

# Deferring, Suspending or Cancelling Enrolment Procedure - International

**Procedure Code:** PR-017**Version:** 11.0**Effective Date:** 21 May 2025**Related Policy Code:** INT-004**Related Policy Name:** Deferring, Suspending or Cancelling Enrolment Policy - International

## Purpose

This Procedure sets out the process that international students are required to follow to apply for deferral, suspension or cancellation of enrolment. It also sets out the process used by the College to assess these requests and the way in which College-initiated suspensions or cancellations of an international student's enrolment are processed.

This Procedure is to be read in conjunction with the *Deferring, Suspending or Cancelling Enrolment Policy – International*. Part A of this Procedure applies to all international students. Part B of this Procedure applies exclusively to international students studying on a student visa.

**Definition of “College”** – *In the higher education sector, the Australian College of Natural Medicine Pty Ltd (ACNM) trades as Endeavour College of Natural Health. For the purpose of this procedure, any reference to ‘College’ or ‘the College’ should be considered a reference to each or any of these respective trading names / entities.*

**Definition of “International students”** – *The College defines an International Student as someone **who is not an** Australian citizen or permanent resident or a New Zealand citizen or a permanent visa holder. This definition includes students studying onshore on a range of temporary visas. Information that applies only to students studying on specific visa classes (e.g., Student Visa) is specified when relevant.*

## Scope

- All campuses and courses registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS)
- All International students
- Student Services staff

## Procedure:

### PART A

**Note: This section only applies to ALL international students**

## Student Initiated - Application for:

### Deferring, Suspending or Cancelling Enrolment

1. The student may apply to defer, suspend or cancel enrolment using the *Defer, Suspend or Cancel Enrolment Form - International*. The completed form must be returned to the International Student Adviser at the relevant campus, a copy is placed on the student's file.
  - a. Deferral is the postponement of commencement date of the course and can only be initiated by an enrolled student.

- b. Suspension is an interruption to the student's course and can be initiated by either the College or the student in compassionate or compelling circumstances.
  - c. Cancellation of enrolment can be initiated by a student or the College. Students who initiate a cancellation at any time for any reason should consider the financial penalties they may incur when submitting an application.
2. The form is viewed by a Student Adviser and assessed using the criteria set out in the *Deferring, Suspending or Cancelling Enrolment Policy – International*.
3. Student is advised immediately by the campus Student Adviser if additional documentation or evidence is required with their application.
4. Information is provided to the student regarding the specific circumstances where enrolment may be varied and deferment or temporary suspension can occur as detailed in the *Deferring, Suspending or Cancelling Enrolment Policy – International*.
5. The student's application is assessed and a decision is made by the Director, Student Services & Retention (DSSR). If deemed necessary by the DSSR, the DSSR may seek further advice from the National Quality, Governance and Compliance Manager. The student is notified in writing of the outcome of their application within five (5) working days.

## College Initiated:

## Suspension or Cancellation of Enrolment

The College may choose to suspend or cancel a student's enrolment if:

- ⊙ The student significantly breaches the *Student Code of Conduct - HE* or as a consequence of other significant student misbehaviour as set out in the *Student Misconduct Policy – Higher Education*.
  - ⊙ The student fails to pay fees as stated in the written agreement.
  - ⊙ The student breaches course progress requirements (in line with the Course Duration and *Progress Policy – International*).
  - ⊙ The student is or will be unable to meet the entry requirements and / or conditions of enrolment for a course. This includes failure to obtain and maintain approval to work with children through a positive Working With Children Check (or its equivalent, unless an exemption applies) and / or a valid first aid certificate, where these are required as part of practicum components of courses. Refer to the *Working with Children Checks Policy*.
1. Once a decision is made by the College to initiate a suspension or cancellation of enrolment, the student is advised in writing as soon as possible that he or she has 20 working days to access the College's internal complaints and appeals process (see *Complaints and Appeals Policy – International*) and that, if the student chooses to access this process, the suspension or cancellation of enrolment cannot take effect until the process is completed (unless extenuating circumstances relating to the welfare of the student apply). The definition of extenuating circumstances is provided in the Definitions section of the *Deferring, Suspending or Cancelling Enrolment Policy – International*.
  2. Any claim made by the College of extenuating circumstances must be supported by appropriate evidence.
  3. The appeals process must commence within 10 days of the formal lodgement of an appeal.
  4. If the student accesses the appeals process, the College must maintain the student's enrolment until the process is completed.
  5. If the appeals process finds in favour of the student, the student's enrolment will remain unchanged and the student will be notified in writing as per the *Complaints and Appeals Policy – International*.

6. If the appeals process finds in favour of the College the student's enrolment will be suspended or cancelled as appropriate.

## Record Keeping

Whether student or College initiated, at all times, all correspondence, documentary evidence and associated materials of the assessment of the student's application for deferral, suspension or cancellation of enrolment will be documented and kept on record in the student's file.

## PART B

**Note: This section only applies to student visa holders**

### Student Initiated - Application for:

#### Deferring, Suspending or Cancelling Enrolment

The Student Adviser will inform students studying on a **student visa** that deferral, suspension or cancellation of enrolment may affect the student's visa.

If the student is studying on a **student visa**, the student will be referred to the Department of Home Affairs (DHA) (Immigration) to confirm the implications of this action in relation to their **student visa**.

The College must notify the Department of Education and Training (DET) and Immigration via Provider Registration and International Student Management System (PRISMS) as required under section 19 of the *Education Services for Overseas Students Act 2000 (Cth)* where the student's enrolment is deferred, temporarily suspended or cancelled for any reason. These students must be made aware that any change to their enrolment may affect their **student visa**. The College is required to and will inform DET via PRISMS when a student's enrolment is deferred, suspended or cancelled.

### College Initiated:

#### Suspension or Cancellation of Enrolment

The College may also suspend or cancel the student's enrolment as set out in the *Course Duration and Progress Policy - International* and *Attendance Policy – International*.

The *Deferring, Suspending or Cancelling Enrolment Policy - International* sets out the reasons that the College may suspend or cancel a student's enrolment.

If the appeals process is activated, the cancellation of the student's enrolment cannot take effect until the complaints and appeals process is completed or timeframes exhausted, unless extenuating circumstances relating to the welfare of students apply.

If the suspension or cancellation of a student's enrolment is initiated by the College and the appeals process finds in favour of the student, the student's enrolment will remain unchanged and the student notified in writing of the outcome.

Any suspension or cancellation of the student's course enrolment under this policy will be reported via the PRISMS as soon as practicable after the complaints and appeals process is fully completed or exhausted (within 14 days). The student will be issued with the relevant *Suspension Notice* or *Cancellation Notice* on the same day.

If the student is known to be affiliated with an international education agent, the College will also notify the agent of the student's change in enrolment.

## Immediate suspension or cancellation

The College may suspend or cancel an international student's enrolment immediately (without waiting for the outcome of any appeals process) if it is deemed that extenuating circumstances relating to the health and welfare of the student or others apply. These circumstances may include, but are not limited to the following situations when the student:

- Is missing;
- Has medical concerns, severe depression or psychological issues which lead the provider to fear for the student's wellbeing;
- Has engaged or threatens to engage in behaviour that is reasonably believed to endanger the student or others; or
- Is at risk of committing a criminal offence.

In this case, the College will have evidence of the extenuating circumstances and will report the suspension or cancellation immediately in PRISMS with relevant details of the circumstances recorded within PRISMS and on the student's file.

The student will also be notified of the immediate action taken in writing and this does not negate the student's ability to appeal the decision.

## Definitions

**DET:** Department of Education and Training.

**DHA:** Department of Home Affairs (Immigration).

**PRISMS:** Provider Registration and International Student Management System. The Department of Education and Training's database for international student management and communication with the Department of Human Affairs (Immigration).

**Extenuating Circumstances relating to the welfare of the student:** These circumstances may include, but are not limited to the following. The student:

- Is missing
- Has medical concerns, severe depression or psychological issues which lead the provider to fear for the student's wellbeing
- Has engaged or threatens to engage in behaviour that is reasonably believed to endanger the student or others; or
- Is at risk of committing a criminal offence.

**Student:** is an individual person who is formally enrolled to study at the College. The individual person is that who appears on the College's documents such as enrolment, admission and payment documents, and who is assigned an individual student ID.

## Further Information

### Related Policies

*Attendance Policy - HE*

*Complaints and Appeals Policy – International*

*Course Duration and Progress Policy – International*

*Deferring, Suspending or Cancelling Enrolment Policy - International*

*Student Code of Conduct - HE*

### Related Procedures

Not Applicable

### Related Documents

*Add or Drop Subject Form - International - Student Visa*

*Add or Drop Subject Form - International - Temporary Visa*

*Cancellation Notice*

*Cancellation Notice Provider Default Template*

*Defer, Suspend or Cancel Enrolment Form - International*

*Entry Requirement Warning Letter Template*

*Intent to Cancel Enrolment Template*

### Guidelines

Not Applicable

### Benchmarking

Not Applicable

### Supporting Research and Analysis

Not Applicable

### Related Legislation

*Education Services for Overseas Students Act 2000 (Cth).*

*National Code 2018 (Cth).*

## Review and Approval

### Procedure Author

Compliance Coordinator

## Procedure Owner

National Quality, Governance and Compliance Manager

## Contact

National Quality, Governance and Compliance Manager

[compliance@endeavour.edu.au](mailto:compliance@endeavour.edu.au)

## Recommending Body

Not Applicable

## Approval Body

Director, Student Services & Retention

Date: 15 August 2017

## Procedure Status

Revised

## Responsibilities for Implementation

- Director, Student Services & Retention
- National Manager Student Experience
- National Quality, Governance and Compliance Manager
- National Student Records Manager
- Student Advisers

## Key Stakeholders

- Managing Director
- Admissions staff
- Director of Education
- Director, Student Services & Retention
- International Education Agents
- International Students
- National Manager Student Experience
- National Quality, Governance and Compliance Manager
- National Sales and Admissions Manager
- National Student Records Manager
- Student Services staff