

<b>AUDIENCE</b>	<b>INTERNAL</b> <input checked="" type="checkbox"/>	<b>EXTERNAL</b> <input checked="" type="checkbox"/>
<b>POLICY ID</b>	EDN-013-POL – Deferral, Cancellation, Withdrawal and Suspension Policy and Procedure	
<b>RESPONSIBLE OFFICER</b>	National Admissions Manager	
<b>CONTACT OFFICER</b>	National Admissions Manager	
<b>ENDORSED BY</b>	Continuous Improvement Committee	
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## Table of Contents

1. Introduction .....	2
1.1 Modification History .....	2
1.2 Purpose .....	2
2. Scope .....	2
3. Legislative Context .....	2
4. Definitions .....	2
5. Policy Statement .....	3
6. Procedures .....	3
7. Related Policies & Procedures .....	6
8. Implementation .....	6
9. Responsibilities .....	6
10. Attachments .....	6

## 1. Introduction

### 1.1 Modification History

VERSION	COMMENTS
1.1	Amendment due to updated MEGT Education Policy and Procedure Template.
2	Amendment due to internal procedural clarification.
3	Clarification of policy scope to include all MEGT Education entities.
5	Updated DIAC - Department of Immigration and Citizenship to DIBP - Department of Immigration and Border Protection
6	Updated DIBP Acronym to Department of Immigration and Border Protection
7	Removed reference to MEGT Education Group
8	Corrected grammar
9	Updated footer to include updated CRICOS code
11	Deferred review date until second half of 2016
12	Formatting fixed

### 1.2 Purpose

This policy has been implemented to ensure students are informed of the grounds on which their enrolment may be deferred, cancelled, withdrawn or suspended.

## 2. Scope

This policy applies to:

- MEGT Education, comprising students studying at ABILITY English and MEGT Institute, (NSW and VIC).
- International students enrolled with MEGT Education seeking to defer, cancel, withdraw or suspend their enrolment
- MEGT Education Marketing, Admissions, Student Services and Academic staff.

## 3. Legislative Context

This policy satisfies the requirements of Standard 13 of the National Code 2007

## 4. Definitions

**MEGT Education:** MEGT (Australia) Ltd, trading as MEGT Institute. ABILITY Education Pty Ltd, trading as ABILITY English

**International students:** Overseas students holding a student visa issued by the Australian Government Department of Immigration and Border Protection.

**Domestic students:** Australian Citizens, Australian Permanent Residents or New Zealand Citizens

**Deferral:** When a student requests to postpone (defer) the commencement of their study. Applicable prior to student commencing their course.

**Cancellation:** When a student requests to end (cancel) enrolment in a course prior to course commencement.

**Withdrawal:** When a student requests to end enrolment in (withdraw from) a course after course commencement.

**Suspension:** When a student requests to temporarily suspend (stop) their enrolment. Applicable after course commencement.

**Enrolment:** Period of study in a course. For international students, as specified in the Confirmation of Enrolment (CoE).

**PRISMS:** Provider Registration and International Students Management System. Australian Government Database used to manage international students' Confirmation of Enrolment (CoE).

## 5. Policy Statement

MEGT Education programs have defined academic structures and students are expected to undertake their academic program/s continuously without interruption.

Unforeseen circumstances may necessitate temporary interruption to a student's enrolment. To accommodate any such occurrence, a student may apply to defer the commencement of their enrolment or to temporarily suspend their enrolment for a period of up to a maximum of six (6) months.

Deferral, cancellation, withdrawal or suspension of studies can be student initiated and suspension and cancellation of enrolment can be provider initiated. MEGT Education is required to report via the PRISMS system when a student's enrolment is deferred, temporarily suspended or cancelled. International students on a student visa deferring, cancelling, withdrawing or suspending their enrolment are advised to contact the Department of Immigration and Border Protection to discuss their circumstances.

It is the students responsibility to ensure their visa is amended to reflect any changes to their COE.

## 6. Procedures

### 6.1 Student initiated deferral of enrolment

A student who wishes to defer their enrolment before course commencement must inform MEGT in writing by using the Amendment of Enrolment Form (available from the Student Services desk) or by email. The new start date must be within six (6) months of the original

start date. International students can defer their course start date up to four (4) times, within six (6) months of the original start date, without any fees being incurred. If a student wishes to defer a fifth (5<sup>th</sup>) time, fees will be charged in line with the MEGT Institute/ABILITY English Refund Policy.

International students may only defer the commencement of their studies on the grounds of compassionate and compelling circumstances. Supporting documentation must accompany the application.

International students who require an absence of more than six (6) months must withdraw from the enrolment and contact the Department of Immigration and Border Protection to discuss their circumstances.

MEGT Education may request at its discretion that students on medical absences provide a registered medical practitioners' certificate stating that they are fit to resume studies prior to MEGT Education accepting students to recommence classes.

## **6.2 Student initiated cancellation of enrolment**

A student who wishes to cancel their enrolment before course commencement must inform MEGT in writing by using the Amendment of Enrolment Form (available from the Student Services desk) or by email. However, any decision to cancel enrolment will impact on their tuition fees and payments in line with the stated MEGT/ABILITY 'Terms and Conditions of Enrolment' and 'Refund Policy.' Supporting documentation must accompany the application. The Campus Manager or nominated delegate has authority to make a determination on the application.

MEGT Education will notify the Department of Immigration and Border Protection via PRISMS within 14 days after the event date of such cessation of studies. This may affect the student visa.

There is no obligation on MEGT Education's part to reinstate any student's enrolment who has cancelled their enrolment and subsequently changed their mind. A student who has cancelled their enrolment may reapply at a later date, following normal admissions processes and are subject to any relevant Department of Immigration and Border Protection restrictions that may apply.

## **6.3 Student initiated withdrawal of enrolment**

A student who wishes to withdraw from their course after course commencement must submit their request on the Amendment of Enrolment Form available from Student Services. Supporting documentation must accompany the application. Students who wish to withdraw their enrolment at their accepted location and wish to transfer to another campus location within MEGT Institute must provide a minimum of 28 days notice prior to their intended start date at the new campus. No mid-term transfers are permitted.

The Campus Manager or nominated delegate has authority to make a decision determination on the application. While their application is being considered, students must continue to attend all scheduled classes of their course until they have been notified of the outcome of their application.

Withdrawal requests by students who have not yet completed six (6) months of their principal course will be assessed against MEGT Education's Transfer Between Registered Providers Policy and Procedure.

MEGT Education will notify the Department of Immigration and Border Protection via PRISMS within 14 days after the event date of such cessation of studies. This may affect the student visa.

There is no obligation on MEGT Education's part to reinstate any student's enrolment who have withdrawn from their enrolment and subsequently change their mind. A student who has withdrawn from their enrolment may reapply at a later date, following normal admissions processes and are subject to any relevant Department of Immigration and Border Protection restrictions that may apply.

#### **6.4 Student initiated suspension of enrolment**

A student who wishes to suspend their studies must submit their request on the Amendment of Enrolment Form available from Student Services. Supporting documentation must accompany the application and suspensions are only granted on compassionate or compelling circumstances. The Campus Manager or nominated delegate has authority to make a determination on the application. While their application is being considered, students must continue to attend all scheduled classes of their course until they have been notified of the outcome of their application.

MEGT Education will notify the Department of Immigration and Border Protection via PRISMS of such suspension of studies. This may affect the student visa. The student is advised to contact the Department of Immigration and Border Protection to determine whether a new student visa is required.

International students who require an absence of more than six (6) months must withdraw from the enrolment and contact the Department of Immigration and Border Protection to discuss their circumstances.

Any student who has been granted a temporary suspension and chooses not to return after the expected date of return, MEGT Education will consider the student having abandoned the course (cancelled) and will notify the Department of Immigration and Border Protection via PRISMS within 14 days after the event date of such cessation of studies. This may affect the student visa.

## **Provider initiated suspension or cancellation of enrolment**

Students may have their enrolment suspended or cancelled as a result of unsatisfactory academic progress, non-payment of tuition fees, academic misconduct or misbehavior by the student.

MEGT Education will notify international students of its intention to suspend or cancel their enrolment and students will be advised that they have 20 working days to access MEGT Education's complaints and appeals process. If a student accesses the internal complaints and appeals process the suspension or cancellation will not take effect until any internal appeal process is completed, unless extenuating circumstances relating to the welfare of the student apply.

## **7. Related Policies and Procedures**

EDN-018-POL – Fees, Charges and Refund Policy – Non VET FEE-HELP  
ABILITY English – Terms and Conditions of Enrolment  
EDN-007-POL – Transfer Between Registered Providers Policy and Procedure  
EDN-008-POL - Complaints and Appeals Policy and Procedure  
EDN-016-POL – Compassionate and Compelling Circumstances Policy

## **8. Implementation**

EDN-013-POL – The Deferral, Cancellation, Withdrawal and Suspension Policy and Procedure is made available via MEGT Education's websites externally and on the MEGT Intranet internally.

## **9. Responsibilities**

The National Admissions Manager will review this policy annually, or in case of legislative changes requiring amendments.

## **10. Attachments**

Amendment of Enrolment Form  
Successful Outcome of Amendment of Enrolment Letter  
Unsuccessful Outcome of Amendment of Enrolment Letter  
Extension of Course Commencement Letter

## **11. Process Map**

N/A