



Student Deferral, Suspension and Cancellation Policy (V2)

Responsibility for Implementation: Head of Admission and Student Services

Authority: Approved by PEO

Date of Approval: 23 May 2016

Date of Review: June 2018, Oct 2019

Next Review: Oct 2021

1 Purpose

This policy provides guidelines for deferring, suspending or cancelling a student's enrolment at Elite Education Vocational Institute (EEVI).

2 Scope

This policy applies to all international students of EEVI.

3. Definitions

Deferral: Postponement of commencement of a course by prospective students who have been offered a place in courses offered by the Institute and have not yet commenced studies.

Suspension: Temporary postponement of enrolment during a course.

Cancellation: Cessation of enrolment in a course (course withdrawal).

4 Principles

4.1 Student initiated deferral, suspension or cancellation:

Students wishing to defer, suspend or cancel enrolment must meet one of the following conditions:

- a) unavailability of a course
 - b) visa delay
 - c) compassionate and compelling circumstances - These are generally beyond the control of the student and have an impact on the student's course progress or wellbeing. These could include but are not limited to:
 - Serious Illness or injury, where medical certificate states that the student was or will be unable to attend classes;
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Elite Education Group Pty Ltd trading as Elite Education Vocational Institute

ABN 52 160 222 837

CRICOS Provider Code: 03546G

Sydney CBD Campus: Level 5, 770 George St Sydney NSW 2000

North Sydney Campus: Level 2, 1 James Place, North Sydney, NSW 2060

Phone: 02 9957 5588 (North Sydney), 02 9211 4958 (Sydney City Campus)

Website: www.ee.edu.au

Email: vet@ee.edu.au



- Bereavement of close family members such as parents or grandparents (where possible death certificates 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
- 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)

Supporting documents must be provided upon application, e.g., medical certificates, police reports etc. and kept on the student's file.

- 4.2 Deferral prior to commencement: Students may request a deferral prior to course commencement. Request must be in writing and addressed to the Administrative Manager. When the deferral is processed the student will receive a revised eCoE if required.
- 4.3 Suspension of enrolment: Students wishing to suspend their enrolment must complete a "Student Request for Deferral, Suspension or Cancellation Form" with all supporting documentation attached. All applications should be submitted at least 14 days prior to suspension date. The maximum suspension period is Six (6) months. Approval will only be given in the limited circumstances described above. The student will receive notification in writing of the result of the request within 10 working days.
- 4.4 Cancellation of enrolment: Students wishing to cancel their enrolment must complete a "Student Request to Deferral, Suspension or Cancellation Form" with all supporting documentation attached. 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 therefore complying with the conditions of Standard 7 of the National Code.
- 4.5 Deferral, Suspension or Cancellation of an enrolment may affect the student's visa. All students should contact their nearest Department of Home Affairs (DHA) office or refer to <http://www.border.gov.au/> for further information.
- 4.6 Any deferral, suspension or cancellation will be reported on PRISMS and supporting documentation recorded in the student file.
- 4.7 EEVI initiated deferral, suspension or cancellation:
- a) EEVI may defer commencement of a course when a course is not offered.
 - b) EEVI may suspend a student enrolment for:

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- misconduct – where behaviour of a student:
 - ✓ has been in serious breach of a college rule
 - ✓ is in breach of enrolment conditions
 - ✓ is considered to provide a threat to other students or staff
- c) EEVI may cancel a student enrolment for:
- a serious breach of a college rule
 - breach of enrolment conditions
 - where a student is considered to provide a threat to other students or staff
 - serious misconduct
 - failing to meet the requirements of the Course Progress Policy
 - non –payment of tuition fees
 - failure to re-enrol
- 4.8 Where suspension or cancellation is initiated by EEVI, students will receive a notice of Intent to defer, suspend or cancel enrolment. This notice will clearly identify that a student will be given 20 working days to access EEVI's internal appeals process. When the appeals process is initiated, EEVI will maintain the student's enrolment until the internal appeals process is complete. EEVI reserves the right to not provide learning opportunities during this process should it be deemed appropriate.
- 4.9 The suspension or cancellation will be notified to DEEWR via PRISMS on completion of the 20 working days or at the end of the appeals process if the appeal is not upheld. A description of the ESOS framework made available electronically by DEEWR.
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