



International Students Deferral, Suspension and Cancellation Policy

Purpose

The purpose of this policy is to outline the circumstances in which a student can defer, suspend or cancel their enrolment with MGIT and where MGIT can initiate the suspension or cancellation of the student's enrolment.

Additionally, this policy is to comply with Standard 13 of the *National Code 2007*.

Scope

This policy applies to all international students currently enrolled with MGIT. It covers student initiated deferral, suspension and cancellation of studies, as well as suspension and cancellation initiated by MGIT.

Definitions

Defer or suspend enrolment: means to *temporarily put studies on hold*. A student is most likely to seek a deferment in compassionate and compelling circumstance (some examples provided below). Specifically, a deferment refers to the *postponement of the commencement of enrolment* – whereas suspension refers to a *temporary postponement of enrolment*, thus a student who is currently studying their enrolled course will suspend their studies.

Cancellation: refers to action taken to cease a student's further study.

Criteria for deferment or suspension:

Note that retrospective deferment or suspension may be justified if the student was unable to contact MGIT because of circumstances such as being involved in a car accident.

Deferral or suspension will be granted in compassionate or compelling circumstances. These are circumstances that are beyond the control of the student and have an impact on the student's course progress and wellbeing. These include, but are not limited to:

- Serious illness or injury. Student requires a medical certificate stating that the student was unable to attend classes;
- Serious illness or injury of the student immediate family, e.g. spouse, children or parent, student has to provide support and care to an immediate family member. Note: A medical certificate must be provided to support the request for deferment or cancellation.

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- Bereavement of a close family member such as a parent (where possible a death certificate should be provided);
- Major political upheaval or natural disaster in the home country requiring emergency travel and this impacts on the student's studies; or
- A traumatic experience that has impacted on the student which could include involvement in, or witnessing of, a serious accident or witnessing or being victim of a serious crime. This should be supported by police reports and/or psychologist reports.
- Where MGIT is unable to offer a pre-requisite unit; or
- Inability to begin studying on the course commencement date due to delay in receiving a student visa

Note the above list of circumstance provide *some examples* of what may be grounds for suspension or deferment. Otherwise the CEO will use his professional judgment to grant deferment or suspension based on the merits of the individual case.

In determining whether a compelling or compassionate circumstance exist, MGIT requires documentary evidence to support the claim (e.g. doctor's certificate). MGIT will store a copy of such documents in the student's file.

Criteria for cancellation:

MGIT may also suspend or cancel a student on grounds of misbehavior – failing to adhere to the Student Code of Conduct found in the MGIT International Student Handbook section 17 (also see section 3.3 of this document)

Also the non-payment of fees can lead to the suspension or cancellation of study. In the case of misbehavior MGIT Student Discipline and Procedures will be followed to investigate the incident. In the case of student plagiarism, cheating or collusion, MGIT Student Plagiarism, Cheating and Collusion Policy and Procedure will be followed.

Cancellation of enrolment due to unsatisfactory course progress or attendance will be handled according to MGIT Course Progress Policy and Procedures and Attendance Monitoring Policy and Procedures.

Students may also initiate cancellation of their studies.

Policy

1 Change in visa status

- 1.1 Deferment, suspension or cancellation of a student's visa may affect the student's visa. When a student's enrolment is deferred, suspended or cancelled, MGIT will notify the Department of Education and Training via PRISMS (Provider Registration and International Student Management System) of the change in enrolment status.
- 1.2 Students are to refer to the Department of Immigration and Border Protection (DIBP) (www.immi.gov.au) or Helpline (131 881) for information and advice on how the potential change to enrolment status can impact upon a student's visa.
- 1.3 Regardless of whether the suspension of enrolment is a result of a student request or imposed by MGIT, the period suspension of enrolment will not be included in attendance monitoring.
- 1.4 Where a suspension of enrolment is granted, MGIT will suspend an enrolment for an agreed period of time – with a maximum of 12 months. If the suspension is required for longer than 12 months the student will have to re-apply once the initial suspension period expires.
- 1.5 If a student's enrolment is suspended for a period of 28 days or longer, the student must return home (unless special circumstances exist). Students will be referred to the DIBP helpline (131 881) regarding whether the student may remain in Australia during the suspension period.
- 1.6 MGIT will always use its' professional judgment to assess each student's case on the individual merits when determining whether compassionate or compelling circumstances exist.
- 1.7 In cases where a student's enrolment is cancelled the student has the following options: the student must leave Australia or obtain enrolment in an alternative course or apply for a different visa within 28 days of cessation. A student leaves Australia, the student's visa will be cancelled. A student who

has left Australia and wishes to return to study must apply for a new student visa.

2. Complaints and appeals process for deferral, suspension or cancellation

- 2.1 Where MGIT initiates the suspension or cancellation of a student's enrolment, the student will be notified of this intention and will be informed that they have 20 working days to access MGIT internal Complaints and Appeals Policy and Procedure. This time period may not apply if extenuating circumstances (see 2.2) relating to the health of a student apply.
- 2.2 Extenuating circumstances may include, but is not limited to, when a student:
(i) is missing; (ii) has medical concerns; (iii) suffers from severe depression or psychological issues which lead MGIT to fear for the student's well-being; (iv) has engaged or threatens to engage in behavior that is reasonably believed to endanger the life of the student or of others; (v) is at risk of committing a criminal offence.
- 2.3 If student opted to access the MGIT internal complaints and appeals procedure, MGIT will not wait for the outcome of the internal appeal before taking relevant action in relation to the student enrolment status with MGIT and that includes not notifying DIBP of a change in a student's enrolment until the appeals process is completed.
- 2.4 Students may choose to access an external appeals process as per MGIT Complaints and Appeals Policy. In the case of an external appeal, MGIT will wait for the outcome of the external appeal before taking relevant action in relation to the student enrolment status, and that includes not notifying DIBP of a change in a student's enrolment until the appeals process is completed.
- 2.5 In most cases, MGIT will continue to provide learning opportunities to students during the appeal process. However, where it is considered that a student should not attend classes during the appeals process, students will be provided with work that can be completed outside of classroom environment.



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3. Informing Students

- 3.1 MGIT provides all students with clear information on the circumstances in which they may defer, suspend or cancel their enrolment and the circumstances in which MGIT can suspend, defer or cancel enrolment.
- 3.2 MGIT provides information on the above in the International Student Handbook and Course Guides which are provided to students prior to or upon commencement of a course. These are also available on MGIT's website
- 3.3 standards of behavior required are stated in the MGIT International Student Handbook under Section 17 'Conduct'. These standards will indicate to students what acceptable and unacceptable behavior is and informs the student as to circumstances where MGIT may suspend or cancel a student's enrolment
- 3.4 students will also be reminded of this policy and the criteria for deferral, suspension and cancellation at student orientation.

4. Records

- 4.1 Appropriate records of the assessment of a student's application for deferment, suspension or cancellation will be kept on the student's file. Where a student is suspended or their enrolment cancelled due to misbehavior, documentary evidence of this decision will be kept.