

Institution	Universal English
Policy Name	Deferral Suspension and Cancellation Policy and Procedure

1. Scope

This Policy and Procedure applies to all prospective and current international students at Universal English (UE) and the staff involved in the assessment and process of student deferral, suspension and cancellation.

2. Purpose

- 2.1 This Policy specifies the conditions under which international students' enrolment at UE may be deferred, suspended and cancelled.
- 2.2 This Policy outlines the structured process the deferral, suspension and cancellation of student enrolment to ensure the organizational compliance with the relevant regulatory requirements and maintain the organizational integrity, and safeguard student rights in this process.

3. Regulatory Alignment

This Policy is created and implemented to comply with the regulatory requirements informed in the:

- Education Services for Overseas Students Act 2000
- National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018): Standard 9 Deferring, Suspending or Cancelling the Overseas Student's Enrolment

4. Definition

- 4.1 **Cancellation:** A cessation or end of enrolment on a course.
- 4.2 **Deferral:** Postponement of commencement of studies.
- 4.3 **Leave of Absence:** Temporary postponement of studies after commencement of studies.
- 4.4 **Suspension:** Temporary putting on hold of studies during the course, after which the student may recommence study. Suspension may not necessarily come because of misbehaviour. Suspension will not necessarily push out the completion date.
- 4.5 **Compassionate & Compelling circumstances:** Conditions which are beyond the control of the student, and which may impact on the student's course progress or wellbeing. Examples of these circumstances are as follows:
 - a. Where students do not receive their visa in time to arrive at UE to commence study;
 - b. Serious illness or injury – where a medical certificate states the student was unable to attend classes;
 - c. Bereavement of close family members;
 - d. Major political upheaval or natural disaster in home country requiring emergency travel and this has impacted the student's ability to study;
 - e. A traumatic experience i.e. involvement in or witness a serious crime or accident and has had

an impact on the student's ability to study;

When this has impacted on the student, these cases should be supported by police or psychologist reports.

The following are not compassionate & compelling reasons

- a. Work related pressure;
- b. Working to support oneself and family;
- c. Celebrations and weddings;
- d. Travel;
- e. Religious holidays.

5. Policy

- 5.1 All decisions regarding deferral, suspension, and cancellation will adhere to this Policy and Procedure, as well as the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (the National Code).
- 5.2 Deferral, suspension, and cancellation of enrolment may be initiated either by the student or by UE.
- 5.3 UE will only grant a deferral of commencement of studies or temporary suspension of studies if there are compassionate and compelling reasons which UE assesses as necessitating temporary interruption to a student's study.
- 5.4 Applicants must notify UE in writing before the start date of the study period, except in special circumstances. For instance, if a student is unable to contact UE due to an accident or injury or must return home urgently for medical reasons and cannot seek a deferral or suspension beforehand, students will be allowed to submit the application after the event. In such cases, UE will carry forward any prepaid tuition fees to the study period when the student returns.
- 5.5 Students may apply to cancel their studies at any time. However, applications for cancellation within six months of the course commencement may be denied or a release refused by UE in accordance with the National Code on overseas student transfer (Standard 7).
- 5.6 A student may advise UE of cessation of their studies (withdrawal) in writing, or a student will be deemed to have advised UE of cessation of their studies where they do not return after a holiday break or approved deferral or suspension.
- 5.7 UE may initiate a suspension of studies or cancellation of enrolment for a student on the grounds of:
 - a. Failure to make satisfactory course progress and failure to comply with the requirements of the Intervention Plan
 - b. Serious breach of the Student Code of Conduct
 - c. When a student is continually absent from scheduled course hours
 - d. Failure to pay overdue fees
- 5.8 In cases where suspension or cancellation of the student's enrolment is initiated by UE, the student will be notified and given 20 working days to access the UE's internal complaints and appeals process (see Complaints and Appeals Policy).
- 5.10 If a student's application for cancellation of studies is approved, the Refund Policy will be applied.
- 5.11 In accordance with section 19 of the ESOS Act, UE will notify the Department of Education and Training (DET) of the student default PRISMS within 31 days.

6. Procedure

- 6.1 Students wishing to defer their start date must notify UE in writing by submitting the completed Forms of Deferment, Suspension or Withdrawal and the supporting documents to admissions@ue.edu.au. The Forms are available on UE's website and at the Reception on campus.
- 6.2 All documentation including the application form, the supporting evidence and the communication records must be saved in the student's file in the Student Management System.
- 6.3 When reviewing an application, the Admissions Officer must ensure that sufficient evidence is provided to meet the relevant requirements of the National Code and the UE policies. The necessary evidence will depend on the specific situation, and the officer must use their discretion to determine its adequacy. If there is any doubt, they should consult the Admissions Manager. For instance, if a student requests to defer due to a close family member's illness (e.g., mother), they must provide a medical certificate and airline tickets to verify the legitimacy of the illness and their intention to return.
- 6.4 Before making a decision, Admissions should consult with the Finance Team to confirm that all payments are up to date, or acceptable arrangements have been made.
- 6.5 The assessment and decision shall be finalised within 10 working days.
- 6.6 Students will be notified of the outcome in writing. Deferring, suspending or cancelling an enrolment may affect a student's visa where applicable. UE will also advise the student to contact Department of Home Affairs (DoHA) to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

Student Initiated Deferral

- 6.7 On the receipt of a student deferral application, UE will:
 - a. Acknowledge the application;
 - b. Determine whether the student has met the existing conditions of their enrolment;
 - c. Assess the application;
 - d. If the application is approved:
 - a) Student's current enrolment will be cancelled;
 - b) A new Letter of Offer will be created for the new start date;
 - c) Student's current CoE will be cancelled; and
 - d) Student will be notified of the outcome, accompanied with the new Letter of Offer and Agreement
- 6.8 A new CoE will be issued on the receipt of the student's signed Letter of Offer and Agreement with the new start date.
- 6.9 If the application is rejected, UE will notify the student of the outcome in writing and inform them of the reason for the decision as well as their right to access UE's complaints and appeals process within 20 working days of the decision.

Student Initiated Suspension

- 6.10 While not recommended, students may sometimes need or request to take a leave of absence during a study period. Students should contact UE if they:

- a. Wish to take leave from class for 5 or more consecutive days; or
 - b. They need to be absent for an extended period and cannot maintain their course progress, and a suspension is required.
- 6.11 The maximum suspension period is 6 months. Extensions beyond this time will only be granted in exceptional circumstances and at the UE's discretion.
- 6.12 When a suspension is approved, UE will cancel the existing CoE and record the cancellation in PRISMS.
- 6.13 The Admission Team will notify the student of the outcome in writing within 10 working days.
- 6.14 The student must notify UE at least 2 weeks before the start of the study period to request a new CoE that will reflect the new duration of the student's enrolment. The issuance of a new CoE will depend on the UE's availability at the time of the request.

UE initiated Suspension or Cancellation

- 6.15 When UE decides to suspend or cancel a student's enrolment, UE will issue a written notification to the affected student. This notification will clearly outline the reasons for the intended suspension or cancellation and inform the student that they have the right to appeal against the decision through UE's internal appeal process within 20 working days from the date of the notice.
- 6.16 If the affected student chooses to access UE's internal appeal process, UE will maintain the student's enrolment until the internal process is complete. However, if there is clear evidence that the affected student's health or wellbeing, or the wellbeing of others, is likely to be at risk unless the cancellation or suspension is implemented immediately, UE will cancel or suspend the student's enrolment before the internal appeal process is completed.

Version History

It is the joint responsibility of the Implementation Officer and Responsible Officer to ensure compliance with this policy.

Responsible Officer	Admissions Manager		
Implementation Officers	Academic Manager, Admissions Officer, Student Support Officer		
Review Date	19 July 2027		
Approved by			
Managing Director			
Associated Documents			
Complaints and Appeals Policy and Procedure Deferment Form International Admissions Policy and Procedure Fees and Charges Policy Records Management Policy Refund Policy and Procedure Suspension Form Withdrawal Form			
Version	Brief Description of the changes	Date Approved	Effective Date
5.0	<ul style="list-style-type: none"> Formatted the document by updating the section headings Updated the policy principles Updated the procedure to reflect the operational changes Added the Version History 	19 July 2024	19 July 2024