

**DEFERRAL, SUSPENSION AND CANCELLATION POLICY AND PROCEDURES**

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## 1. Purpose

1.1 These Policy and Procedures formalise the process and clarify the circumstances under which enrolments at Monaro Higher Education (MHE) may be varied.

## 2. Principles

2.1 MHE must be fair, courteous and professional in informing students of their rights and obligations with regards to when and how MHE or the student may defer, suspend or cancel classes.

2.2 MHE is dedicated to ensuring that students are in the best possible mental and physical states to study at their potential and will support students in circumstances which affect their study.

## 3. Context

3.1 This policy and procedure are aligned with Sections 7·2c and 7·2d of the Higher Education Standards Framework 2021.

## 4. Scope

4.1 This policy applies to all prospective and current students at MHE, and all staff involved in the administration of enrolments.

## 5. Definitions

*Cancellation* – Termination of enrolment before a course is complete.

*Census Date* – The last date on which enrolment in a course may be finalised and the last date a student may withdraw from a unit without a failure grade. The Census Date for each block is stated in the Academic Calendar, which is in the Student Handbook and on the MHE website.

*Compassionate and Compelling Circumstances* – circumstances beyond a student's control which have adverse consequences on the student's wellbeing and ability to study.

*Deferral* – Delay in the starting point of a course, i.e., starting a course later than the first day of the first block after the student accepts the offer of enrolment.

*Domestic Applicant / Student* – Any applicant or student who legally does not require a Student Visa to enrol at an Australian higher education provider or university. In practice, this means citizens or permanent residents of Australia or New Zealand. It may also include asylum seekers with a class-A or class-E Bridging Visa, Temporary Protection Visa or Safe Haven Enterprise Visa.

*International Applicant / Student* – Student or applicant who has been issued a valid, current student visa by the Australian Government.

*Suspension* – Temporary interruption of enrolment within a course.

## 6. Roles and Responsibilities

The Student Services staff are responsible for:

- Judging students’ eligibility for deferrals, suspensions and cancellations and notifying applicants accordingly
- Discussing with students how deferral or suspension affects their study plan, especially if:
  - the compassionate and compelling circumstances have ongoing effects which necessitate reasonable adjustment or
  - a course changed substantially during their time of suspension.

Administrative staff are responsible for:

- Giving new Confirmations of Enrolment to students when they defer studies
- Updating students’ files with dates and durations of their deferrals, suspensions and cancellations, and supporting evidence provided with the application
- Using the Providers Registration and International Student Management System (PRISMS) to inform the Department of Home Affairs of international students’ deferrals, suspensions and cancellations

The Student Administration Manager is responsible for:

- Hearing appeals of MHE-initiated suspensions and cancellations related to non-academic issues.

The Dean is responsible for:

- Hearing appeals of MHE-initiated suspensions and cancellations related to academic issues.

## 7. Policy Details

### 7.1 Applications from Students

7.1.1 Unless a longer time is approved in writing by the Dean, the maximum length of a deferral or suspension requested by a student is:

	Domestic Students	International Students
Suspensions	Twelve months	Six months
Deferrals	Twelve months	Two blocks

7.1.2 Applications from international students to cancel a course within six months of starting that course will be denied where they breach MHE’s obligations under the Education Services for Overseas Students (ESOS) Act. Refer to the Transfer Between Providers Policy and Procedure for details.

7.1.3 Applications for deferment, suspension or cancellation will be permitted only when the student meets all conditions of their enrolment, including payment of deposits and all tuition fees.

7.1.4 MHE may grant a retrospective deferment, suspension or cancellation if the student was unable to contact MHE due to the nature of the compassionate and compelling circumstances.

7.1.5 Periods of suspension are not included in calculating the student’s attendance rate.

## 7.2 Deferrals, Suspensions and Cancellations Instruct by MHE or Student

7.2.1 MHE may suspend a student in response to a major breach of the Student Code of Conduct and Disciplinary Procedures, the Anti-Harassment Policy and Procedure, or the Academic Integrity Policy and Procedure. Such suspension will extend from the time MHE becomes aware of the alleged breach until all investigations and appeals described in those policies and procedures are completed.

7.2.2 MHE may cancel a student's enrolment if:

- The student does not attend on the first day of classes after the end of an approved suspension
- All investigations and students' appeals related to breaches of the Student Code of Conduct and Disciplinary Procedures, the Anti-Harassment Policy and Procedure, or the Academic Integrity Policy and Procedure rule against the student, or the student waives the right to appeal
- It becomes clear that the student provided misleading, inaccurate or incomplete information as part of their application for enrolment.

7.2.3 Students have the right to apply for a suspension of their enrolment on the grounds of compassionate and compelling circumstances. Such applications will be assessed on their individual merits and must be supported by independent documentary evidence demonstrating circumstances beyond the student's control that impact their wellbeing or ability to study.

## 8. Procedure Details

### 8.1 Applications from Students

8.1.1 Students may only apply to defer, suspend or cancel enrolment using the Deferral, Suspension or Withdrawal Application Form, which is available on the MHE website or Istudi.

8.1.2 Any application must be based on compassionate and compelling circumstances which must be supported by documentary evidence, including reports from appropriate professionals showing how they negatively impact the student. This evidence must be attached to the application form through Istudi. If an international student intends to return to their home country, the documentary evidence must include evidence of a confirmed itinerary and a notice or request of visa cancellation.

8.1.3 Each case is considered on its individual merits and the evidence provided by the student. No fees should be overdue when the application form is submitted. Compassionate and compelling circumstances include but are not limited to:

- Major injury or illness
- Major psychological disorder
- Bereavement of close family members
- Major political upheaval or natural disaster in the home country necessitating immediate travel
- A traumatic experience, such as:
  - Involvement in or witnessing of a serious accident

- Witnessing or being the victim of a serious crime
- Delay in receiving a student visa which rendered the student unable to start studying on the first day of the course (as stated on the Confirmation of Enrolment).

8.1.4 In compliance with the policies of the Department of Home Affairs, suspension or deferral will not be granted due to:

- attendance at a family celebration (e.g., a wedding)
- a holiday
- work opportunities
- financial difficulties
- general stress.

8.1.5 The Student Services will assess an application, which may include discussions with the student to request further information, and discuss any intervention strategies or reasonable adjustment which may be required.

8.1.6 The Student Services will notify the student of his/her decision through the Student Management System within ten working days of receipt of the application.

- If the application is successful, MHE will note the result in the Student Management System.
- Unsuccessful applicants will be advised that they have the right to appeal within twenty working days.

8.1.7 Students must accept any changes made to their course or to fees during their suspension or deferral.

8.1.8 MHE will inform the Department of Home Affairs, using the Providers Registration and International Student Management System (PRISMS), of any international students who are granted deferrals, suspensions or cancellations. MHE will strongly recommend that the student consult the Department of Home Affairs about any implications for their student visa if the application would change the expected final date of their course.

### *Deferrals*

8.1.9 A new student may not defer the course more than two times.

8.1.10 The student will receive a new Confirmation of Enrolment. This will incur an administration charge of \$250 in every case except when the reason for the deferral is visa circumstances.

### *Suspensions*

8.1.11 Students are expected to advise MHE if they expect to:

- Be absent for at least one complete week
- Miss the first class of a unit.

8.1.12 Applications for planned suspensions must be submitted at least two weeks prior to the proposed starting date of the suspension. Applications for retrospective suspensions must be submitted as soon as practicable after the compassionate and compelling circumstances occur.

8.1.13 Under any circumstances, the length of a suspension must be no more than six months.

8.1.14 Students are required to notify MHE at least two weeks prior to the start of the next study block after their suspension. A new Confirmation of Enrolment will then be issued, subject to availability of the course, if the proposed end date of the course has changed.

### *Cancellations*

8.1.15 To cancel enrolment, students must inform MHE in writing a minimum of two weeks prior to the final class for the current block or the due date of their next instalment, which comes first.

8.1.16 If the student's reason for applying for cancellation is to transfer to another provider, MHE retains the right to refuse if the student has not yet completed six months of their principal course at MHE, unless the transfer is in the best interests of the student. See the Transfer Between Providers Policy and Procedures for details.

8.1.17 Except in the above case, MHE will cancel a student's enrolment upon their request and will not block or unnecessarily delay the student from cancelling their enrolment.

8.1.18 Any student who applies for cancellation will be invited to an exit interview conducted by Student Services staff.

## 8.2 Deferrals, Suspensions and Cancellations Instruct by MHE or Student

8.2.1 MHE will defer enrolment if a student enrolls in a block where the unit is not offered.

8.2.2 MHE may cancel or suspend enrolment of a student who:

- Commits a serious breach of the Student Code of Conduct and Disciplinary Procedures, the Anti-Harassment Policy and Procedure, the Academic Integrity Policy and Procedure, or any other MHE policy or procedure
- Breaches conditions of their enrolment
- Threatens the wellbeing of staff or other students
- Fails to achieve satisfactory academic progress after applying the intervention strategies described in the Academic Progression and Students at Risk Policy and Procedures
- Does not enrol or start attending classes in a compulsory study block (including failing to return after an approved suspension or deferral)
- Does not pay tuition fees after receiving the final warning letter (see section 8.4 below).

8.2.3 Where MHE suspends or cancels a student's enrolment, MHE will advise the student in writing. This notification will include:

- MHE's reasons for the decision
- explanation of the student's right to appeal within twenty working days
- for international students, implications of the decision for their student visa.

8.2.4 MHE will advise the Department of Home Affairs, via the Providers Registration and International Student Management System (PRISMS) of any deferral, suspension or cancellation imposed by MHE and the reason for this imposition.

8.2.5 If a course is discontinued, any students enrolled in that course will be offered alternative courses or helped to find the same course at another provider. See the Course Discontinuation Policy and Procedures for details.

### 8.3 Students' Rights to Appeal

8.3.1 A student may appeal against a suspension or cancellation of enrolment, as described in detail in the Student Grievances and Complaints Procedure. This appeal must be in writing to the Dean (if related to academic issues) or the Student Services (if related to non-academic issues) within twenty business days.

8.3.2 The Dean or the Student Services will invite the student and any person who may give reliable evidence (e.g., staff or students who were present when an alleged breach occurred) to give accounts of the reasons for or against the breach.

8.3.3 The Dean or the Student Services will give all people involved a written notice of the decision and of avenues for external appeal.

8.3.4 International students who are still dissatisfied may appeal externally to the Overseas Student Ombudsman. Domestic students may appeal externally to Independent Higher Education Australia.

8.3.5 MHE will only inform the Department of Home Affairs of suspension, cancellation or deferral of an international student after every avenue for appeal has been exhausted, or if the student waives the right to appeal.

### 8.4 Fees and Refunds

8.4.1 All course fees must be paid in advance. Students must pay at least four units' fees, equivalent to two blocks of full-time study. See the Fees and Refunds Policy and Procedures for full details.

8.4.2 All payments are paid in six-monthly instalments. Instalments are equal, based on the time until the end of the course.

#### *Example:*

A student is enrolled in the Bachelor of Business. This course is normally three years, but the student's advanced standing exempts this student from four units. The student therefore must complete twenty units over two and a half years.

The student's course fees are:

20 units @ \$2,000 fee per unit = \$40,000

Before the course begins, the student pays a deposit of \$16,000. The outstanding balance is therefore \$40,000 – \$16,000 = \$24,000.

The deposit is payment in advance for the first year. The rest of the course is one and a half years, i.e., three periods of six months.

Each instalment is therefore  $\$24,000 / 3 = \$8,000$ .

8.4.3 No instalment is available for the initial fee payment. The minimum payable to ensure enrolment for onshore students is one unit plus enrolment fees, with the other three units payable before the date of the first class. The minimum payable to ensure enrolment for offshore students is four units plus enrolment fees.

8.4.4 Students may elect to divide the instalments into regular equal payments.

*Example:*

The student above may choose to pay one instalment in four equal payments. In this case, they would pay  $\$8,000 / 4 = \$2,000$  every six weeks.

8.4.5 Each instalment, whether paid six-monthly or in regular payments, attracts a \$50 administration fee for each unit.

*Example:*

The total fee due for the student above would be \$2,050 every six weeks.

If the student did not choose the option of four equal payments, the total due would be \$8,050 every six months.

8.4.6 When a student repeats a unit, students must pay the fee for that unit before Census Date. The fee for that unit will be the same as fee per unit stated on the Letter of Offer issued to that student by MHE. If a student repeats a unit multiple times, the student must pay in advance before Census Date in each block where the student repeats the unit.

8.4.7 If a student transfers to a new provider, the student will receive a refund provided that they notify MHE in writing at least sixty days before the next block starts. There will be no refund if the student notifies MHE zero to fifty-nine days before the next block starts and the student will be liable to pay the next six-monthly instalment. However, there is no administration fee to the student in either case. See the Transfer Between Providers Policy and Procedure for details.

8.4.8 All refunds incur an administrative fee of \$200.

8.4.9 A student with an approved deferral must pay all instalments in a timely manner, regardless of the length of the deferral or suspension.

8.4.10 In any case of cancellation, whether for academic or for administrative reasons, students must ensure that all instalments and fees for repeated units are paid in full by the due date.

8.4.11 In any case of non-payment of a fee by a student, MHE will send a three warning letters to the student. If the payment is still not received after the final warning letter, MHE will employ a debt collector and inform a credit rating agency to amend the student's credit rating. The student will also be liable to pay a debt collector fee.

8.4.12 To formalise the cancellation or withdrawal of a Confirmation of Enrolment (CoE), students are required to submit a Course Withdrawal Form or a formal written request to the Marketing Director prior to the intake date of their commencing study block. In such instances, advanced fees are refundable, subject to the deduction of a non-refundable administration fee. However, if a cancellation request is lodged on or after the intake date, advanced fee

payments are non-refundable; furthermore, students who have only made a partial payment remain liable for the outstanding balance, which must be settled in full to facilitate the cancellation of the CoE. The Marketing Director may use their discretion to waive or adjust the administration fee, based on the circumstances of the case.

8.4.13 In the case of a suspension, the new Confirmation of Enrolment will include a revised instalment amount, based on the amount of study remaining and the remaining fees.

## 9 Relevant Legislation

MHE acknowledges its legal and regulatory obligations under the following frameworks:

- Higher Education Standards Framework (HESF) 2021
- Education Services for Overseas Students (ESOS) Framework 2013 and 2019
- Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS)
- National Code of Practice for Providers of Education and Training to Overseas Students 2018
- Education Services for Overseas Students Act 2000

## 10 Policy Administration

Policy category	Administrative
Policy owner	Academic Board
Responsible officer	Dean and Marketing Director
Approving authority	Academic Board
Contact officer	Student Enrolment Officer
Approval date	12 August 2022
Commencement date	12 August 2022
Review date	3 Years after Commencement
Version	1.1
Related documents	<ul style="list-style-type: none"> <li>• Academic Integrity Policy</li> <li>• Academic Integrity Procedure</li> <li>• Academic Progression and Students at Risk Policy and Procedures</li> <li>• Admissions Policy</li> <li>• Admissions Procedure</li> <li>• Anti-Harassment Policy and Procedure</li> <li>• Deferral, Suspension or Cancellation Application Form</li> <li>• Fees and Refunds Policy</li> <li>• Student Code of Conduct</li> <li>• Student Grievances and Complaints Procedure</li> <li>• Transfer Between Providers Policy and Procedures</li> </ul>

## 11 Version Control and Change History

Version	Approval date	Approved by	Summary of changes
1.1	12 August 2022	Academic Board	Approved with minor changes
1.2	18 March 202	CEO, Dean and Marketing Director	Minor modification about cancellation of student

## 12 Benchmarks and References

- Canterbury Institute of Management
  - Deferral, Suspension and Cancellation Policy and Procedure <https://ciom.edu.au/policies-and-procedures/>
- Crown Institute of Higher Education
  - International Student Deferral, Suspension and Cancellation Policy <https://www.cihe.edu.au/document/international-student-deferral-suspension-and-cancellation-policy/>
- Holmes Institute:
  - Deferral, Suspension and Cancellation Policy and Procedures – Domestic Students <https://holmes.edu.au/library/uploads/Policy%20PDFs/Deferral,%20Suspension%20and%20Cancellation%20Policy%20and%20Procedures%20-%20Domestic%20Students%2022623.pdf>
  - Deferral, Suspension and Cancellation Policy and Procedures – International Students <https://holmes.edu.au/library/uploads/Policy%20PDFs/Deferral%20Suspension%20and%20Cancellation%20Policy%20and%20Procedures%20-%20International%20Students%20v1.3%2018724.pdf>
- Kent Institute
  - Student Suspension and Cancellation of Enrolment Policy and Procedures <https://kent.edu.au/wp-content/uploads/POLICY-Student-Suspension-and-Cancellation-of-Enrolment-Policy-Procedure.pdf>
- Sydney School of Business and Technology
  - Deferral, Suspension and Cancellation Policy and Procedure <https://ssbt.edu.au/wp-content/uploads/2025/07/SC34-I-Deferral-Suspension-and-Cancellation-PP-V1.5.pdf>