



DEFERRAL OF COMMENCEMENT, SUSPENSION OF STUDIES AND CANCELLATION OF ENROLMENT

OVERVIEW

This policy outlines the circumstances where a student, or NVR Education Australia, can defer, suspend or cancel their enrolment and Electronic Confirmation of Enrolment (e-CoE or CoE).

COMPLIANCE

This policy is to ensure compliance with **Standard 9** of the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018.

RESPONSIBILITY

The Student Services Manager is responsible for ensuring all students requests are processed in full and in a timely manner.

The RTO Manager is responsible for ensuring this policy is enacted appropriately and compliantly.

POLICY

STUDENT REQUESTED DEFERMENT OR SUSPENSION OF COURSE

- Suspension and deferment is applicable where a student will not be able to attend for the period of 4 weeks or more
- Students wishing to defer or suspend their course must provide the request in writing and provide supporting evidence where appropriate
It is ideal that the student completes a 'Deferment and Suspension Request Form' to request for absence from NVR Education Australia and provide:
 - Details regarding the reason for leave
 - Evidence to support the reason for the absence
 - Flight tickets showing the departure and return dates, if departing the country
- Alternatively, student's may also wish to change their course start date, which involves requesting to withdraw from their course and re-enrol in a later intake.
 - This option may affect the student's visa
 - The student should consider the timeframe between the last study date and their new course commencement date to ensure they do not take
- A decision can only be made once a request has been received in full
- Deferment or suspension may require students to pay fees including deferment/suspension and CoE reissuance fee
- Where deferment or suspension impacts the end date of the student's CoE, a new CoE will be issued at that time, or at a later point when the student's date of return is known
- If the deferral or suspension is required for longer than 6 months the student will be advised to cancel their enrolment and re-apply later
- Student initiated deferral of commencement or suspension of enrolment cannot be granted retrospectively (unless exceptional circumstances exist whereby the student was unable to contact NVR Education Australia) or if it was taken by the student without authorisation
- NVR Education Australia may only approve deferment or suspension of a course where compassionate and compelling reasons exist, and duration of the leave is reasonable
- Compassionate or compelling grounds may 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 immediate or close family members such as parents or grandparents (Where possible a death certificate should be provided)



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- 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
- inability to begin studying on the course commencement date due to delay in receiving a student visa
- Student may be granted leave without changing their CoE according to the request received and its impact on the current studies. Student may be charged for reassessment and provided with a study plan.

COLLEGE INITIATED DEFERMENT OR SUSPENSION

- NVR Education Australia may decide to suspend or cancel a student's enrolment on its own initiative as a response to misbehaviour by the student
- NVR Education Australia initiated deferment, suspension or cancellation may be undertaken for reasons which include (but are not limited to):
 - A student has not met course entrance requirements:
 - English Language requirements
 - Completion of a pre-requisite unit or course
 - Misbehaviour by the student/breach of the '*Student Code of Conduct*' (including plagiarism, collusion and cheating)
 - Breach of student visa conditions
 - Non-payment of tuition fees
 - Unsatisfactory Course Progress (See "*Student Course Monitoring Policy*")
 - The student no longer holds a Student Visa
- If NVR Education Australia intends suspending or cancelling the student's enrolment where it is not at the student's request, the student must be informed they have 20 working days to appeal to NVR Education Australia
- Students may appeal using the '*Complaints and Appeals Form*'
- If the appeal is not upheld or the student withdraws from the appeal process, then NVR Education Australia must report the student to Immigration via PRISMS as required under section 9 of the ESOS Act
- The suspension or cancelling of the student's enrolment cannot take effect until the appeal process is completed unless there are extenuating circumstances relating the student's welfare.
- Deferment or suspension may require students to pay fees including deferment/suspension and CoE reissuance fee

CANCELLATION OF ENROLMENT

- Student wishing to cancel their course must submit in writing their request to withdraw
- It is ideal that the student completes a '*Release Application Form*' to request for cancellation of the course and provide:
 - Details regarding the reason for release
 - Evidence to support the reason for release (If applicable)
 - If requesting to transfer to another College the student must provide a valid Letter of Offer from the new provider
 - Flight tickets showing the departure date within 35 days, if departing the country
- A decision can only be made once a request has been received in full



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- Students owing fees or who in the process of being reported will not be able to be processed, and compliance processed will be followed
- Note: A letter of release will not be provided for student-initiated cancellations. If evidence of cancellation is required a copy of your cancelled CoE can be provided
- Students wishing to transfer to another provider must refer to the '*Student Transfer Policy*'.

ASSOCIATED DOCUMENTS AND FORMS

- *Complaints and Appeals Procedure*
- *Complaints and Appeals Form*
- *Student Code of Conduct*
- *Student Course Monitoring Policy*
- *Student Transfer Policy*
- *Deferment and Suspension Request Form*
- *Release Application Form*

DOCUMENT CHANGES AND MODIFICATIONS

Date	Summary of changes	Approved by
20/08/2020	Updated to NVR formatting	Samantha
02/08/2022	Updated to include reference to chargeable items	Samantha