

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

1. Purpose

This document describes the policies and management relating to assessing, approving and recording deferrals, suspensions, leave of absences and cancellations of enrolment, when instigated by either student or the Gordon.

2. Scope

This policy and procedure apply to all new and continuing international students 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. Policy

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*).

The student's fees and charges will be managed according to *Fees and Charges Policy STS PO 04* and *Withdrawal and Refund Policy STS PO 06*.

Students ~~will be~~ are 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.

3.1 Deferral of Enrolment / Leave of Absence (student initiated)

- 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.
- For offshore international student waiting on visa processing, a maximum of one semester deferral will be applied
- 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 for deferral or LoA will be considered and assessed against the student's best interest and compassionate or compelling circumstances.
- Where a pre-requisite unit is unavailable in the study period and the student cannot continue until the next intake, it is considered as a compassionate or compelling circumstance, the student will be approved for a LoA in line with the next unit intake
- The maximum duration for a 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.
- Deferrals/LoA 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.

- The Gordon does not consider the following reasons as compassionate or compelling circumstances for the purpose of deferral or LoA:
 - 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
- Deferral of course enrolment prior to commencement must be requested in writing by the student or education agent
- Continuing students requesting for a LoA must lodge a written request via International Student Request / Notification Form INT FO 02.01 with applicable supporting evidence.
- LoA requests will be processed within 2 working days.

3.1.1 Where a deferral/LoA request is approved, the International Office will:

- Advise the student in writing of the approved deferral/LoA period and the new commencement date
- Update the student's enrolment in PRISMS, if the approved deferral/LoA will affect the end date of the CoE, a new CoE will be created with a more appropriate end date
- Advise the student to contact Department of Home Affairs to seek advice regarding their student visa

3.1.2 Where a deferral/LoA request is refused:

- The student will be informed in writing of the reasons for the outcome and their right to appeal the decision consistent with *Complaints and Appeals Policy RISK PO 09*, within 20 working days.
- The International Office will update PRISMS according to outcome of internal appeal
- The student will be advised to contact Department of Home Affairs to seek advice regarding their student visa

3.2 Cancellations of enrolment (student initiated)

- Cancellations of enrolment request will be managed in accordance with *Withdrawal and Refund Policy STS PO 06*.
- Students requesting to cancel enrolment prior to commencement must submit the request in writing
- Continuing students must lodge a written request via *International Student Request / Notification Form INT FO 02.01*
- The International Office will cancel the student's CoE in PRISMS according to student's request
- The student will be advised the cancellation of CoE and to contact Department of Home Affairs to seek advice regarding their student visa
- Once cancellation of enrolment is processed, readmission to a withdrawn course requires a new application to The Gordon.
- Cancellation of enrolment is not an approval of release. Students wishing to transfer to another provider must apply for request of changing provider to International Office in accordance with *Students Transfer Policy and Procedure – International Students INT PR 09*

3.3 Deferrals, Suspensions or cancellations of enrolment (Gordon initiated)

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 RISK PO 08*
- 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 in accordance with *Monitoring Attendance and course Progress Policy and Procedure INT PR 01*

The student shall be informed in writing:

- A notice of intention to report and reasons for suspension or cancellation

- their right to appeal the decision in accordance with *Complaints and Appeals Policy RISK PO 09*, within 20 working days.
- seek advice from the Department of Home Affairs on visa implications

The Gordon will maintain the student's enrolment and CoE until all internal complaints processes has been finalised, unless the student's health or wellbeing, or the wellbeing of others, is likely to be at risk. This may include, but is not limited to when the international student:

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

Dependent on the outcome of internal and external complaints, the Gordon will update the student's enrolment via PRISMS.

4. Procedure

Action	Responsibility	Guidance
Deferring Enrolment / Leave of Absence (student initiated)		
Request Deferral / LoA	Student / Education Agent	Deferral prior to commencement must be submitted in writing by the student or agent. Continuing students requesting for LoA must complete <i>International Student Request / Notification Form INT FO 02.01</i> .
Assess Request	International Officer / Manager Commercial Operations	Assess whether there are compassionate or compelling circumstances. Determine eligibility. If intend to approve LoA, determine duration of LoA with program area if applicable. Maximum LoA duration 6 months.
Process outcome	International Officer	For approved deferral/LoA, advise outcome to the student (or authorised agent), update PRISMS, update eCentral, and inform program area. For unapproved deferral/LoA, advise outcome and reasons to the student and right of appeal, and update records according to appeal outcome.
Follow up end of deferral / LoA	International Officer	For students approved for LoA, follow up with the student regarding return to study one month prior to return. For students approved for deferral, follow up with the student (or authorised agent) prior to course commencement.
Cancellation of Enrolment (student initiated)		
Request Cancellation of Enrolment	Student	Complete <i>International Student Request / Notification Form INT FO 02.01</i>
Process Request and update student record	International Officer / Manager Commercial Operations	Advise student about the implications of course withdrawal and relevant Gordon policies, confirm the student's request. Advise program area, update PRISMS, update eCentral. Once CoE cancelled, advise the student in writing.

Action	Responsibility	Guidance
Leave of absence, suspending or cancelling enrolment (Gordon initiated)		
Determine leave of absence, suspension or cancellation	Manager Commercial Operations	Determine leave of absence, suspension, or cancellation of enrolment according to 3.3. 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 workings days have passed, update PRISMS if applicable Update records in eCentral.

5. Responsibilities

Position	Responsibility / Governance
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 deferral, suspension or cancellation of enrolment in alignment with the ESOS framework
International Officer	For the review, monitoring and action related to deferral, suspension or cancellation of enrolment

6. Definitions

The following terms and abbreviations are specific to this procedure:

Name	Description
Compassionate or compelling circumstances	Compassionate or compelling circumstances should be beyond the control of the student and which have an impact upon the overseas student's course progress or wellbeing. These could include, but are not limited to: <ul style="list-style-type: none"> Serious illness or injury, where a medical certificate states that the overseas student was unable to attend classes; Bereavement of close family members such as 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 overseas student's studies; or A traumatic experience, which could include: <ul style="list-style-type: none"> Involvement in, or witnessing of a serious accident; or Witnessing or being the victim of a serious crime, and this has impacted on the overseas student (these cases should be supported by police or psychologists' reports); or Where the registered provider was unable to offer a pre-requisite unit, or the overseas student has failed a prerequisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol.
Confirmation of Enrolment (CoE)	A document, provided electronically, which is issued by the registered provider to intending overseas students and which must accompany their application for a student visa. It confirms the overseas student's eligibility to enrol in the particular course of the registered provider.
CRICOS	The Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) is the register prescribed under section 14A of the ESOS Act
Principal Course of Study	The principal course of study refers to the main course of study to be undertaken by an overseas student where a student visa has been issued for multiple courses of study. The

	principal course of study would normally be the final course of study where the overseas student arrives in Australia with a student visa that covers multiple courses. For example, where a student is enrolled in the 2-year cookery hospitality package, the Diploma of Hospitality Management 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.

7. Key Aligned Internal Documents

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

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

International Student Request / Notification Form INT FO 02.01

Students Transfer Policy and Procedure – International Students INT PR 09

Fees and Charges Policy STS PO 04

Withdrawal and Refund Policy STS PO 06

Complaints and Appeals Policy RISK PO 09

Student Misconduct Management Procedure RISK PR 08

Student Conduct Policy RISK PO 08

Critical Incident Management RISK PR 06

8. Key Aligned Legislation / 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

Business Process Owner	Executive Director, Growth & Student Experience		
Endorsed by (if applicable)	Not applicable	Endorsed Date	
Approved by (if applicable)	Not applicable	Approved Date	14 November 2024
Review schedule	This procedure will be reviewed every 3 years (or earlier as required)		
Date of next review	14 November 2027		

Minor Structure changes outside of Review schedule		
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