



Deferment, Suspension and Cancellation Policy and Procedures

Students can only apply to MCBT for deferment or suspension of their studies for compassionate or compelling circumstances (defined as those beyond the control of the student and which have an impact on course progress or wellbeing).

Students may request a deferral prior to course commencement. The request must be in writing and addressed to the Student Support Officer. If the deferral is approved the student will receive a revised Letter of Offer and CoE.

All applications for deferment or suspension will be considered and the decision provided in writing to the student within 10 working days from the date of application.

MCBT may choose to grant or decline any student's request for deferment or suspension of studies. All documentation including reasons are to be kept on the student file.

MCBT will normally approve suspension for periods appropriate to the documented circumstances. Where a suspension would materially extend the enrolment duration, MCBT will assess the circumstances, course structure, visa implications and PRISMS requirements before approving the revised period.

Compassionate or compelling circumstances are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to:

- serious illness or injury, where a medical certificate states that the student was unable to attend classes
- bereavement of close family members such as parents or grandparents (Where possible a death certificate should be provided)
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; or
 - a traumatic experience which could include involvement in, or witnessing of 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)
 - where the registered provider was 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.

MCBT will use our professional judgement to assess each case on its merits. Documentary evidence will be required to support any compassionate/compelling application. All evidence/notes/comments must be kept on the student file.

Definitions

Term	Definition
Deferral	Delay in starting the course, before the official commencement.
Suspension	A temporary pause in course enrolment after commencement.
Cancellation	Termination of the student's enrolment.
Compassionate or Compelling Circumstances	Circumstances beyond the student's control impacting studies (e.g. illness, bereavement).
PRISMS	System for reporting enrolment changes to the Department of Home Affairs.

Policy Statement

MCBT is committed to managing the deferral, suspension, and cancellation of student enrolments in a manner that is fair, transparent, and compliant with the Education Services for Overseas Students (ESOS) Act 2000 and the National Code of Practice for Providers of Education and Training to Overseas Students 2018.



This policy ensures that students are provided with clear guidance on how changes to their enrolment status are assessed and processed, including their right to appeal and how such changes may impact their visa conditions.

1. Documented Process

RTO has and implements a documented procedure for assessing, approving and recording student-initiated deferrals and suspensions.

This includes:

- Submission of a formal request using the Deferral, Suspension or Cancellation Form;
- Provision of supporting documentation;
- Timely assessment by the appropriate staff member;
- Written notification of the outcome to the student;
- Accurate recording of all decisions in the Student Management System;
- Retention of all records for a minimum of two years after the student ceases to be enrolled.

2. Compassionate or Compelling Circumstances

RTO may approve a deferral or suspension where compassionate or compelling circumstances exist. These circumstances may include, but are not limited to:

- Serious illness or injury supported by a medical certificate;
- Bereavement of close family members;
- Major personal trauma;
- Natural disaster or political unrest in the student's home country;
- Delay in the issuance of a student visa.
- All cases are considered individually and assessed based on the evidence provided.

3. Provider-Initiated Suspension or Cancellation

- RTO may initiate suspension or cancellation of a student's enrolment for reasons that include, but are not limited to:
- Misbehaviour by the student
- Non-payment of required fees as outlined in the written agreement
- Where action is taken in accordance with National Code Standard 8 and MCBT's Course Progress and Attendance Policy
- All such actions are subject to procedural fairness and will not be finalised until the student has been offered the opportunity to appeal.

4. Notification and Appeals

If RTO intends to suspend or cancel a student's enrolment, the following will occur before action is taken:

- The student will be informed in writing of the proposed action and the reasons.
- The student will be advised of their right to appeal through RTO's internal complaints and appeals process within 20 working days.

The enrolment will not be altered in PRISMS until the 20 working day appeal period has lapsed or the appeal process is concluded, unless exceptional circumstances apply (see Clause 9.6).



5. Grounds for Action

Student-Initiated (Deferral, Suspension, Cancellation)

- Medical issues (certified)
- Bereavement of immediate family
- Visa delay
- Natural disasters or political unrest
- Transfer to another provider (must follow transfer policy)

RTO-Initiated

- Academic misconduct or general misbehaviour
- Non-payment of tuition or fees
- where action is taken in accordance with National Code Standard 8 and MCBT's Course Progress and Attendance Policy.

Student Initiated

Deferment

1. Students may apply for deferment prior to the course commencement date due to but not limited to:

- Compelling or compassionate reasons (supporting documentation required)
- Inability to commence the course due to delay in receiving student visa outcome
- Inability to commence the course if pre-requisites, entry requirements or any conditions on the eCoE are not met

2. To defer the enrolment, the student must complete the online form Application to

Defer, suspend or cancel student enrolment available on MCBT Website or in person 190 Queen Street Level 9 Vic 3000. The Student Support Team will process the application within 10 working days and will provide with an outcome in writing to the student. Any tuition-fee liability, payment arrangements, credits or refunds arising from an approved suspension will be determined in accordance with the student's written agreement, MCBT's Fees and Refund Policy, the ESOS framework and applicable Australian Consumer Law.

3. If the application is approved, the College will issue a new Letter of Offer with the

revised dates. the College will notify DHA via PRISMS by cancelling the current eCoE and issuing a new eCoE with the revised dates.

4. If the student's enrolment is extended, the College will advise the student to contact the Department of Home Affairs <https://www.homeaffairs.gov.au/> to seek advice on any potential impacts on their student visa, including the need to obtain a new visa.

5. If the application is refused, the student may wish to access the College's Internal

Complaints & Appeals Process within 20 working days of the notified outcome.

Suspension

1. the College is able to suspend a student enrolment under compelling or compassionate reasons. These reasons may include but are not limited to the following:

- a) serious injury (supported with medical evidence)
- b) Pregnancy (where medical certificate of any complications is provided) or the due date of delivery
- c) Bereavement of close family members such as parents or grandparents (where possible should be supported with death certificates)
- d) Major political upheaval or natural disaster in the home country requiring emergency travel
- e) Where the College is unable to provide a pre-requisite unit and/or course
- f) A traumatic experience which may include:
 - Involvement in, or witnessing of a serious accident; or
 - Witnessing of being victim of a serious crime, and this has impacted on the student (supported with police or psychologist reports)

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2. To suspend the enrolment, the student must complete the online form Application to Defer, suspend or cancel student enrolment available on MCBT Website . The Student Support Team will assess the application within 10 working days and an outcome will be provided in writing to the student. the College reserves the right to approve or reject the application. Supporting evidence may be required where the student relies on compassionate or compelling circumstances or seeks a particular refund, fee waiver or other concession. A student's written request to withdraw from/cancel their enrolment will otherwise be processed in accordance with this policy.

3.MCBT will normally approve suspension for periods appropriate to the documented circumstances. Where a suspension would materially extend the enrolment duration, MCBT will assess the circumstances, course structure, visa implications and PRISMS requirements before approving the revised period

The student will need to pay the tuition fee as agreed on the Letter of Offer during the period their enrolment is suspended.

4. Where the course end date is affected, the College will provide a revised Letter of Offer to the student and notify DHA via PRISMS by cancelling the current eCoE and issuing a new eCoE.

5. If the student's enrolment is extended, the College will advise the student to contact the Department of Home Affairs to seek advise on any potential impacts on their student visa, including the need to obtain a new visa.

6. If the application is refused:

- The student continues to comply with student responsibilities of maintaining satisfactory course progress, payment of tuition fees, etc
- The student may wish to access the College's Internal Complaints & Appeals Process within 20 working days of the notified outcome.

Cancellation

1. A student enrolled at the College may wish to cancel or withdraw their enrolment from the course in varying circumstances which may include but are not limited to:

- Change in visa condition
- Visa Refusal
- Student returning to their home country
- Student wishes to transfer to a different provider
- Other compelling or compassionate reasons.



2. To cancel the enrolment, the student must complete the online form Application to Defer, suspend or cancel student enrolment available on [College website]. The Student Support Team will process the application within 10 working days and an outcome will be provided in writing to the student. MCBT will acknowledge and process the student's withdrawal/cancellation request in accordance with this policy. Where the student seeks to transfer to another registered provider before completing the applicable restricted transfer period, the request will also be assessed under MCBT's Overseas Student Transfer Policy and National Code Standard 7. Applications with no supporting documentation will not be processed.

3. The student will be advised to contact the Department of Home Affairs promptly to obtain advice regarding the effect of the cancellation on their student visa and any action they may need to take.

4. Any outstanding tuition or non-tuition fee liability and any refund entitlement will be separately determined in accordance with the student's written agreement, MCBT's Fees and Refund Policy, the ESOS legislative framework and applicable Australian Consumer Law. Outstanding fees do not prevent MCBT from recording and processing a student's withdrawal/cancellation..

5. Where an overseas student seeks to transfer to another registered provider before completing six calendar months of their principal course, the request will be assessed in accordance with National Code Standard 7 and MCBT's Overseas Student Transfer Policy.

6. If the application is approved, the College will notify DHA via PRISMS by cancelling the eCoE.

1. If the application is refused:

- The student continues to comply with student responsibilities of maintaining satisfactory course progress, payment of tuition fees, etc
- The student may wish to access the College's Internal Complaints & Appeals Process within 20 working days of the notified outcome..
- Where the student requests withdrawal/cancellation, MCBT will process the withdrawal. Where the student also seeks a transfer to another registered provider during the restricted transfer period, the transfer component will be separately assessed under MCBT's Student Transfer Policy and National Code Standard 7

6. Procedure – Step-by-Step

A. Student-Initiated Deferral or Suspension

Step	Action	Responsibility	Notes
1	Complete and submit the Deferral, Suspension or Cancellation Form with supporting documents (e.g. medical certificate, death certificate, visa delay letter)	Student	Request must be submitted 7 days prior to proposed leave start date unless due to emergency
2	Acknowledge receipt and check completeness of documentation	Admin Officer	Return incomplete applications to the student for revision
3	Assess application against compassionate or compelling criteria	Compliance Manager or PEO	Case-by-case evaluation; reasons must align with Standard 9.2
4	Make a decision and communicate the outcome in writing within 10 working days	Admin Officer	Include reasons for approval/refusal and right to appeal if declined
5	If approved, update PRISMS and record decision in Student Management System	Admin Officer	Ensure correct deferral/suspension dates are reflected on CoE. reporting



Step	Action	Responsibility	Notes
			will occur within the applicable timeframe required by section 19 of the ESOS Act and current PRISMS requirements
6	Advise student to contact Immigration regarding visa implications	Admin Officer	Include written notice and Home Affairs contact details

B. Student-Initiated Cancellation of Enrolment

Step	Action	Responsibility	Notes
1	Submit cancellation request form with reason and supporting evidence (if applicable)	Student	Must give formal notice of withdrawal
2	Acknowledge request and check documentation	Admin Officer	Ensure fees and financial matters are reconciled
3	Confirm exit process, finalise academic and financial record	Compliance Manager	Follow refund policy if applicable
4	Report cancellation in PRISMS and record in SMS	Admin Officer	Reporting will occur within the applicable timeframe required by section 19 of the ESOS Act and current PRISMS requirements..
5	Advise student in writing to contact Immigration regarding visa status	Admin Officer	Required under Standard 9.5.1

C. RTO-Initiated Suspension or Cancellation

Step	Action	Responsibility	Notes
1	Identify a breach or reason for action (e.g. misconduct, fee non-payment, Course progress)	Trainer/Assessor or Admin Officer	Must align with reasons in Clause 9.3
2	Notify student in writing of the proposed action, reasons, and supporting evidence	Compliance Manager	Letter must include reason and opportunity to respond
3	Advise student of their right to appeal within 20 working days under the Complaints and Appeals Policy	Admin Officer	No action taken in PRISMS during this time



Step	Action	Responsibility	Notes
4	If student does not appeal or appeal is unsuccessful, finalise decision and notify student	Compliance Manager	Include outcome letter and final deadline
5	Record all communications, evidence and decisions in SMS	Admin Officer	Retain for minimum of two years
6	Update PRISMS with enrolment change	Admin Officer	Update reason codes accurately
7	Advise student to contact Immigration	Admin Officer	Satisfies Clause 9.5.1
8	If student appeals, defer reporting until appeal is resolved unless there's a health or safety risk	Compliance Manager	Immediate action may be taken under Clause 9.6 only if justified

D. Risk-Based Immediate Suspension

Step	Action	Responsibility	Notes
1	Identify serious safety, health or wellbeing risk	Compliance Manager / PEO	Must be clearly documented with evidence
2	Temporarily suspend enrolment immediately and inform student in writing	Admin Officer	Include support access and right to appeal
3	Begin internal appeal process simultaneously	Admin Officer	Still grant full appeal rights
4	Document and report in PRISMS only after risk has been managed and process completed	Admin Officer	Complies with Clause 9.6

E. Recordkeeping and Compliance

- All documentation (forms, letters, evidence, decisions, PRISMS notifications) must be retained in the Student Management System for at least two years after the student ceases to be enrolled.
- Use standardised templates for all communications and forms.
- Periodic internal audits must verify that these procedures are followed consistently and that PRISMS reporting aligns with decisions made.

7. Appeals and Complaints

Students may lodge a complaint or appeal any decision within 20 working days under the RTO's Complaints and Appeals Policy. PRISMS notification is deferred until the process is complete, unless risk to health/safety exists.

College Initiated Deferments, Suspensions or Cancellations

• Suspension

The College may initiate a suspension of studies on the grounds of misbehaviour of a student, in accordance with the College's Student Code of Conduct / Behaviour / Rules.



Attendance will not be recorded during a period of suspension.

Course suspension will be recorded on PRISMS.

- **Cancellation**

- On the grounds of misbehaviour, in accordance with the College's Student Code of Conduct / Behavior / Rules
- Due to the student no longer holding a Student Visa
- Due to the student's failure to pay course fees
- Students not being genuine/bonafide students, being, they do not attend class or progress in their course.
- Course suspensions/cancellations will be recorded on PRISMS.

MCBT can suspend or cancel a student's enrolment against the student's wishes, provided that the suspension or cancellation is consistent with MCBT policies and/or Australian Law.

Before suspending or cancelling a student's enrolment MCBT must notify the student of its intention to take such action and allow the student 20 working days to access the complaints and appeals process. (See: Complaints and Appeals Policy).

If MCBT intends to cancel a student's enrolment and the cancellation was not requested by the student, the student must be advised of their right to access the complaints and appeals process (regardless of the reason for cancellation).

Students are advised that a deferment or suspension of their studies may affect their visa.

MCBT is not required to wait for the outcome of any external appeals process before notifying the relevant Australian Government department through PRISMS of the cancellation of the student's enrolment.

Where MCBT has a reason for concern for the welfare of the student or those with whom the student may come into contact, MCBT will cancel the student's enrolment prior to completion of any appeals process.

Notification on PRISMS will not occur until the result of the internal appeals process is known, unless extenuating circumstances relating to the welfare of the student apply, such as:

- Immediate effect before completion of the internal appeal process will only occur where MCBT reasonably determines, on documented evidence, that the student's health or wellbeing, or the wellbeing of others, is likely to be at risk

MCBT will advise the student to contact the Department of Home Affairs promptly to obtain advice regarding their visa status and options.