

## Deferral, Suspension or Cancellation Policy and Procedure

### Policy

This policy is to ensure that MILCOM Institute has and implemented documented process for assessing, approving and recording deferral, suspension or cancellation of study as requested by overseas student, including maintaining a record of any decision. Department of Home Affairs (DHA) will be advised of appropriate changes to an international students' circumstances whilst being enrolled at MILCOM Institute.

### Procedure - Deferral or Suspension

Students may be able to temporarily defer the commencement of their studies or temporarily suspend their enrolment after commencement where they have a good reason to do so. MILCOM Institute may defer or suspend the enrolment of the student on the grounds of compassionate or compelling circumstances.

These circumstances could include, but are not limited to:

- Serious illness or injury supported by the medical certificate states the student's inability to attend classes;
- Bereavement of close family members such as spouse, parents or grandparents (Where possible a death certificate 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;
- A traumatic experience which could include:
  - Involvement in, or witnessing of a serious accident;
  - 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);
- Inability to begin studying on the course commencement date due to delay in receiving a student visa.

***Please Note:*** *These are only some of the examples of what may be considered compassionate or compelling circumstances.*

The Administration Manager will use their professional judgment and to assess each case on its individual merits. When determining whether compassionate or compelling circumstances exist, MILCOM Institute will consider documentary evidence provided to support the claim and will keep copies of these documents in the student's file.

A student applying to defer/suspend his/her enrolment must do so by submitting a written application to the Student Administration. This application to defer must include in detail the 'compassionate or compelling circumstances' to support the temporary deferral/suspension of their studies.

The Administration Manager will:

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1. Review all applications for deferral or suspension and determine if the application for deferral or suspension is to be granted or rejected within 3 working days.
2. Ensure the student is informed in writing of the outcome of their application for deferral or suspension. The students must also be informed that the deferral or suspension may affect their student visa and they are advised to contact DHA in relation to the status of their student visa.
3. In the case of a student application being rejected the written notification to the student will also be informed of their ability to access the complaints and appeals policy and procedure if they wish to appeal the decision.
4. Maintain all documentation related to deferral or suspension application on the students file.
5. Notify DHA via PRISMS of the decision regarding granting deferral or suspending an international student enrolment (It is mandatory to notify DHA if the deferral/suspension duration is more than 14 days). This includes reporting the change to the overseas student enrolment under section 19 of ESOS act.
6. Inform the student in writing to seek advice from DHA on the potential impact on his/her student visa.

It is the student's responsibility to collect revised COE from the college for any deferral/suspension made. The student can also use the COE to inform DHA of the revised end date of the course where their Visa requires extension.

Requests for deferral/suspension may be denied for students who are in arrears with the payments or in breach of the Student Code of Conduct.

### Procedure - Student Initiated Cancellation

A student may cancel their enrolment where they have decided to discontinue studying with MILCOM Institute. Student must not have any outstanding tuition fee prior applying for cancellation of enrolment, if the course has commenced, student will have to make the payment for the tuition fee for that particular study period.

Students wishing to cancel their enrolment must submit the application in writing to the Student Administration. The Administration Manager will then:

1. Maintain all application documentation for the cancellation of enrolment on the students file
2. Notify DHA via PRISMS of the decision to cancel the enrolment as a result of the student's request.
3. Ensure the student is informed in writing of the outcome of their application for cancellation. This written notification will also inform an international student that the deferral or suspension may affect their student visa and they are advised to contact DHA in relation to the status of their student visa.

Students will be required to refer to their Enrolment Acceptance Agreement and the Refunds Policy and Procedure for details of the refund arrangements in place where an enrolment is cancelled.

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### Procedure - Provider Initiated Deferral

The CEO may defer an enrolment where the course is not being offered at the proposed date, site, or any other reason the CEO deems necessary to cancel the course. In such cases a refund shall be processed as required or alternative courses offered. Please refer to *Policy and Procedure - Fees, Charges and Refund*.

### Procedure - Provider Initiated Suspension or Cancellation

MILCOM Institute may suspend or cancel a student enrolment including but not limited to, on the basis of:

- Misbehaviour by student
- Breach of student code of conduct or ethical behaviour
- The student's failure to pay an amount he or she was required to pay to MILCOM Institute to undertake or continue the course as stated in the written agreement
- Breach of course progress requirements by the overseas student, which must occur in accordance of National Code 2018 Standard 8.

Where MILCOM Institute decides to suspend or cancel the overseas student's enrolment, the Administration Manager, before imposing suspension or cancellation, will inform the student in writing:

- The intention to suspend or cancel the student enrolment and the reason for doing so.
- That the student will have 20 working days to appeal through MILCOM Institute Complaints and Appeals policy and procedure in accordance with National Code Standard 10. The student enrolment will not be cancelled or suspended until after this appeal period has passed.
- Where the student enrolment is to be suspended, the length of the suspension must be included.
- Where the enrolment is to be cancelled the effective date of the cancellation (at least 20 working days from the date of the letter).
- International students must also be informed that MILCOM Institute is obliged to inform DHA via PRISMS after the 20-day period of the suspension or cancellation and this may affect their student visa.
- International students will be advised to contact DHA in relation to the status of their student visa.

The Administration Manager will:

1. Maintain all application documentation for the suspension or cancellation of enrolment on the students file.
2. Notify DHA via PRISMS of the decision to suspend or cancel the enrolment as a result of the international student's request only after the appeals period has passed.
3. Where an international student decides to access the complaints and appeals policy and procedure within 20 working days, the student must not be reported until the process has finished.

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### Complaints and Appeals

If the applicant chooses to enact the complaints and appeals process:

1. This must be lodged within 20 working days from the date of issue.
2. If the student opts for appeals process, the suspension or cancellation of the student's enrolment will not take effect until the process is completed, unless there are extenuating circumstances relating the student's welfare.
3. Students who are already enrolled will thus continue to be enrolled and their course progress will continue to be monitored.
4. If the appeal is not upheld or the student withdraws from the appeal process, then the Institute must report the student to DHA via PRISMS.