



## DEFERRAL OF COMMENCEMENT, SUSPENSION OF STUDIES AND CANCELLATION OF ENROLMENT

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### 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 and Admissions 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

- Students wishing to cancel their course must submit their request to cancel their CoE in writing, providing at least 1 month notice
- Students should complete 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, for example
    - Student visa cancellations
      - Flight tickets showing the departure date within 35 days
      - Note: Cancellation will not be processed until the student departs the country



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- No study requirements, including visa refusal
    - New visa showing no study requirements, currently in effect
    - Refusal of visa notice from Immigration
- Students requesting to transfer to another provide must refer to the 'Student Transfer Policy' and meet the stated requirements
- Students may be requested to attend a meeting with College staff to discuss and further details regarding the request
- A \$500 Administrative Fee will be charged to process the application
- A \$250 Cancellation Fee will be charged to process the cancellation
- Request will normally not be granted if:
  - Student fees are in arrears
    - Students need to pay up until the end of the current term of the notice period (1 month)
  - The student is in the process of being report to Immigration for failure to meet student visa requirements
  - The student has not attended a requested meeting with NVR Staff
  - The student has not been able to provide evidence to support the request (departure from Australia, visa without study requirements currently in effect)
  - The student's reasons for release do not fall within the grounds under which a student is eligible for release (outlined in the College's 'Student Transfers Policy'), including not completing 6 months within their principal course.
- If evidence of cancellation is required a copy of your cancelled CoE can be provided

### 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
08/08/2024	Updates to position titles and clarification on evidence requirements	Samantha
01/11/2024	Update to chargeable items	Samantha
06/05/2025	Update to clarify cancellation notice period	Samantha