start date by presenting themselves to the Institute to commence their course,
- The Marketing and Student Experience staff will attempt to contact the student to remind the student of their obligation to start within 10 working days of the commencement date.
 - If the student is not contactable it will be regarded a student-initiated cancellation.

- Under Section 19(1) of the ESOS Act, the Institute will cancel the student's COE via PRISMS stating that there has been non-commencement of the course within 30 days of the event occurring and whether or not a refund was supplied.
- This process does not require the Institute to give the student access to the appeals process.

4.29. If an international student fails to return for the commencement of a new trimester after holiday and the students have not successfully applied for a deferment of their studies.

- The Institute will attempt to contact the student to remind the student of their obligation to start within 10 working days of the commencement date.
- If the student is not contactable it will be regarded a student-initiated cancellation.
- Under Section 19(1) of the ESOS Act, the Institute will cancel the student's COE via PRISMS stating that there has been *termination of studies prior to completing the course* within 30 days of the event occurring and whether or not a refund was supplied.
- This process does not require the Institute to give the student access to the appeals process.

Institute Initiated Deferral, Suspension or Cancellation

4.30. The Institute may initiate a suspension or cancellation of students' enrolment in the following circumstances, including, but not limited to:

- misbehaviour by the student; or
- A breach of course progress; or
- The student's fails to pay an amount he or she was required to pay the Institute to undertake or continue the course as stated in the Acceptance Agreement.

4.31. Matters relating to misbehaviour, course progress or academic misconduct by the student are addressed in the following Policies and Procedures:

- ***Student Code of Conduct Policy and Procedure***
- ***Academic Progress Policy and Procedure***
- ***Academic Integrity Policy and Procedure***
- ***Anti-Bullying and Harassment Policy and Procedure***
- ***Anti-Discrimination Policy and Procedure***
- ***Completion within Expected Duration of Study Policy and Procedure***
- ***Child Safety Policy and procedure***
- ***Diversity and Equity Policy and Procedure***
- ***Occupational Health and Safety Policy***
- ***Sexual Assault and Sexual Harassment Policy and Procedure***
- ***Social Media (Students) Policy and Procedures***
- ***Use of Information Technology Facilities and Services Policy and Procedure (Student)***
- ***Younger Students Policy and Procedure***

4.32. Where there is severe misconduct or exceptional circumstances, the Institute may take action to immediately cancel the student's enrolment, ie. the health and wellbeing of the student and/or others are likely to be at risk. The CEO and President will approve any decision to immediately cancel an enrolment.

- 4.33. If the Institute initiates a suspension or cancellation of the student's enrolment, before imposing a suspension or cancellation, the Institute will:
- Inform the students of the intention to report and the reasons for doing so, in writing.
 - The student will be advised of their right for internal appeal through the Institute's Students Grievances and Appeals process.

Appeals

- 4.34. Students who are dissatisfied with the decision of the Institute to initiate suspension or cancellation of their enrolments may appeal the decisions using the Institute's ***Student Grievance and Appeals Policy and Procedure***.
- 4.35. The suspension or cancellation of the student's enrolment cannot take effect until the internal appeals process is completed, unless there are severe misconduct or extenuating circumstances that apply such as the student's health, or the wellbeing of others, is likely to be at risk.
- 4.36. Where the outcome of an internal appeal finds that a suspension of enrolment can be imposed,
- The Marketing and Student Experience staff will report the change of the student's enrolment on PRISMS.
 - The student's contact details, their residential address in Australia and their residential address overseas will be provided.
 - The student will be informed in writing and the Head of Marketing and Student Experience will advise the student to contact the Department of Home Affairs to seek advice on the potential impact on his or her student visa.

Recording and reporting deferrals, suspension or cancellation of enrolments

- 4.37. All applications, evidence, action and outcomes documentation of deferral, suspension or cancellation of enrolment will be kept in the student's file in the student management system.
- 4.38. Any approved decisions of deferral, suspension or cancellation of an enrolment will be reported via PRISMS.
- 4.39. In the event that the student's course is terminated before the course is completed, whether the studies were terminated by the student or the Institute, the student's contact details, the day the student's course is terminated as well as the last day of the student's studies will need to be provided on PRISMS.
- 4.40. Students will be kept informed of any decisions or outcomes that relate to a deferral, suspension, or cancellation of enrolments.

Monitoring and Reporting

- 4.41. The Academic Dean will report to the Academic Board on student deferral, suspensions and cancellations.

5. QUALITY ASSURANCE

To ensure that this procedure is fit for purpose and meet the requirements of the HES Threshold Standards the procedure will be:

- 5.1 internally approved by the Executive Management Team on development or review
- 5.2 externally reviewed as part of any independent review of the HES Threshold Standards approved by the Governing Board;
- 5.3 internally reviewed by the Responsible Officer every three years from the date of approval (if not earlier).
- 5.4 referenced to the applicable HES threshold Standard and/or other legislation/regulation.

6. FEEDBACK

Feedback or comments on this procedure is welcomed by the listed Responsible officers of the Institute.

7. ACKNOWLEDGEMENT

This procedure was developed with reference to the following:

- CQUniversity, Deferment and Pre-Ponement of Admission Commencement (International Students), December 2013;
- University of Ballarat, Transfer, Withdrawals and Refund Procedure, December 2013.
- Federation University, Deferment, Suspension or Cancellation of a Student's Enrolment (ESOS Specific) Procedure, 2023 ([Deferment, Suspension or Cancellation of a Student's Enrolment \(ESOS Specific\) Procedure \(federation.edu.au\)](#))
- RMIT University, Enrolment Procedure - Discontinuation of Student Program, 2022 ([Enrolment Procedure - Discontinuation of Student Program / Document / Policy Register \(rmit.edu.au\)](#))
- Ozford College, Deferring, Suspending or Cancelling a Student's Enrolment Policy and Procedure (see Ozford website)

8. VERSION CONTROL

Version	Date approved	Description	Approved by
2.0	June 2018	Initial issue	EMT
2.1	December 2019	ESOS Regulations 2019 requirements	EMT
3.0	June 2023	Internal review	EMT
3.1	September 2023	Internal review – minor formatting changes and add external referencing	EMT
Related legislation/ regulation/standard	Tertiary Education Quality and Standards Act 2011 Education Services for Overseas Students Act (ESOS) 2000		

	Education Services for Overseas Students Regulations 2019 The National Code of Practice for Providers of Education and Training to Overseas Students 2018 Standard 5 and 9 Higher Education Standards Framework (Threshold Standards) 2021
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Note:

EMT = Executive Management Team