

# International Students Deferment, Suspension and Cancellation Policy

## Table of Contents

1. Purpose and Objectives.....	2
2. Definitions, Terms, Acronyms .....	2
3. Policy Scope/Coverage.....	3
4. Policy Statement.....	3
4.1 Communicating with families about changes in enrolment status.....	3
4.2 Deferment of commencement of study requested by the student.....	3
4.3 Suspension of study requested by a student .....	4
4.4 Student initiated cancellation of enrolment .....	5
4.5 School-initiated exclusion from class or suspension from attending school (no impact on CoE) .....	5
4.6 School-initiated suspension of enrolment .....	6
4.7 School-initiated cancellation of enrolment (CoE will be impacted).....	6
4.8 Student to seek information from the Department of Home Affairs.....	7
5. Guidelines/Procedure/Process .....	7
6. Roles and Responsibilities .....	8
7. Review .....	8

## 1. Purpose and Objectives

This policy stipulates the requirements and conditions for international student deferment, suspensions and cancellation of enrolment.

## 2. Definitions, Terms, Acronyms

Canterbury College	Canterbury College Ltd or any controlled entities of Canterbury College Ltd.
CoE	Confirmation of Enrolment – The CoE provides evidence of a student’s enrolment with a provider registered on the Commonwealth Register of Institutions and courses for Overseas Students (CRICOS). This evidence is required before Home Affairs will issue a student visa. The CoE contains information about the Provider, agent (if involved), course and duration of study in which the student has enrolled.
Day	Any day including weekends and public holidays in or out of term time.
Deferment of enrolment	To defer or suspend enrolments means to temporarily put studies on hold (adjourn, delay, postpone). Providers do this by notifying the Department of Education, PRISMS of the deferment of enrolment. A student may request a temporary deferment to their enrolment on the grounds of compassionate or compelling circumstances. A provider may also initiate suspension of a student’s enrolment due to misbehaviour of the student.
Exclusion from class	When a student is not allowed to attend classes for a period of time by may access learning material offline.
Extenuating circumstances	Extenuating circumstances – if the student’s health or wellbeing, or the wellbeing of others, is likely to be at risk.  Examples include: <ul style="list-style-type: none"> <li>• The student refuses to maintain approved welfare and accommodation arrangements (for students under 18 years of age).</li> <li>• The student is missing</li> <li>• The student has medical concerns or severe depression or psychological issues which lead the school to fear for the student’s wellbeing</li> <li>• The student has engaged or threatened to engage in behaviour that is reasonably believed to endanger the student or others.</li> </ul>
Parent/Legal Guardian	The parent(s) or guardian(s) of the international student (or intending international student) who signed the letter confirming the international student’s offer of placement at Canterbury College.
PRISMS	The Provider Registration and International Student Management System (PRISMS) is the system used to process information given to the Secretary of DEST by registered providers.
Student	A student enrolled at Canterbury College or the parent(s)/legal guardian of a student where that student is under 18 years of age.
Study Period	First to last day of each school semester – 2 terms in each semester and 2 semesters in one school year.
Suspension of enrolment	To suspend enrolment means to temporarily put studies on hold (adjourn, delay, postpone). Providers do this by notifying the Department of Education, through PRISMS of the suspension of

---

## International Students Deferment, Suspension and Cancellation Policy

---

	enrolment. A student may request a temporary suspension to his or her enrolment on the grounds of compassionate or compelling circumstances. A provider may also initiate suspension of a student's enrolment due to misbehaviour of the student. It is important to note the meanings of the terms for this context – suspension of enrolment is not necessarily due to misbehaviour – suspension of enrolment may also be initiated by the student.
Working Day	Any day other than a Saturday, Sunday or public holiday during term time.

### 3. Policy Scope/Coverage

This policy applies to the College's employees, international students enrolled from Prep to Year 12 and their parent(s)/legal guardian(s).

### 4. Policy Statement

#### 4.1 Communicating with families about changes in enrolment status

- 4.1.1 All communications regarding changes to enrolment status will be made directly with students and parents/ legal guardian, in accordance with the latest contact details provided to the school.
- 4.1.2 Parents / legal guardians must therefore keep Canterbury College informed of their current contact details as per the conditions of the student visa.
- 4.1.3 Where relevant and where approved by the parents / legal guardians, Canterbury College may also share copies of correspondence with the child's education agent to help facilitate communication about any changes in the enrolment status. However, the parents / legal guardians who Canterbury College has the formal written agreement with are the primary contact for the school in such matters. Canterbury College will not act on any decision affecting the student's enrolment that is not made by the parents / legal guardians.

#### STUDENT INITIATED CHANGES IN ENROLMENT

#### 4.2 Deferment of commencement of study requested by the student

- 4.2.1 Canterbury College will only grant a deferment of commencement of studies for compassionate and compelling circumstances. These include but are not limited to:
  - 4.2.1.1 Illness, where a medical certificate states that a student is unable to attend class.
  - 4.2.1.2 Bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided).
  - 4.2.1.3 Major political upheaval or natural disaster in the home country that has impacted on expected commencement dates or is requiring emergency travel.
  - 4.2.1.4 A traumatic experience which has impacted on the student. These cases should be supported by a police or psychologists'

---

## International Students Deferment, Suspension and Cancellation Policy

---

report, where possible.

- 4.2.1.5 After undertaking ELICOS studies, the student has not/will not meet the English language benchmark required for entry into the desired course, and the College is willing to defer the student's commencement in the course until a later date when the required benchmark is achieved.
- 4.2.2 All applications for deferment will be considered within 10 working days.
- 4.2.3 The Principal will make the final decision assessing and approving a deferment of the commencement of studies. Where a student's request to defer their commencement or studies is refused, the student has the right of appeal in line with Canterbury College's International Students Complaints and Appeals Policy)
- 4.2.4 Deferment will be recorded on PRISMS within 14 days of being granted, and within 31 days if the student is over 18 years of age.

### 4.3 Suspension of study requested by a student

- 4.3.1 Once the student has commenced the course, Canterbury College will only grant a suspension of study for compassionate and compelling circumstances. These include but are not limited to:
  - 4.3.1.1 Illness, where a medical certificate states that a student is unable to attend class.
  - 4.3.1.2 Bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided).
  - 4.3.1.3 Major political upheaval or natural disaster in the home country requiring emergency travel that has/will impact on studies.
  - 4.3.1.4 A traumatic experience which has impacted on the student. These cases should be supported by a police or psychologists' report, where possible.
  - 4.3.1.5 Student return to their home country to sit a university exam (or similar assessment) which impacts upon their education.
- 4.3.2 Where there is a significant issue impacting upon a student's attendance or course progress, it is essential that the student or parents / legal guardian contact the school as soon as possible to discuss the concern so that appropriate support can be put in place. Where deemed necessary, this may involve temporarily suspending the student's enrolment so that matters can be resolved without having a negative impact on the student's ability to satisfy their visa conditions.
- 4.3.3 Temporary suspensions of study cannot exceed 6 months duration.
- 4.3.4 Suspensions will be recorded on PRISMS within 14 days of being granted if the student is under 18 years of age, and within 31 days if the student is over 18 years of age.
- 4.3.5 The period of suspension will not be included in attendance calculations.
- 4.3.6 Applications will be assessed on merit by the Principal.
- 4.3.7 Some examples of circumstances that are not considered compassionate and compelling at Canterbury College include:
  - 4.3.7.1 Requests for early departure or late return from vacation, including inability to secure cheap flights;
  - 4.3.7.2 Leaving early or returning late from holidays in order to attend festivals in the student's home country;
  - 4.3.7.3 Returning home to attend family gatherings that occur during term time.

---

## International Students Deferment, Suspension and Cancellation Policy

---

- 4.3.8 As part of any assessment of a request to defer or temporarily suspend studies, the impact of the request on the student's ability to complete their intended course of study in accordance with their CoE's and student visa will be considered. Any implications will be communicated to students.
- 4.3.9 All applications for suspension will be considered within 10 working days.
- 4.3.10 The final decision for assessing and granting a suspension of studies lies with the Principal. Where a student's request to suspend studies is refused, the student has the right of appeal in line with Canterbury College's International Students Complaints and Appeals Policy.

### 4.4 Student initiated cancellation of enrolment

- 4.4.1 All notifications of withdrawal from a course, or application for refunds, must be made in writing and submitted to the Principal from the parent/legal guardian. Please refer to Canterbury College's International Students Refund Policy for information about refunds.
- 4.4.2 A student will be deemed to have inactively notified Canterbury College of enrolment where:
  - 4.4.2.1 The student has not yet finished their course of study with the school, and
  - 4.4.2.2 Does not resume studies at the school within 10 school days after a holiday break;
  - 4.4.2.3 The student has not previously provided the school with written notification of withdrawal.
- 4.4.3 Student-initiated cancellation of enrolment, including 'inactive' cancellation of enrolment (in 4.4.2 above) is not subject to Canterbury College's International Students Complaints and Appeals Policy.

## SCHOOL INITIATED CHANGES IN ENROLMENT

### 4.5 School-initiated exclusion from class or suspension from attending school (no impact on CoE)

- 4.5.1 Canterbury College may exclude a student from class studies or suspend attendance from school on the grounds of misbehaviour by the student. Temporary exclusion will occur as the result of any behaviour identified as resulting in exclusion in Canterbury College's Student Behaviour Policy.
- 4.5.2 Students may also be excluded from class or suspended from school for failure to pay fees that they were required to pay to undertake or continue the course, as stated in the written agreement.
- 4.5.3 Where Canterbury College intends to exclude a student from class it will first issue a letter which notifies the student and parents / legal guardians of this intention. The letter will provide details of the reason/s for the intended exclusion, as well as information about how to access Canterbury College's internal appeals process.
- 4.5.4 Excluded or suspended students must abide by the conditions of their exclusion from studies which will depend on the welfare and accommodation arrangements in place for each student which will be determined by the Principal.
- 4.5.5 Where the student is provided with homework or other studies for the period of exclusion or suspension, the student must continue to meet the academic requirements of the course.

---

## International Students Deferment, Suspension and Cancellation Policy

---

- 4.5.6 Exclusions or suspensions from school under this section of the policy:
  - 4.5.6.1 Will not be included in attendance calculations for the study period;
  - 4.5.6.2 Will not impact the CoE or study,
  - 4.5.6.3 Will not be recorded on PRISMS,
  - 4.5.6.4 Will not be visible to the Department of Home Affairs (Immigration and Citizenship)

### 4.6 School-initiated suspension of enrolment

- 4.6.1 Canterbury College may initiate a suspension of enrolment for a student on the grounds of misbehaviour by the student. Suspension will occur as the result of any behaviour identified as resulting in suspension in Canterbury College's Student Behaviour Policy.
- 4.6.2 Student enrolment may also be suspended for failure to pay fees that they were required to pay to undertake or continue the course, as stated in the student's written agreement.
- 4.6.3 Where Canterbury College intends to suspend the enrolment of a student, it will first issue a letter which notifies the student and parents / legal guardians of this intention. The letter will provide details of the reason/s for the intended suspension, potential impact on the CoE and study path, as well as information about how to access Canterbury College's internal appeals process. Further information about the appeals process in the event of a school-initiated suspension is outlined below.
- 4.6.4 Suspended students must abide by the conditions of their suspension from studies which will depend on the welfare and accommodation arrangements in place for each student which will be determined by the Principal.
- 4.6.5 Students whose enrolment have been suspended for more than 28 days may need to contact the Department of Home Affairs (Immigration and Citizenship). (Please see contact details at:  
<https://immi.homeaffairs.gov.au/help-support/contact-us/overview>)
- 4.6.6 A suspension of enrolment will impact the student's CoE and will be recorded in PRISMS. The suspension will therefore be visible to the Department of Home Affairs (Immigration and Citizenship).
- 4.6.7 The period of suspension will not be recorded in attendance calculations.

### 4.7 School-initiated cancellation of enrolment (CoE will be impacted)

- 4.7.1 Canterbury College will cancel the enrolment of a student under the following conditions:
  - 4.7.1.1 Any breach of an agreed condition of enrolment as outlined in the student's written agreement, including failure to disclose information required by the school at the point of application or a pre-existing condition requiring a high degree of specialised care or support;
  - 4.7.1.2 Failure to pay course fees;
  - 4.7.1.3 Failure to maintain approved welfare and accommodation arrangements (visa condition 8532);
  - 4.7.1.4 Any behaviour identified as resulting in cancellation in Canterbury College's Student Behaviour Policy.

---

## International Students Deferment, Suspension and Cancellation Policy

---

- 4.7.2 Where Canterbury College intends to cancel the enrolment of a student, it will first provide a letter which notifies the student and parents /legal guardian of this intention. The letter will also provide details of the reason/s for the intended cancellation, as well as information about how to access Canterbury College's internal appeals process. Further information about the appeals process in the event of a school-initiated cancellation is outlined below.
- 4.7.3 Canterbury College is required to report any confirmed breach of course progress and attendance requirements to the Department of Home Affairs (Immigration and Citizenship). Where a student is reported for breach of visa condition, their enrolment at Canterbury College will be cancelled and this may impact on the student's visa. Further information can be found in Canterbury College's International Students Monitoring Course Progress and Attendance Policy.
- 4.7.4 For the duration of the internal appeals process, Canterbury College will maintain the student's enrolment and the student will attend classes as normal. The Principal will determine if participation in studies will be in class or under a supervised arrangement outside of classes.
- 4.7.5 If a student decides to access Canterbury College's complaint and appeals process because they have been notified of a school-initiated suspension or cancellation of enrolment under Standard 9, the change in enrolment status will not be reported in PRISMS until the internal complaints and appeals process is finalised, unless extenuating circumstances relating to the welfare of the student apply (see Definitions).
- 4.7.6 Where extenuating circumstances are deemed to exist, a student may still access the complaints and appeals process, but Canterbury College need not await the outcome of this process before changing the student's enrolment status in PRISMS. If the school has issued a CAAW for such a student, welfare provisions under Standard 5.6 are applicable.
- 4.7.7 The use of extenuating circumstances by Canterbury College to suspend or cancel a student's enrolment prior to the completion of any complaints and appeals process will be supported by appropriate evidence.
- 4.7.8 The final decision for evaluating extenuating circumstances lies with the Principal.

### **5. Student to seek information from the Department of Home Affairs (Immigration and Citizenship)**

Deferment, suspension and cancellation of enrolment can influence a student's visa as a result of changes to the enrolment status. Students can visit Department of Home Affairs (Immigration and Citizenship) website: <https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions/overview>

### **6. Guidelines/Procedure/Process**

The procedures and processes are outlined in the Policy Statement.

## 7. Roles and Responsibilities

### Canterbury College

- Provide clear guidelines regarding the process for deferring, suspending and cancelling enrolment for international students which align with the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

## 8. Review

This policy and its associated procedures, quick reference guides and protocols will be reviewed every two years. Canterbury College, however, reserves the right to review this policy at any time.

<b>Version Number:</b>	v2.02025
<b>Policy Library:</b>	College Operations
<b>Responsible Officer</b>	Principal
<b>Approval Authority:</b>	College Executive
<b>Last Approval Date:</b>	February 2025
<b>Review Date:</b>	February 2027
<b>Related Policies/Procedures:</b>	International Students Complaints and Appeals Policy International Students Monitoring Course Progress and Attendance Policy International Students Refund Policy International Students Welfare and Accommodation Policy International Students Transfer Policy International Students Entry Requirements Policy International Students Fee Policy
<b>Acknowledgements:</b>	ISQ School Handbook for CRICOS Registration National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018) Australian Government Education Services for Overseas Students (ESOS) Framework Department of Home Affairs (Immigration and Citizenship)