

## POLICY AIM

This policy and procedure describes when a student’s enrolment can be deferred, suspended or cancelled. This process can be initiated either by the student or by ACDC.

## POLICY DETAILS

*Student initiated deferment, suspension or cancellation:*

- compassionate or compelling circumstances
- student transfer to another provider
- student notifies of cessation of studies, which may include but is not limited to:
  - the student decides to leave or not study in Australia
  - change to visa status for example the student is no longer under a student visa

*Provider (ACDC) initiated deferment, suspension or cancellation:*

- the student is in breach of their visa conditions
- failure to pay fees
- misbehavior or academic misdemeanor
- other conditions including where ACDC is prevented from providing a course due compelling circumstances.

ACDC is responsible for managing the enrolment of students and maintaining up-to-date enrolment information in the Provider Registration and International Student Management System (PRISMS) database. ACDC will:

- notify students in writing of the intention or decision to defer, suspend or cancel their enrolment (cc relevant education agent if applicable)
- instruct students to seek advice from the Department of Home Affairs on the potential impact on their visa if enrolment has been deferred, suspended or cancelled
- not let a suspension or cancellation take effect until the student has been given a chance to complete an internal appeals process, unless their health or wellbeing, or the wellbeing of others, is likely to be at risk
- keep a record of any applications, documented evidence and decisions to defer, suspend or cancel a student’s enrolment on the student’s digital file
- notify the relevant Commonwealth Departments through PRISMS
- ensure that if a student’s enrolment is deferred or suspended, they will not be monitored for course progress during the suspension of enrolment period entered on PRISMS.

## SCOPE

This policy and procedure cover overseas students on an Australian Student Visa, enrolled in an ACDC course.

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Phone: 1300 159 058	Website: <a href="http://www.acdc.edu.au">www.acdc.edu.au</a>		
Document Number: P17	Document Name: Deferring Suspending Cancelling Enrolment Policy Procedure	Modified by: B Chao	
Version: 4	Review Date: Dec 2026	Modified on: 07/02/2024	

## FEES

An administration fee of \$200 is applicable for deferral/suspension applications.

## DEFINITIONS:

<b>Enrolment</b>	The registration of a student for the purpose of undertaking an ACDC course which leads to a recognised qualification. Where the student has been issued with a CoE, has accepted, is occupying a place in an ACDC course, and is progressing towards the completion of the course requirements. The period of enrolment includes scheduled breaks between study periods.
<b>Confirmation of Enrolment (CoE)</b>	A document, provided electronically, issued by ACDC 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 at ACDC.
<b>Course</b>	A plan of study leading to a qualification.
<b>Deferral of enrolment</b>	To temporarily put studies on hold before the course commencement date.
<b>Cancellation of enrolment</b>	Withdrawal from or cessation (termination) of study prior to completing the course (i.e. prior to the CoE end date).
<b>Compassionate or compelling circumstances</b>	<p>Situations that are beyond the control of the student and which have an impact upon the student’s course progress or wellbeing. These could include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• serious illness or injury, where a medical certificate states that the student was unable to attend classes</li> <li>• bereavement of close family members such as parents or grandparents (Where possible a death certificate should be provided)</li> <li>• major political upheaval or natural disaster or the home country requiring emergency travel and this has impacted on the student’s studies; or</li> <li>• major political upheaval or natural disaster in Australia (e.g. COVID 19 restrictions)</li> <li>• a traumatic experience which could include: <ul style="list-style-type: none"> <li>○ involvement in, or witnessing of a serious accident; or</li> <li>○ 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)</li> </ul> </li> <li>• where the registered provider was unable to offer a pre-requisite unit; or</li> <li>• inability to begin studying on the course commencement date due to delay in receiving a student visa.</li> </ul>
<b>Suspension of enrolment</b>	To temporarily put studies on hold after the course commencement date.

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<b>Qualification</b>	A nationally recognized course that leads to a formal certification as specified in a national training package
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## DEFERRING ENROLMENT

### *Student initiated deferral*

Students may apply to defer their enrolment due to:

- compassionate and compelling circumstances (refer to Definitions above); these circumstances must be backed by documented evidence

The period of deferral will be determined on a case-by-case basis subject to the student’s circumstances and the evidence provided.

### *Provider initiated deferral*

ACDC may defer a student’s enrolment including, but not limited to, on the basis of:

- not being able to provide the whole or part of a course, including being prevented from providing a course due to compelling circumstances (refer to Definitions above).

If ACDC initiates a deferral of the student's enrolment, before enforcing the deferral ACDC will:

- inform the overseas student of that intention, the duration of the deferral and the reasons for doing so, in writing
- advise the student of their right to appeal through ACDC’s internal complaints and appeals process, within 20 working days of notification.

When deferring enrolment ACDC will:

- inform the student of the need to seek advice from Immigration on the potential impact on his or her student visa
- report the change to the student's enrolment through PRISMS.

The suspension of the student’s enrolment cannot take effect until the internal appeals process is completed, unless the student’s health or wellbeing, or the wellbeing of others, is likely to be at risk.\*\*

A student’s visa may be cancelled if the deferral:

- is due to the misconduct of the student
- is for reasons other than compassionate or compelling circumstances
- the compassionate or compelling circumstances which warranted the deferral of studies cease to exist
- is based on false evidence or documents given to ACDC.

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## SUSPENDING ENROLMENT

### *Student initiated suspension*

Students may apply to suspend their enrolment due to:

- compassionate and compelling circumstances (refer to Definitions above); these circumstances must be backed by documented evidence

The period of suspension will be determined on a case by case basis subject to the student’s circumstances and the evidence provided.

### *Provider initiated suspension*

ACDC may suspend a student’s enrolment including, but not limited to, on the basis of:

- not being able to provide the whole or part of a course, including being prevented from providing a course due to compelling circumstances (refer to Definitions above)
- misbehaviour by the student
- the student’s failure to pay tuition fees as stated in the Letter of Offer
- a breach of course progress or attendance requirements by the student.

If ACDC initiates a suspension of the student's enrolment, before enforcing the suspension ACDC will:

- inform the overseas student of that intention, the duration of the suspension and the reasons for doing so, in writing
- advise the student of their right to appeal through ACDC’s internal complaints and appeals process, within 20 working days of notification.

When suspending enrolment ACDC will:

- inform the student of the need to seek advice from Immigration on the potential impact on his or her student visa
- report the change to the overseas student's enrolment through PRISMS
- **not** monitor the student for course progress during the suspension of enrolment period entered on PRISMS.

The suspension of the student’s enrolment cannot take effect until the internal appeals process is completed, unless the student’s health or wellbeing, or the wellbeing of others, is likely to be at risk.\*\*

A student’s visa may be cancelled if the suspension:

- is due to the misconduct of the student
- is for reasons other than compassionate or compelling circumstances

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- the compassionate or compelling circumstances which warranted the deferral of studies cease to exist
- is based on false evidence or documents given to ACDC.

## CANCELLING ENROLMENT

### *Student initiated cancellation of enrolment*

Students may apply to cancel their enrolment due to:

- compassionate and compelling circumstances (refer to Definitions above); these circumstances must be backed by documented evidence
- student transfer to another provider\*
- student notifies of cessation of studies, which may include, but is not limited to:
  - the student decides to terminate their studies and leave Australia
  - change to the student’s visa status for example the student is no longer under a student visa

*\*Note: Generally, students cannot transfer between registered providers prior to completing six calendar months of their principal course.*

*The standard policy is for tuition fees due for the first term to be paid. The balance of fees is to be paid on the basis of an instalment program that is scheduled and agreed upon in the Letter of Offer and payment plan agreement. ACDC will NOT process an application for cancellation NOR grant a letter of release until outstanding tuition fees are paid.*

### *Provider initiated cancellation of enrolment*

ACDC may cancel a student’s enrolment including, but not limited to, on the basis of:

- not being able to provide the whole or part of a course, including being prevented from providing a course due to compelling circumstances (refer to Definitions above)
- misbehaviour by the student
- the student’s failure to pay tuition fees as stated in the written agreement
- a breach of course progress or attendance requirements by the overseas student.

If ACDC initiates cancellation of the overseas student's enrolment, before enforcing the cancellation ACDC will:

- inform the overseas student of that intention and the reasons for doing so, in writing
- advise the student of their right to appeal through ACDC’s internal complaints and appeals process, within 20 working days of notification.

When cancelling enrolment ACDC will:

- inform the student of the need to seek advice from Immigration on the potential impact on his or her student visa

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- report the change to the overseas student's enrolment through PRISMS.

The cancellation of the student’s enrolment cannot take effect until the internal appeals process is completed, unless the overseas student’s health or wellbeing, or the wellbeing of others, is likely to be at risk.\*\*

**\*\*Note:** The student does not have to be given the opportunity to appeal a provider-initiated deferral, suspension or cancellation of enrolment when the student’s health or wellbeing, or the wellbeing of others, is likely to be at risk. In such situations ACDC will keep evidence to support this. This may include where the student:

- is missing
- has medical concerns, severe depression or psychological issues which lead ACDC 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
- is at risk of committing a criminal offence
- is impacted by unforeseen circumstance such as a natural disaster, global pandemic, terrorist attack or an “act of God” etc.

### Effect on Confirmation of Enrolment (CoE)

Deferring, suspending or cancelling a student’s enrolment on any grounds may affect their student visa. There are three possible outcomes for a student’s visa

#### 1. No effect on CoE end date

Where the student’s enrolment is deferred or suspended for a period without affecting the end date of the CoE, there will be no change to the CoE on PRISMS. The student will still be listed as studying on PRISMS. However the notice of deferment or suspension will be recorded in PRISMS.

#### 2. Change to the CoE end date

Where the student’s enrolment is deferred or suspended for a period which will affect the end date of the CoE, ACDC will cancel the original CoE on PRISMS and immediately create a new COE with the appropriate end date. Where ACDC does not know when the student will return, ACDC can choose not to create a new CoE and wait until the student notifies ACDC of the intended date of return to create a new CoE.

#### *Extension of Course Duration*

An approved deferral or suspension of enrolment may affect the course end date where a student can’t successfully complete the course requirements within the original course duration.

In such situations the course end date will be extended for a period of time equal to the suspension period plus any scheduled breaks between study periods.

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ACDC will advise the student to contact Immigration to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

### 3. Cancellation of CoE

ACDC will notify the Department of Education and Training through PRISMS that it wishes to permanently cancel (terminate) the student’s enrolment. Once this process is complete, the student’s CoE status will be listed as ‘cancelled’.

#### PROCEDURE:

##### *Student initiated deferral, suspension or cancellation*

#	Responsibility	Steps
1	Student	Submits application to ACDC and pays associated administration fees  <i>F06- Application to defer, suspend and cancel enrolment</i> is accessible on Moodle; new students without a Moodle account can request the form by contacting administration  Complete and submit form to administration either in person or by email to <a href="mailto:admissions@acdc.edu.au">admissions@acdc.edu.au</a>
2	ACDC Administration	<i>Within 24 hours of receiving application</i>  Reviews the application to ensure it is complete, payment has been received and that documented evidence to support application is appropriate and sufficient
3	ACDC Administration	<i>Within 24 hours of receiving application</i>  Emails the student (cc Education Agent) to acknowledge receipt of the application and to request any further evidence, if required  An email acknowledging receipt of an application will be sent to all applicants including applicants that submitted the application in person  <i>If tuition fees are outstanding, applicants will be advised that the application cannot be processed until fees are received, and the Accounts department will be advised of deferral, suspension or cancellation request.</i>
4	ACDC CEO	Uses this policy and procedure to assess application and make a decision; may consult ACDC relevant staff during the decision-making process, as required  Completes submitted form <i>F06- Application to defer, suspend and cancel enrolment</i> to document decision outcome
5	ACDC Administration	<i>Within 10 days of receiving application</i>  Notifies student of application outcome in writing via email (cc Education Agent)

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#	Responsibility	Steps
		The notice informs the student of the need to seek advice from Immigration on the potential impact on his or her student visa (if request is granted)
6	Student	<i>Within 20 working days of outcome notification</i>  If request in <b>NOT Granted</b> , can appeal through ACDC’s internal complaints and appeals process; refer to <i>P04 Complaints and Appeals</i>
7	ACDC Administration	If request is <b>Granted</b> , reports the change to the student's enrolment through PRISMS
8	ACDC Administration	Keeps records of application, documented evidence, correspondence and any decisions on the student’s digital file.
9	ACDC Administration	Updates Moodle, or the attendance register, or informs relevant trainer to amend the attendance register accordingly.

*Provider initiated deferral, suspension or cancellation*

#	Responsibility	Steps
1	ACDC Administration	Sends student a notice of intention or decision to defer, suspend or cancel enrolment (intention to report), according to the associated process that the notice relates to  This includes but is not limited to: <ul style="list-style-type: none"> <li>• <i>P14 Plagiarism Policy &amp; Procedure</i></li> <li>• <i>P15 Misconduct Policy &amp; Procedure</i></li> <li>• <i>P16 Course Progress Policy &amp; Procedure</i></li> <li>• <i>P31 Student Notification Management Procedure</i></li> </ul> Cc Education Agent
2	Student	<i>Within 20 working days of notification</i>  The student can appeal the decision through ACDC’s internal complaints and appeals process; refer to <i>P04 Complaints and Appeals</i>
3	ACDC Administration	<i>If the Student Activates ACDC’s internal complaints and appeals process</i>  Follows ACDC’s internal complaints and appeals process, and notifies student of outcome according to this process (cc Education Agent)
4	ACDC Administration	<i>If the student does NOT activate ACDC’s internal complaints and appeals process</i>  Reports the change to the student's enrolment through PRISMS

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P17 – Deferring, Suspending or Cancelling a Student’s enrolment Policy & Procedure



#	Responsibility	Steps
5	ACDC Administration	Notifies student that enrolment is deferred, suspended or cancelled (cc Education Agent)  The notice informs the student of the need to seek advice from Immigration on the potential impact on his or her student visa
8	Administration	Records of notifications including any decisions to defer or suspend an overseas student’s enrolment will be kept on the student’s digital file

**Related Documents:**

- |   |   |
|---|---|
| P04 Complaints and Appeals                    | F06 Application to defer, suspend or cancel enrolment |
| P14 Plagiarism Policy & Procedure             | F07 Complaints Form                                   |
| P15 Misconduct Policy & Procedure             | F08 Appeal Form                                       |
| P16 Course Progress Policy & Procedure        | F25 Letter of Offer                                   |
| P31 Student Notification Management Procedure | F40 COVID 19 Impact Course Variation Form             |
| D06 Intent to Report Letter                   |   |

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