

Deferring, Suspending or Cancelling Enrolment Policy and Procedure – International Students

1. Statement of policy and procedure

This document describes the policies and management relating to assessing, approving and recording the deferment of the commencement of study or suspension of study requested by the student.

2. Scope

This policy and procedure applies to all international students on a student visa, or intending to apply for student visa, who have been issued a Confirmation of Enrolment of a Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) registered program at the Gordon.

3. Definitions

Compassionate or compelling circumstances: circumstances should be beyond the control of the student and the grounds are supported by substantiating documentation. Examples of compelling or compassionate circumstances are:

- Illness of the student or immediate family member evidenced by a medical certificate.
- Death of a student's immediate family member evidenced by a death certificate.

Other compassionate grounds where adequate evidence can be provided to show cause for release:

- significant natural disaster in home country
- political instability in home country
- mental health illness or significant personal issues, evidenced by a psychological or medical report of a nature that would warrant release
- Student is stranded overseas

Principal Course of Study: The principal course of study is the main or final course to be undertaken by an international student visa holder where the enrolment covers multiple courses in its scope (as stated on the Confirmation of Enrolment). For example where a student is enrolled in an ELICOS and diploma course, the diploma course is the principal course.

PRISMS: The Provider Registration and International Student Management System (PRISMS) is an Australian Government secure online system that allows providers to issue confirmations of enrolment (CoEs). Australian Government agencies use PRISMS to monitor student compliance with visa conditions and provider compliance.

4. Policies principles

The [National Code of Practice for Providers of Education and Training to Overseas Students \(National Code\)](#) sets nationally consistent standards that govern the protection of international students and delivery of courses to those students by providers registered on CRICOS. The National Code is a legislative instrument of the ESOS Act and is legally enforceable under Part 4. The ESOS Legislative Framework can be found on the [International staff portal page](#)

Standard 9 Deferring, suspending or cancelling the overseas student's enrolment

The Gordon may defer or suspend the enrolment of a student if it believes there are compassionate or compelling circumstances.

The Gordon may suspend or cancel a student's enrolment on the basis of but not limited to: misconduct, non-payment of fees, a breach of course attendance and progress requirements by the overseas students (in accordance with *National Code Standard 8 Overseas student visa requirements*).

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Deferment or suspension of enrolment may result in an increase in tuition, resource or materials fees. Students who will be required to pay all fees that apply to the new commencement date. *Fees and Charges Policy STS PO 04*.

The student's fees and charges will be managed according to *Withdrawal and Refund Policy STS PO 06*.

Students will be advised to consult [The Department of Home Affairs](#) to ensure they continue to meet the conditions of their visa and if they are required to leave the country.

4.1 Deferring enrolment (prior to commencing the course)

The Gordon does not defer the commencement of study for any onshore international student after the Confirmation of Enrolment (CoE) is issued. The student should withdraw and re-apply for admission at the next appropriate intake.

4.2 Student request to suspend enrolment (Leave of Absence)

For students who have commenced study and request to suspend their study will be considered for a leave of absence (LoA). The student's request will be considered and assessed against the student's best interest and compassionate or compelling circumstances.

The Gordon does not consider the following reasons as compassionate or compelling circumstances for the purpose of suspension (leave of absence).

- Distance from campus and/or accommodation issues. Students are considered to have been aware of The Gordon campuses and their locations prior to accepting their offer
- Financial difficulties (unless evidence of bankruptcy of financial sponsor or illness of financial sponsor can be demonstrated)
- Evidence of deliberate failure or poor attendance
- Lack of understanding of The Gordons Tuition Fee and Refund policy and conditions of study as explained in the offer letter

Students must lodge a written request via *International Student Request / Notification Form INT FO 02.01* and will be required to provide supporting evidence.

Consideration will also be given to the delivery of the program and the student's ability to attend and progress towards completing the course

The maximum duration for the LoA is one semester (six months). Once the LoA period has expired students must return to study or their enrolment will be cancelled. The Department of Home Affairs will be notified.

Leave of Absence requests will be processed within 2 working days.

Where the LoA request is approved, the International Office will:

- Advise the student in writing of the approved Leave of Absence period and the new commencement date
- Update the student's enrolment in PRISMS
- Advise the student to contact Department of Home Affairs to seek advice regarding their student visa

Where the LoA will extend the duration of the student's enrolment, a new CoE will be created and PRISMS updated accordingly. The student will be advised to contact Department of Home Affairs to seek advice regarding their student visa.

Where a LoA request is refused, the student shall be informed in writing of the reasons for the outcome and their right to appeal the decision consistent with *Complaints and Appeals Policy QA PO*

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10, within 20 working days. The student will be advised to contact Department of Home Affairs to seek advice regarding their student visa

4.3 Leave of Absence, suspend or cancel enrolment (Gordon initiated)

Where a pre-requisite unit is unavailable in the study period and the student cannot continue until the next intake, the student will be put on a leave of absence in line with the next unit intake.

The Gordon may **suspend or cancel** a student's enrolment including, but not limited to, on the basis of, but not limited to:

- Misbehaviour by the student as in accordance with *Student Conduct Policy QA PO 12*
- The students failure to pay fees owed to undertake or continue the course as stated in the offer letter
- A breach of course progress and attendance requirements by international students in accordance with *Monitoring Attendance and course Progress Policy and Procedure INT PR 01*

The student will be informed of the intention and reasons for suspension or cancellation in writing. The student shall be informed:

- Of the reasons for the outcome and their right to appeal the decision consistent with *Complaints and Appeals Policy QA PO 10*, within 20 working days.
- to seek advice from the Department of Home Affairs on visa implications

The student's enrolment will be maintained until all internal and external complaints processes has been finalised.

The student's enrolment will be updated via PRISMS.

5. Procedure

Deferring Enrolment

| ACTION | RESPONSIBILITY | GUIDANCE |
|--------------------------|--|---|
| Request deferment | Student/ Education Agent | Contact International Office in writing with details of request |
| Process request | International Officer / Manager Commercial Operations | Student application withdrawn and student advised to reapply for admission at the next appropriate intake |

Leave of Absence

| ACTION | RESPONSIBILITY | GUIDANCE |
|------------------------------------|--|---|
| Request Leave of Absence | Student | Submit <i>International Student Request / Notification Form INT FO 02.01</i> |
| Request of Leave of Absence | International Officer / Manager Commercial Operations | Assess whether there are compassionate or compelling circumstances Determine eligibility If intend to approve, determine duration of LoA with program area if applicable. Maximum 6 months. |

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| ACTION | RESPONSIBILITY | GUIDANCE |
|---------------------------|-----------------------|---|
| Process outcome | International Officer | For approved LoA, advise outcome to the student and duration of LoA, update PRISMS, update eCentral, and inform program area For unapproved deferment, advise outcome and reasons to the student and right of appeal |
| Follow up return to study | International Officer | One month before LoA duration ends, follow up with the student regarding return to study |

Leave of Absence, Suspending or Cancelling Enrolment (Gordon Initiated)

| ACTION | RESPONSIBILITY | GUIDANCE |
|--|-------------------------------|--|
| Determine leave of absence, suspension or cancellation | Manager Commercial Operations | Determine leave of absence, suspension, or cancellation of enrolment according to 4.3 Advise the student in writing of the intention to report Advise program area |
| Complaints and Appeals Process | Student | Students have the right to appeal the decision within 20 working days |
| Update student record | International Officer | After Complaints and Appeals process finalised, or after the 20 working days have passed, update PRISMS if applicable Update records in eCentral |

6. Responsibilities / Governance

| POSITION | GOVERNANCE / RESPONSIBILITY |
|--|---|
| Executive Director Commercial Business | Unless otherwise stated in this procedure the Executive Director Commercial Business is responsible for the issue, revision, re-issue and authorisation of this document. |
| Manager Commercial Operations | For the management of students deferral, suspension or cancellation of enrolment in alignment with the ESOS framework |
| International Officer | For the review, monitoring and action related to students deferral, suspension or cancellation of enrolment |

7. Key Aligned Internal Documents

Refer to the [Operational Management System \(OMS\)](#) for copies of all policies, procedures and supporting documents.

International Student Request / notification form INT FO 02.01

Monitoring Attendance and Course Progress Policy and Procedure – International Studies INT PR 01

Admission and Selection Policy and Procedure – International Students INT PR 03

International Education Agent Procedure INT PR 04

Genuine Temporary Entrant and Genuine Student Assessment Policy and Procedure – International Students INT PR 07



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ELICOS Progress and Attendance Monitoring Policy and Procedure INT PR 08

Students Transfer Policy and Procedure – International Students INT PR 09

Fees and Charges Policy STS PO 04

Withdrawal and Refund Policy STS PO 06

International Student Request / Notification Form INT FO 02.01

Complaints & Appeals Policy QA PO 10

Student Misconduct Management QA PR 11

Student Conduct Policy QA PO 12

Critical Incident Management RISK PR 06

8. Key aligned external documents

[ELICOS Standards 2018](#)

[Education Services for Overseas Students Act 2000](#)

[National Code of Practice for Providers of Education and Training to Overseas Students 2018](#)

9. Review and approval

| | POSITION | AREA |
|-------------------------------------|--|---------------------|
| Business Process Owner | Executive Director | Commercial Business |
| Endorsed by (if applicable): | Nil | |
| Ratified by (if applicable): | Nil | |
| Review schedule: | This policy and procedure will be reviewed every 3 years / annually (or earlier as required) | |
| Last reviewed / updated: | 08 June 2023 | |