

Deferral, Suspension and Cancellation Policy and Procedures

Student enrolment can be deferred, suspended or cancelled in limited circumstances by Sydney Metropolitan International College or by the student. When deferral, suspension or cancellation of enrolment is initiated by Sydney Metropolitan International College, the student has the right to appeal the decision.

International students need to note that any deferral, suspension or cancellation may affect their study visa in Australia.

Sydney Metropolitan International College initiated suspension

Sydney Metropolitan International College may suspend a student's enrolment in the following circumstances:

- Student behavioural misconduct as defined in the Behaviour Misconduct Policy.
- As part of the intervention strategy for unsatisfactory progress as defined in the Monitoring Course Progress Policy.
- In compassionate and /or compelling circumstances as determined by the Chief Executive Officer.

The length of time a student may have their enrolment suspended is at the discretion of the Chief Executive Officer of Sydney Metropolitan International College. A student's enrolment may not be suspended more than one (1) Term without the circumstances being re-assessed. The student will be notified in advance of the reasons and the timeframe of the suspension. A student may appeal a suspension decision through Sydney Metropolitan International College's internal appeals process. Any appeal will be dealt with as a matter of urgency to minimise any disadvantage to the student. A student's enrolment will be maintained throughout the process.

If, as part of this process, a student's enrolment is cancelled, the student will be notified in writing of the reasons for the cancellation and given 20 working days to access Sydney Metropolitan International College's internal complaints and appeals process.

Any change in enrolment status will not be reported to the Department of Education until the internal appeals process has been completed unless extenuating circumstances relating to the student apply. Once the deferral, suspension or cancellation is processed Sydney Metropolitan International College will notify the Department of Education via PRISMS.

Student initiated suspension

Once the course has commenced students may only request a suspension of their participation in compelling or compassionate circumstances. Students must submit documents supporting their claim for suspension of their course e.g. medical certificates. The granting of the suspension is at the discretion of the Chief Executive Officer of Sydney Metropolitan International College.

The length of time of the suspension is also at the discretion of Sydney Metropolitan International College and shall be negotiated between the student and the Chief Executive Officer of Sydney Metropolitan International College.
Suspensions do not entitle a student to a refund.

Deferral

A student may defer the commencement of their course in the following circumstances:

- Compassionate or compelling circumstances agreed with Sydney Metropolitan International College
- A delay in obtaining a visa.

Students must request a deferral in writing to the Chief Executive Officer. The length of time should not exceed 2 Terms. A new eCoE will be issued once a new commencement is processed.

A deferment does not entitle a student to any refunds of fees and costs already paid.

Results of Deferral or Suspension

Students will be informed in writing of the outcome of their request for deferral or suspension.

If a student is dissatisfied with the outcome of a request, they can access the complaints and appeals process of Sydney Metropolitan International College.

All documentation relating to this process will be kept on the student's file. All discussions will be recorded in the student's file.

Students are advised to retain their original documents for their own records and to submit certified copies with any applications for deferment or suspension.

Cancellation

Any student who wishes to cancel their enrolment with Sydney Metropolitan International College must apply in writing to the Chief Executive Officer.

The student will meet with the Chief Executive Officer to explain their reasons for seeking a cancellation of current enrolment.

Cancellations may involve a refund. This is discussed with the Chief Executive Officer on a case-by-case basis.

Once a student's enrolment is cancelled, deferred or temporarily suspended Sydney Metropolitan International College will notify the Department of Education via PRISMS as is required under section 19 of the ESOS Act.