



INTERNATIONAL STUDENT DEFERRAL, SUSPENSION AND CANCELLATION POLICY

Macallan College is the trading name of Macallan College Pty Ltd

RTO No: 41030 | ABN: 36 165 356 141 | CRICOS: 03468F

Reference: International Student Deferral, Suspension and Cancellation Policy

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Macallan College Campuses:

Adelaide Campus: Level 10, 50 Grenfell Street, Adelaide SA 5000

Brisbane Campus: Address- 6 B, 44-48, Station Rd Yeerongpilly QLD 4105

Perth Campus: Level 3- 440 William Street, Perth WA 6000

Sydney Campus: 11 Parkes St, Harris Park, NSW 2150, Australia

DOCUMENT CONTROL

Version History

Version	Date	Details
V1.0	March 2019	Policy defined and outlined under new Management
V1.1	August 2019	Adding information of additional campus.
V1.2	November 2020	Update to design and format.
V1.3	January 2021	Further clarification – non genuine students and edits
V1.4	June 2021	Minor edits and update to National Office and Brisbane campuses addresses

Review Process:

This policy shall be reviewed annually in compliance with education industry standards including the National Code of Practice for Providers of Education and Training to Overseas Students 2018

Next Review Due: 1 January 2022.

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Campus Locations

WA: Level 3, 440 Williams Street, Perth 6000 WA - 08 6222 6647 | QLD: 151 Wellington Rd, East Brisbane 4169 QLD - 07 3124 6163
NSW: Level 1, 11 Parkes Street, Harris Park 2150 NSW - 02 8820 9990 | SA: Level 10, 50 Grenfell Street, Adelaide 5000 SA - 08 7109 1700

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Deferral, Suspension and Cancelling of Student Enrolment Policy

Students who wish to defer their course commencement date must notify Macallan College in writing prior to the course commencement date. A new Offer letter will be issued advising the student of their new course commencement date. (NOTE: A place may only be deferred for up to 6 calendar months) Where a course deferral is granted, any monies paid to accept the original course will be transferred as a deposit for the deferred course.

Note:

- If a student's enrolment is deferred, suspended or cancelled, her or his student visa status may be affected
- If the student wishes to defer his/her admission or take leave of absence until a later semester, Macallan College will hold the fees paid for 6 months, as at the date advised in writing, without levying a penalty. If the student subsequently withdraws or exceeds this agreed holding period, all fees paid will be automatically surrendered to and become the absolute property of Macallan College.
- Macallan College will not transfer fees to another College or to a currently enrolled student, unless arranged at the time of enrolment.

There are limited circumstances in which a student's enrolment may be Deferred, Suspended or Cancelled.

Definitions:

Deferral:	Postponement of commencement of a course
Suspension:	Temporary postponement of enrolment during course
Cancellation:	Cessation of enrolment in course

Deferring, Suspending or Cancelling Student's Enrolment Procedure

The following paragraphs outline the procedure for deferring, suspending or cancelling a student's enrolment in the cases of:

- Provider Default
- Students initiating deferral, suspension or cancellation
- Suspension or cancellation of enrolment by Macallan College

Provider Default

In the unlikely event that Macallan College is unable to deliver your course in full, you will be offered a refund of all the course money you have paid to date. The refund will be paid to you within 2 weeks of the day on which the course ceased being provided. Alternatively, you may be offered enrolment in an approved course offered by the College, at no extra cost to you. You have the right to choose whether you would prefer a refund of course fees, or to accept a place in another course. If you choose placement in another course, we will ask you to sign a document to indicate that you accept the placement.

Student initiated deferral, suspension or cancellation

Students wishing to defer, suspend or cancel enrolment must meet one of the following conditions:

- Unavailability of a course
- Visa delay
- Compassionate and compelling circumstances - these are generally beyond the control of the student and have an impact on the student's course progress or wellbeing. These could include but are not limited to:
 - i. Serious illness or injury, where medical certificate states that the student was or will be unable to attend classes;
 - ii. Bereavement of close family members such as parents or grandparents (where possible death certificates should be provided);
 - iii. Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; or
 - iv. Traumatic experience which could include: involvement in, or witnessing a serious accident; or witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists' reports)

Students must submit the Deferral Cancellation or Suspension Form to Administration requesting to defer or temporarily suspend their studies, together with documentary evidence verifying their situation (for example, a medical certificate and police reports etc).

Macallan College will assess the application and make a decision within seven (7) business days.

If an international student's application for deferral or suspension is approved, Macallan College will notify the Department of Home Affairs (DHA) through PRISMS.

The student's application and all supporting documents will be kept in the student's file.

Deferral prior to Commencement

Students may request a deferral prior to course commencement. Request must be submitted by completing the Deferral Cancellation or Suspension Form in full. When the deferral is approved the student will receive a revised Letter of Offer and CoE.

Suspending your Enrolment

Students wishing to suspend their enrolment must complete a Deferral Cancellation or Suspension Form with all supporting documentation. All applications should be submitted at least 14 days prior to suspension date. The maximum suspension period is six (6) months. Approval will only be given in the limited circumstances described above. The student will receive notification in writing of the result of the request.

Cancelling your Enrolment

Students wishing to cancel their enrolment must complete a Deferral Cancellation or Suspension Form with all supporting documentation. The student will receive notification in writing of the result of the request. If the student has not completed the first six months of their principal course they must provide a letter of offer from an alternative provider therefore complying with the conditions of Standard 7 of the National Code. See policy on Transfer between Providers.

Deferring, suspending or cancelling an enrolment may affect your student visa. All students should contact their nearest DHA office or refer to <https://www.homeaffairs.gov.au/> for further information.

Any deferral, suspension or cancellation will be reported on PRISMS and supporting documentation recorded in the student file.

Suspension or cancellation of enrolment by Macallan College

Macallan College has the right to cancel or suspend a student's enrolment in the following circumstances:

- If a student submits fraudulent documents to gain admission to Macallan College
- If a student does not maintain satisfactory course progress in accordance with the Course Progress Policy for international students
- If a student does not maintain satisfactory attendance requirements for international students
- If a student is identified as a Non Genuine student as per the Macallan College Code of Behaviour and defined in the Course Progress (including VET Attendance monitoring) and Completion in Expected Duration Policies and Procedures.
- If the student did not pay Tuition fees on time, his/her enrolment will be cancelled under Macallan College Code of Conduct through National Code 2018
- If the student behaves in a way which could potentially bring the College into disrepute
- If a student behaves in a way that is a threat to their own health and safety and/or a threat to the health and safety of another student or staff member.
- If the student has received two formal warnings from the College for disobeying College rules. A formal warning will be issued if a student:
 1. Disobeys any College rules signed by the student when enrolled
 2. Knowingly engages in material plagiarism, cheating or academic misconduct
 3. Does not abide by the email and internet rules as stipulated by the College
 4. Engages in any form of harassment (racial, sexual or verbal) or bullying towards another student or staff member
 5. Misuses or willfully damages College facilities, equipment or property.

Where suspension or cancellation is initiated by the College, students will receive a notice of Intent to Suspend or Cancel Enrolment. This notice will clearly inform the student that suspending or cancelling his/her enrolment may affect his/her visa. This notice will clearly identify that a student will be given 20 days to access the College's complaints and appeals process. When the appeals process is initiated, the College will maintain the student's enrolment until the appeals process is complete.

The suspension or cancellation will be notified to Department of Home Affairs (DoHA) on completion of the 20 days, or at the end of the appeals process if the appeal is not upheld.

Any deferral, suspension or cancellation will be reported on PRISMS and supporting documentation and the outcome of the appeal (if any) recorded in the student's file.

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