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Policy Number: MITP08
Policy Name: Deferral, Suspension and Cancellation Policy

Contact Officer: Student Services Coordinator
Administration Officer - Admissions

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Related Policies: N/A

<table>
<thead>
<tr>
<th>Version Number</th>
<th>Approval Date</th>
<th>Approved by</th>
<th>Amendment</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>5/2/2008</td>
<td>PEO</td>
<td>Creation of policy</td>
</tr>
<tr>
<td>2</td>
<td>14/1/2009</td>
<td>PEO</td>
<td>Amended responsibilities of staffing</td>
</tr>
<tr>
<td>3</td>
<td>29/6/2010</td>
<td>PEO</td>
<td>Review and update next review date</td>
</tr>
<tr>
<td>4</td>
<td>9/6/2011</td>
<td>PEO</td>
<td>Amended definitions</td>
</tr>
<tr>
<td>5</td>
<td>1/6/2012</td>
<td>PEO</td>
<td>Review and update next review date</td>
</tr>
<tr>
<td>6</td>
<td>9/7/2012</td>
<td>PEO</td>
<td>Amended clause 3.1 and 3.2 for domestic student reporting</td>
</tr>
<tr>
<td>7</td>
<td>1/6/2014</td>
<td>PEO</td>
<td>Update of clause 3.2.4</td>
</tr>
<tr>
<td>8</td>
<td>26/6/2015</td>
<td>PEO</td>
<td>Added clause 3.2.5</td>
</tr>
</tbody>
</table>
1.0 PURPOSE

Student enrolment can be deferred, suspended or cancelled in limited circumstances by Menzies Institute of Technology or by the student. When deferral, suspension or cancellation of enrolment is initiated by the Institute, students have the right to appeal the decision.

2.0 DEFINITIONS & KEY WORDS

2.1 “The Institute” refers to Menzies Institute of Technology.
2.2 “DEEWR” refers to the Department of Education, Employment and Workplace Relations
2.3 “DIAC” refers to the Department of Immigration and Multicultural Affairs
2.4 “Deferral” refers to postponement of commencement of course.
2.5 “Suspension” refers to temporary postponement of enrolment during course.
2.6 “Cancellation” refers to cessation of enrolment in course.

3.0 PROCEDURE

3.1 Deferral, Suspension or Cancellation initiated by the Institute

3.1.1 The Institute may defer commencement of a course when a course is not offered.

3.1.2 The Institute may suspend a student enrolment in the following instances
  • Student misbehaviour as outlined in MITP04 - Student Code of Conduct
  • Intervention strategy for unsatisfactory course progress.

3.1.3 The Institute may cancel a student enrolment in the following instances
  • When a student demonstrates serious misconduct as outlined in MITP04 - Student Code of Conduct
  • Erratic course progress, for example, consistent unsatisfactory course progress in non-consecutive semesters or continuous absence from scheduled course hours
  • Non payment of outstanding fees as outlined in MITP03 - Payment Policy

3.1.4 In cases where suspension or cancellation of the student’s enrolment is initiated by the Institute, students will be notified and given 20 working days to access the Institute’s internal complaints and appeals process (MITP07 Complaints and Appeals Policy & Procedure).
The change in enrolment status will not be reported to DEEWR until the internal appeals process is completed.

Once the deferral, suspension or cancellation is processed, the Institute will notify DEEWR via PRISMS for international student visa holders and Centrelink/Skills Victoria for Victorian Training Guarantee subsidised

3.2 Student Initiated Deferral, Suspension or Cancellation

3.2.1 International students may defer commencement of a course or suspend or cancel their enrolment during their course in the following limited circumstances:
- On the grounds of compassionate or compelling circumstances (at the discretion of the Institute).
- Unavailability of a course
- Student visa delay.

3.2.2 Students may request a deferral of the commencement of their course by completing MFS06 - Cancellation / Deferral / Suspension request form and submitting it to an Admissions Officer prior to the course commencing. Once the deferral is processed the student will receive a Confirmation of Enrolment letter and have a new enrolment agreement written to reflect the new commencement.

3.2.3 Students who wish to suspend their enrolment must obtain written approval from the PEO
- A Course Suspension Form is to be completed and submitted to the Student Coordinator who will then pass it on to the PEO
- To obtain approval, students must submit the form along with any supporting documentation a minimum of 14 days before the requested suspension date and all outstanding fees must be cleared.
- Once the suspension is approved, the student will receive a letter from the PEO, granting the suspension or cancellation.
- For scenarios where the supporting documentation cannot be provided on the date before suspension, the student must submit all the supporting documentation within 4 weeks of resumption of studies. Failure to do so will result in the suspension request being cancelled.
- For scenarios where the student cannot clear all outstanding fees, at least 50% must be cleared prior to the date before suspension and the remainder of outstanding fees must be cleared within 4 weeks of resumption of studies. Failure to do so will result in the suspension request being cancelled.
3.2.4 Students who wish to cancel enrolment in their course must obtain written approval from the PEO.

- Students must complete MFS06 - Cancellation / Deferral / Suspension request and submit it to the Student Services Coordinator.
- The cancellation request will not be approved if the student has any outstanding fees (MITP03 - Payment Policy)
- The Student Services Coordinator will consider the cancellation request and inform the student of the outcome.

Once the deferral, suspension or cancellation is processed, the Institute will notify DEEWR via PRISMS for international student visa holders and Centrelink/Skills Victoria for Victorian Training Guarantee subsidised.

3.2.5 Additional guidelines for VET FEE HELP students and student initiated cancellation

As per the VET FEE HELP guidelines, the Institute

- Must not have financial, administrative or other barriers in place which would prevent a student from withdrawing from a VET unit of study on or before the census date;
- Must ensure that where a student notifies the VET provider of withdrawal or cancellation the student will not remain enrolled from the date of notification;
- Must not enrol the student in subsequent VET units of study without written instructions from the student and must have a process in place for students to select, initiate or request their own enrolment in subsequent VET units of study;
- Must publish withdrawal procedures on its website and make them otherwise readily available; and
- Must not charge a student any fine, penalty or fee for withdrawal in accordance with the requirements of the VET guidelines.

3.3 Additional Guidelines

- If an international student’s enrolment is temporarily suspended for a period of 28 days or longer, the student must return home (unless special circumstances exist).
- International students can temporarily suspend enrolment for a maximum period of six months based on the nature of the suspension.
- Deferral, suspension or cancellation of enrolment may affect the student’s visa.
- If an international student’s enrolment is suspended for more than six months, the student’s visa may be cancelled by DIAC.
4.0 RESPONSIBILITIES

- The Administration Officer - Admissions is responsible for informing DEEWR via PRISMS for any changes in the student enrolments for deferral, suspension and cancellation cases.
- The Student Services Coordinator is responsible for handling suspension and cancellation requests and informing students of the outcomes.