

DEFERRAL, CANCELLATION AND SUSPENSION POLICY AND PROCEDURE – INTERNATIONAL STUDENTS

1. PURPOSE OF POLICY

The purpose of this policy is to outline the circumstances in which an international student may defer, cancel, or suspend their enrolment. The procedure outlines the process conducted by Equinim College for assessing, approving and recording a deferment of the commencement of study or suspension of study requested by an overseas student, including maintaining a record of any decision.

2. POLICY: DEFERRAL, SUSPENSION OR CANCELLATION

The following applies:

- a) **(Deferral)** Deferral means the postponement of the student's course for a defined period, with the course to be commenced or continued (as the case may be) at a later date. Deferral is requested by the student.
- b) **(Suspension)** Suspension means the suspension for a defined period of time of a CRICOS approved course. Suspension may be initiated by a student request, or by Equinim College.
- c) **(Cancellation)** Cancellation means the cancellation or termination of enrolment in a CRICOS approved course. Cancellation may be initiated by a student request, or by Equinim College.

3. DEFERRAL

3.1 Deferral by student request

The following applies:

- a) **(Deferral of commencement of studies)** A student may request to defer the commencement date of their studies.
 - a. If there are compassionate or compelling reasons for the deferral of the commencement date of the student's studies:
 - i. **(Submit form)** The student must submit a completed Deferral of Enrolment Form, together with all required supporting documentation to Equinim College at least 7 days prior to the course commencement date as set out in their Letter of Offer and confirmed in their Course Acceptance Agreement.
 - ii. **(Compassionate or compelling reasons)** Whether or not there are compassionate or compelling circumstances is solely at the discretion of Equinim College to determine. See section 6, below.
 1. For example, if a student is ready to travel to Australia and commence studies, but before they do so, they have an accident and require hospitalisation, Equinim College would in this case approve a deferment to commencement of studies on compassionate or compelling grounds. In this case:

- a. If the delay to start date will only be a few days, the current CoE can be retained.
- b. If the delay to start date is going to be more protracted, e.g. the student will now commence at the beginning of the next semester, Equinim College shall:
 - i. Cancel the student's current CoE through PRISMS;
 - ii. Give the student a new Letter of Offer for commencement in Semester 2;
 - iii. Notify the student that to defer commencement of studies may impact on their visa;
 - iv. Advise the student to contact the Department of Immigration and Border Protection ("**DIBP**") to discuss the impact of the change on her enrolment.
- b. If there are no compassionate or compelling reasons for the deferral, determined at Equinim College's discretion, the following shall apply:
 - i. **(CoE with Approved status)** If the CoE is recorded as "Approved" in PRISMS, Equinim College shall:
 - 1. Choose "Non-commencement of studies" as the reason for the Student Course Variation ("**SCV**"), which records non-commencement of studies as the reason for variation and allows Equinim College to enter a reason for the non-commencement; or
 - 2. Choose "Change to CoE details" as the reason for the SCV. In this case, Equinim College can change the course start date in PRISMS.
 - ii. **(CoE with Visa granted status)** If the CoE status is "Visa granted", Equinim College must complete a non-commencement SCV and create a new CoE for the student due to visa requirements. (In this case Equinim College should NOT choose the "Student requests change to existing enrolment" option, as this will send the provider back to select the deferment option.)
 - iii. **(CoE with Studying status)** If the CoE status is "Studying" and there has been a period of study, the student is not requesting a deferment of commencement, but a suspension. In this case, the student must apply to Equinim College for a suspension. This can either be on compassionate/compelling grounds, or on the absence of such grounds. See section 4.1, below.
- c. Compassionate or compelling reasons are defined in section 6, below.
- b) **(Retrospective deferment or suspension)** The following applies:
 - a. Equinim College shall not authorise and report a deferment or suspension retrospectively unless there are compassionate and compelling circumstances where it is required. (See section 6, below, on compassionate or compelling circumstances.)
 - b. By way of example:

- i. If a student has an accident while on holiday overseas and does not attend class at the beginning of semester, Equinim College may deem a retrospective deferment is warranted if the student was unable to contact Equinim College after the accident. Equinim College shall assess what is required in the individual circumstances.
 - ii. If a student was required to return home at short notice for urgent medical attention (before requesting a suspension of studies), Equinim College may at its discretion determine a retrospective suspension of studies is appropriate, i.e. with this approval retrospectively applied when the student returns to study and requests this suspension
- c) **(Monitoring attendance)** Equinim College shall monitor class attendance.
 - a. In attendance monitoring, Equinim College shall not count any periods of approved deferment (as per the National Code [Fact Sheet for Standard 9](#) of the National Code).
 - b. In line with Standard 11.4, Equinim College shall contact and counsel students who have been absent for more than 5 consecutive days without approval or where the student is at risk of not attending for at least 80% of the scheduled course contact hours. This is for the purpose of Equinim College soon knowing if a student has stopped attending class. See the Student Progress Policy and Procedure.
- d) **(PRISMS)** Equinim College shall record any deferment in PRISMS:
 - a. **(CoE with Visa granted status)** If a CoE has “Visa granted” status:
 - i. In the case of a short deferment (which will not affect the end date of a CoE), entering the dates in PRISMS will not affect the CoE, if the CoE is already recorded in PRISMS as “Approved” or “Visa granted”.
 - ii. If the period of deferment is so long that it will affect the end date of a CoE, the system will cancel the CoE and Equinim College will be required to enter a new CoE for the student based on the revised start and end dates. PRISMS will record the deferment.
 - b. **(CoE with Approved status)** If a visa has not been granted for the CoE and the CoE status is “Approved”, Equinim College shall report through PRISMS that the student has not commenced studies (“non-commencement of studies”). PRISMS will cancel the CoE and give Equinim College the option to create a new CoE for the student with the revised starting date. The non-commencement notification will be recorded in PRISMS.

4. SUSPENSION

4.1 Suspension by student request

The following applies:

- a) **(Suspension)** A student may request suspension of their studies for a period, for compassionate and compelling reasons. A student may only request suspension of their studies for a maximum of 6 months.

- b) **(Submit form minimum 7 days prior)** The student must submit a Suspension Request Form in accordance with section 8, below, at least 7 days prior to their proposed date of suspension.
- c) **(Compassionate and compelling reasons)** A request for suspension may only be granted where there are compassionate and compelling reasons. See section 6, below, on the meaning of compassionate and compelling reasons.
 - a. Examples of this include:
 - i. If the student needs to return to their home country for an urgent reason, but want to return to Australia after the trip and continue their studies, or
 - ii. If the student has had an accident in Australia and medically requires an absence from study before they are fit to return.
 - b. **(Evidence required)** Evidence of compassionate and compelling reasons is required.
 - i. **(Medical certificate)** If the reason for suspension request is a medical one (e.g. an illness or an injury), the student is required to provide a medical certificate stating the length of absence from study required before the student will be fit to return.
- d) **(Support call)** Before considering the request, the Student Services Team will review the student's progress and file notes to gain an understanding of where they are in their studies and any other factors that may affect the determination:
 - a. **(Purpose of support call)** Determining a student's progress can provide insight into where the student requires support, and assist in tailoring an approach that best suits the student.
 - b. **(Confirmation of extensive support)** The Student Services Officer will contact the student via phone and confirm the student has extensive support available and that their duration expiry date can be adjusted (by deferral, for instance) should compassionate or compelling circumstances be impeding their ability to complete their course.
 - c. **(Student visa)** The student is informed that deferring, suspending or cancelling their enrolment on any grounds may affect their student visa. Refer to section 9, below.
- e) **(Confirmation of request)** If, following the support call under the previous paragraph, the student confirms their request for a suspension (and they have submitted all the relevant documents), the request shall be processed in accordance with section 8, below, and subject to the following paragraph f).
- f) **(Consideration of request)** Equinim College will consider the request taking into account all the circumstances.
 - a. **(Approval)** The request may be approved by Equinim College if it determines that compassionate and compelling reasons are made out, considering the evidence submitted.
 - b. **(Period of suspension)** If a suspension is approved, the period determined for the suspension shall depend on the circumstances.
 - i. Equinim College shall consider, for example:
 - 1. **(Medical)** If the application is based on medical reasons, the length of time for recovery recommended by a medical practitioner; and

2. **(Impact on studies)** The impact on the student's studies of having that medically recommended period off study. For instance, it may be that the best outcome for the student, is to take more than the medically recommended period off, and commence study again at the beginning of the next semester (as returning during the current semester may not give the student adequate time to achieve a successful result). Equinim College will take all circumstances into account.
 - c. **(Short suspension)** If the period needed for suspension is very short, so it will not affect study, Equinim College will determine whether it will report it in PRISMS as a suspension but keep the same CoE.
 - d. **(Longer suspension)** If the period is going to be longer, such that it requires for instance a suspension until the next semester start date, Equinim College shall:
 - i. Notify the student that the suspension may affect their student visa and, if appropriate, advise the student to contact the Department of Home Affairs for further information;
 - ii. Record the suspension in PRISMS on the grounds of compassionate or compelling circumstances.
 - g) **(No inclusion in attendance calculations)** Equinim College shall not include periods of suspension of enrolment (for any reason) in attendance calculations (as per the National Code [Fact Sheet for Standard 9](#) of the National Code).
 - h) **(Student visa)** If a student requests a suspension of their studies for the purposes of returning to their home country for a limited period, and their intent is to return to Australia to resume their course, they need not apply for a new student visa. However, they should be aware of the matters outlined in section 9, below.
 - i) **(Recording in PRISMS)** If a suspension is approved by Equinim College, the student's suspension of studies will be recorded in PRISMS, including the start and end dates of the suspension and the reasons for/evidence of need for it. See section 4.3, below.
 - j) **(Retrospective deferment or suspension)** If a student has already returned home due to urgent medically required/assessed information, a retrospective suspension may, if Equinim College deems it appropriate, be applied. See section 3.1b), above.

4.2 Suspension by Equinim College

The following applies:

- a) **(Suspension)** Equinim College may at its discretion temporarily suspend a student's enrolment if any of the following occurs:
 - a. **(Breach in code of conduct)** The student has breached the Student Code of Conduct, as set out in the International Student Handbook.
 - b. **(Breach in course requirement)** The student has breached course progress or attendance requirements.
 - c. **(Failure to make payment)** The student has failed to pay the required amount to undertake or continue the course as stated by Equinim College in the Letter of Offer and Course Acceptance Agreement for that student.

- d. **(Non-commencement of studies)** The student does not commence studies on their course commencement date as set out in their Letter of Offer, as confirmed in the Course Acceptance Agreement.
 - e. **(Provider default)** Equinim College is unable to deliver the course it has undertaken to deliver (in which case the Provider Default Policy applies).
- b) **(Misbehaviour: Suspension or Exclusion)** Equinim College will take into account all circumstances and requirements in considering whether to enter a suspension in PRISMS. Equinim College is not required to suspend a student's studies for misbehaviour. If a suspension is recorded, the complaints and appeals mechanism must be afforded to the student.
- a. **(Difference between suspension and exclusion)** There is a distinction between suspension and exclusion. Suspension is reported in PRISMS and exclusion is not necessarily. See the following paragraph.
 - b. **(Exclusion for misbehaviour)** Equinim College may determine to **exclude** a student from class for a certain period due to misbehaviour. An exclusion from class for misbehaviour may or may not be determined to be a suspension.
 - c. **(20 working days for internal review)** If Equinim College decides to instigate a suspension, Equinim College must give the student 20 working days in which to initiate the internal complaints and appeals mechanism before the suspension becomes effective (unless **extenuating circumstances** apply).
 - d. **(Exclusion without suspension)** Therefore, Equinim College may determine, in the circumstances, to exclude the student for a certain period, without instigating a suspension.
 - e. **(If there is a suspension)** If a suspension is determined by Equinim College to be appropriate, and the 20 day availability of the internal review process is afforded and no complaint/appeal is raised, the suspension shall commence, and Equinim College shall record it in PRISMS.
 - f. **(Attendance calculations)** If Equinim College excludes a student from class for a short period, Equinim College may determine in the circumstances to not count the period of exclusion from class for attendance monitoring and reporting purposes. This is at Equinim College's discretion in the circumstances. For instance, short periods of exclusion may be appropriate to not count for attendance monitoring and reporting purposes but longer periods may – Equinim College will consider all the circumstances and decide accordingly.
- c) **(Notification)** In the case that Equinim College determines to suspend a student's enrolment, Equinim College will:
- a. notify the student immediately upon the making of the decision, and inform them that:
 - i. **(Intended suspension)** Equinim College intends to notify the Department of Education of the change of enrolment status in 21 working days (allowing 20 working days to invoke the internal review process, as described in section 8, below);
 - ii. **(20 days' notice)** Advise the student they have the right to internal review, in accordance with section 7, below.

- iii. **(Student visa)** Inform the student that any changes to their enrolment status could affect their student visa, and they should contact the Department of Home Affairs to discuss the potential impact on their student visa. (Refer also to section 9, below);
- iv. **(Whether continuance of study permitted)** During the period of suspension, whether the student can or cannot continue with non-classroom based study activities, at Equinim College's discretion (see paragraph d), below);
- d) **(Study during suspension)** During a suspension initiated by Equinim College, Equinim College shall determine whether a student may continue to study outside the classroom while excluded from classroom activities. This will depend on individual circumstances. In determining this, Equinim College will consider whether it is appropriate in all the circumstances to keep a student engaged in their studies and progressing. Equinim College will notify the student accordingly.
- e) **(Reporting in PRISMS)** Subject to the preceding paragraphs, if Equinim College determines to instigate a suspension, Equinim College shall:
 - a. Report the suspension in PRISMS. (See section 4.3, below);
 - b. Not include the period of suspension of enrolment (as entered in PRISMS) in attendance monitoring calculations (as per Standard 13.2, [National Code](#), and the [National Code Fact Sheet for Standard 9](#)).

4.3 Reporting a suspension in PRISMS

Equinim College shall record all relevant details of a suspension in PRISMS. What is recorded in PRISMS and consequent action depends on whether there is a change in the CoE:

- a) **(Where no change to CoE dates)** Equinim College will notify the Department of Education through PRISMS that an international student is deferring or suspending their enrolment for a period without affecting the end date of the CoE.
- b) **(Where a change to CoE dates)** Equinim College notifies the Department of Education = through PRISMS that an international student is deferring or suspending their enrolment for a period which will affect the end date of the CoE.
 - a. PRISMS will cancel the original CoE and immediately offer Equinim College the opportunity to create a new CoE with a more appropriate end date.
 - b. Where Equinim College does not know when the international student will return, it can choose not to create a new CoE at that point, but to wait until the international student has notified the College of their intended date of return before creating a new CoE.

5. CANCELLATION

5.1 Cancellation by student request

The following applies:

- a) **(Cancellation)** A student may apply to cancel their enrolment by lodging a Course Cancellation Request Form. Their form and request for cancellation will be considered by, and is subject to the approval of, the Manager Operations.
- b) **(Initial offering of support)** If a student communicates any intention of requesting a course cancellation, the Student Services Team shall contact them to discuss the support available to them.
 - a. **(File review)** Prior to that call, the Student Services Officer will review the student's progress and file notes to gain an understanding of where they are in their studies and any other factors that may affect the determination. Determining a student's progress can provide insight into where the student requires support, and assist in tailoring an approach that best suits the student.
 - b. **(Approach)** Each student is approached individually as no two situations are alike and it is critical to understand their study patterns and circumstances when providing information. The following may be a guide as to the type of support offered, however what is appropriate in the circumstances must be followed:
 - i. **(Direct contact)** With great respect for their circumstances, the student shall be encouraged, where appropriate, to consider their options in full prior to making a decision.
 - ii. **(Date pressure)** If the student is feeling pressure of a set end date, the Student Services Officer will confirm the student has extensive support available and that their duration expiry date can be adjusted (by deferral, for instance) should compassionate or compelling circumstances be impeding their ability to complete their course.
 - iii. **(Fees)** The Student Services Officer shall inform them of any applicable administration fees for any particular option and the ability to request waiving of any relevant fees in extenuating circumstances, confirming Equinim College's support.
 - c. **(Best interest of the student)** The student is supported with availing themselves of the option that is most suitable and supportive for them.
 - d. **(Student visa)** The student is informed that deferring, suspending or cancelling their enrolment on any grounds may affect their student visa. Refer to section 9, below.
- c) **(Email confirming options)** Following the support call outlined in the previous paragraph, the Student Services Officer will confirm the alternative options available to the student, being:
 - e. Deferral; and
 - f. Suspension;
- d) **(Confirmation of request)** If, following the support call and email confirming options, under the previous two paragraphs, the student confirms they want to go ahead with the cancellation request:
 - g. **(Form)** The student is required to submit a Course Cancellation Request Form and all supporting documentation/evidence (if they have not already done so) to the Equinim College Student Services Team at team@equinimcollege.com.

- h. **(Processing)** The Course Cancellation Request Form shall be considered and processed in accordance with section 8, below.
- e) **(Refund)** If the student elects to request a full or partial refund of tuition fees, they must submit a Special Consideration Request Form with all required evidence, for consideration by the Equinim College Team.
 - i. **(Timing required)** In order to be valid, such a request must be submitted at the same time as the request for cancellation of the course is submitted. A request for Special Consideration (for a refund) will not be considered unless submitted at the same time as the Course Cancellation Request Form is lodged.
 - j. **(Assessment)** Determination of such a request is based on an assessment of whether compassionate or compelling circumstances exist, at Equinim College's discretion.
 - k. **(Policy)** The Special Consideration Request Form must be submitted and considered in accordance with the Fees Charges and Refunds Policy and Procedure.
- f) **(Circumstances for cancellation)** The cancellation of an international student's enrolment will only be approved where Equinim College reasonably believes there are compassionate or compelling circumstances for the cancellation. The meaning of compassionate or compelling circumstances is given in section 6, below.
- g) **(Impact of cancellation on student visa)** Where a student chooses to cancel their studies, and is not transferring to another provider, they will be required to leave Australia.
- h) **(Reporting in PRISMS)** Equinim College shall report a cancellation in PRISMS. See section 5.4, below.

5.2 Request to transfer out to another provider

If the student wants to cancel their course and transfer to another provider, the Transfer Policy and Procedure-International Students must be followed:

- a) For any transfers out within the first 6 months of the student's course, the student must use the Transfer Out Request Form; and
- b) For any transfers out after the first 6 months of the student's course, the student must use the Course Cancellation Request Form.

5.3 Cancellation of a student's enrolment by Equinim College

The following applies:

- a) **(Cancellation)** Equinim College may at its discretion cancel a student's enrolment if any of the following occurs:
 - a. **(Breach in code of conduct)** The student has breached the Student Code of Conduct, as set out in the International Student Handbook.
 - b. **(Breach in course requirement)** The student has breached course progress or attendance requirements.
 - c. **(Failure to make payment)** The student has failed to pay the required amount to undertake or continue the course as stated by Equinim College in the Letter of Offer and Course Acceptance Agreement for that student.

- d. **(Non-commencement of studies)** The student does not commence studies on their course commencement date as set out in their Letter of Offer, as confirmed in the Course Acceptance Agreement.
 - e. **(Provider default)** Equinim College is unable to deliver the course it has undertaken to deliver (in which case the Provider Default Policy applies).
- b) **(Notification)** In the case that Equinim College determines to cancel a student's enrolment, Equinim College will:
- a. notify the student immediately upon the making of the decision, and inform them that:
 - i. **(Intended cancellation)** Equinim College intends to notify the Department of Education of the cancellation of enrolment in 21 working days (allowing 20 working days to invoke the internal review process, as described in paragraph d) below). Note that this notice period is required even if the student has defaulted, e.g. has not paid fees when due;
 - ii. **(20 days' notice)** Advise the student they have the right to appeal the decision within 20 working days of receiving the notice, in accordance with paragraph c) below.
 - iii. **(Student visa)** Inform the student that cancellation of their enrolment would affect their student visa, and they should contact the Department of Home Affairs to discuss the potential impact on their student visa. (See further paragraph f) below, and section 9, below);
 - iv. **(Whether continuance of study permitted)** During the period of suspension, the student can or cannot continue with non-classroom based study activities, at Equinim College's discretion (see paragraph g), below);
 - c) **(Internal review process)** As part of the notification under paragraph b)a above, Equinim College will notify the student of the internal review process, in accordance with section 7, below.
 - d) **(Impact on student visa)** A student must abide by the requirements of the student visa. Cancellation will affect the student's student visa and the student is advised to contact the Department of Home Affairs. (Refer also to section 9, below.) The student may be required to:
 - a. Leave Australia;
 - b. Obtain enrolment with an alternative provider; or
 - c. Apply for a new Student Visa.
 - e) **(Reporting in PRISMS)** Subject to the preceding paragraphs, if Equinim College determines to instigate a cancellation, then after the notice periods as described above are served, Equinim College shall report the cancellation in PRISMS in accordance with section 5.3, below.

5.4 Reporting a cancellation in PRISMS

If a cancellation occurs, Equinim College shall record all relevant details in PRISMS. The following applies:

- a) **(Recording in PRISMS)** Equinim College notifies the Department of Education through PRISMS that it intends to permanently cancel (terminate) the international student's enrolment.

- b) **(Process)** Once the above process is complete, the international student's CoE status will be listed as 'cancelled'.
- c) **(Under 18 year old students)** Not currently applicable to Equinim College, which takes enrolments over the age of 18 years only, but if the international student is under the age of 18, the cancellation of a CoE would not cancel a Confirmation of Appropriate Accommodation and Welfare (CAAW), and Equinim College would still be responsible for welfare arrangements.

6. COMPASSIONATE AND COMPELLING CIRCUMSTANCES

Compelling or compassionate circumstances means circumstances generally beyond the student's control, which have an impact on the student's course progression and wellbeing. Compelling and Compassionate Circumstances include, but are not limited to:

- a) **(Illness/injury)** serious illness or injury, where a medical certificate states that the international student is unable to attend class;
- b) **(Bereavement)** bereavement of a close family member, where a death certificate can be provided;
- c) **(Trauma)** a traumatic experience, such as being a witness to or victim of a serious crime or accident;
- d) **(Disaster)** major political upheaval or natural disaster in the student's home country requiring emergency travel and where this has impacted on the international student's studies;
- e) **(Unit shortfall)** where the registered provider was unable to offer a pre-requisite unit, or the international student has failed a prerequisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol.
- f) **(Student visa)** where there is an inability to commence the course due to a delay in the granting of a student visa.

7. INTERNAL REVIEW PROCESS

Where Equinim College intends to make a decision to suspend or cancel a student's enrolment, it is required under this policy and procedure to notify the student of its intention to so suspend or cancellation ("**Notification of Intention**"). The following applies:

- a) **(Internal review process)** As part of the Notification of Intention, Equinim College will inform the student that:
 - a. **(Access to process)** they have 20 working days in which to access Equinim College's internal complaints and appeals process, as set out in the Complaints and Appeals Policy and Procedure-International Students; and
 - b. **(Timing)** if the student accesses the internal complaints and appeals process:
 - i. Equinim College must start the internal process within 10 working days of the formal lodgement of the complaint or appeal (under Standard 8.1 of the National Code); and
 - ii. suspension of the student's enrolment will not take effect, and the Department of Education will not be notified, until the internal process is completed, unless **extenuating**

- circumstances** apply relating to the welfare of the student (as per Standard 13.2, [National Code](#)); and
- iii. for the purposes of the above paragraph, “extenuating circumstances relating to the welfare of the student” may include but are not limited to where the student:
1. is missing;
 2. has medical concerns, severe depression or psychological issues which lead Equinim College to fear for the student’s wellbeing;
 3. has engaged or threatens to engage in behaviour that is reasonably believed to endanger the student or others;
or
 4. is at risk of committing a criminal offence, and where appropriate evidence of those circumstances exists (which should be kept on file by Equinim College).

8. PROCEDURE FOR PROCESSING OF STUDENT REQUESTS

If a student lodges a request for a deferral, suspension or cancellation, in accordance with the requirements of this policy, it shall be handled as follows:

- a) **(Where to submit requests)** All requests by students in accordance with this policy should be sent to the Equinim Student Services Team at team@equinimcollege.com.
- b) **(Review by Student Services Manager)** Upon receipt of the form from the student, the Student Services Team will forward the application to the Student Services Manager, who will review the request. The Student Services Manager may request any further information they deem needed from the student, and the student must comply with that request.
- c) **(Courtesy notification to student)** Within 5 business days of receipt of the completed form as required under this policy, the Student Services Team will notify the student in writing that the request is being considered and reviewed. That courtesy reply to the student shall include a notification that deferring, suspending or cancelling their enrolment on any grounds may affect their student visa. (See section 9, below.)
- d) **(Decision)** Within 5 working days of receiving the application, the Student Services Manager will review the request and make a decision based on the evidence supplied.
- e) **(Notification)** The Student Services Manager will notify the student of the outcome of their decision within 24 hours of the decision being made.
- f) **(Internal review)** If the student is dissatisfied with the determination of the Student Services Manager, they may, within 5 working days of receiving notification of that decision, request that it be reviewed in accordance with the Complaints and Appeals Policy and Procedure.
- g) **(Approval – deferral or suspension)** Where the student request for deferral or suspension is approved the Student Services Team will:
 - a. **(Notify student)** Notify the student accordingly; and
 - b. **(Revised CoE)** if applicable, issue a revised CoE (where the start and/or end date of study is affected) and written enrolment agreement (Letter of Offer and Course Acceptance Agreement) to mirror the new dates.

- h) **(Approval – cancellation)** Where the student request for cancellation is approved, the Student Services Team will:
 - a. **(Notify)** Notify the student of the outcome of the decision;
 - b. **(Letter of Release)** Prepare and issue a letter of release to the student.

9. CANCELLATION OF STUDENT VISA

The Department of Home Affairs will not cancel an international student's student visa where the student's course has been deferred or suspended for compassionate or compelling reasons.

Students should be aware that the Commonwealth Government of Australia may cancel an international student's student visa if a deferral or suspension:

- a) Is due to the conduct of the student;
- b) Is for reasons other than compassionate or compelling circumstances;
- c) Was granted for compassionate or compelling circumstances which cease to exist; or
- d) Is based on fraudulent evidence or documents given to the registered provider.