

# International Students - Deferring Suspending or Cancelling Enrolment Procedure

## Section 1 - Preamble

(1) International students on a student visa are required to complete their courses within the registered course duration. Charles Darwin University (CDU) must have in place procedures for the deferral, suspension and cancellation of course enrolment which align with this requirement and which ensure CDU's compliance with the [National Code of Practice for Providers of Education and Training to Overseas Students 2018](#).

## Section 2 - Purpose

(2) This document outlines the procedures which regulate the deferral, suspension and cancellation of enrolment for international students on student visas.

## Section 3 - Scope

(3) These procedures apply to all CDU staff and all CDU international students on a student visa.

## Section 4 - Procedure

### Student Requests for Deferral of Commencement or Suspension of Enrolment

(4) CDU Global is responsible for assessing and approving all requests from international students on a student visa to defer commencement or to suspend their studies.

(5) A student wishing to defer the commencement of study should submit a request via the CDU Application portal, detailing their reasons and with supporting documentation attached.

(6) A student wishing to suspend their study should complete the Intermission eForm through the CDU Portal, detailing their reasons and with supporting documentation attached.

(7) CDU Global may approve deferral or suspension of enrolment where there are compassionate or compelling circumstances. These are generally circumstances that are beyond the control of the student and which have a detrimental impact on the student's course progress or wellbeing. Such circumstances could include, but are not limited to:

- a. serious illness or injury, where a medical certificate states that the student is unable to attend classes;
- b. bereavement regarding close family members such as parents or grandparents (where possible a death certificate should be provided);
- c. major political upheaval or natural disaster in the home country requiring emergency travel which impacts on the student's studies;

- d. a traumatic experience, which could include: involvement in or witnessing of a serious accident; or witnessing or being the victim of a serious crime which has impacted on the student (these cases should be supported by a police or psychologist's report);
- e. where CDU is unable to offer a pre-requisite unit or where the student has failed a prerequisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol; or
- f. inability to commence the relevant course due to a delay in receiving a student visa.

(8) CDU Global will:

- a. notify the student of its decision within 10 working days of their application having been received; and
- b. advise the student to seek advice from the Department of Home Affairs about the potential impact on their student visa.

(9) CDU Global will:

- a. maintain a record of, including reasons for, the decision and place it on the student's file;
- b. notify the Department of Education and Training through the Provider Registration and International Student Management System (PRISMS); and
- c. ensure the student visa holder has a valid CoE in PRISMS, with a start date that reflects the student's intended date of commencement or return to studies.

## **Cancellations of Enrolment, Deferrals or Suspensions Initiated by CDU**

(10) CDU may cancel the enrolment of a student who:

- a. fails to re-enrol, with the necessary approval;
- b. fails to meet course progress or attendance requirements;
- c. breaches conditions of their student visa;
- d. is found guilty of misconduct, including academic misconduct; or
- e. has unpaid fees owing to CDU.

(11) Where CDU initiates a deferral, suspension or cancellation of enrolment CDU Global will provide the student written notice of its intention to report the decision, and will allow the student 20 working days to access CDU's internal complaints and appeals process, except where the student's health or wellbeing, or the wellbeing of others, is likely to be at risk. The notification will include:

- a. a statement of the reasons for the decision;
- b. advice that CDU will cancel the student's CoE resulting in a notification to the Department of Home Affairs;
- c. advice to contact the Department of Home Affairs for further advice; and
- d. advice that the student may appeal the decision through the [Students - Administrative Complaints Procedure](#).

(12) CDU will normally action the deferral, suspension, or cancellation after the internal complaints handling and appeals process has been completed, except that CDU will wait for both the internal and external complaints handling and appeals processes to be completed if CDU's decision is based on course progress or attendance breaches.

(13) CDU is not required to give the student the opportunity to appeal if the student's health or wellbeing, or the wellbeing of others, is likely to be at risk. This may include, but is not limited to situations where the student:

- a. refuses to maintain approved care arrangements if they are under 18 years of age;
- b. is missing;

- c. has medical concerns, severe depression or psychological issues which lead the provider to fear for the overseas student's wellbeing;
- d. has engaged or threatens to engage in behaviour that is reasonably believed to endanger the overseas student or others; or
- e. is at risk of committing a criminal offence.

(14) CDU Global will comprehensively document the reasons and evidence for its decision and ensure that such documentation is placed on the student's file.

(15) CDU Global will notify the Department of Education and Training, through PRISMS of the student's cancellation, deferment or temporary suspension of enrolment.

(16) Where the notification involves a request to permanently cancel the student's enrolment, and if the student is under eighteen years of age, CDU will continue to be responsible for the student's welfare arrangements until one of the conditions of National Code Standard 5.6 is met.

## Section 5 - Non-compliance

(17) Non-compliance with Governance Documents is considered a breach of the [Code of Conduct - Staff](#) and [Code of Conduct - Students](#), as applicable, and is treated seriously by the University. Reports of concerns about non-compliance will be managed in accordance with the applicable disciplinary procedures.

(18) All staff members have an individual responsibility to raise any suspicion, allegation or report of fraud or corruption in accordance with the Fraud and Corruption Control Governance Framework, [Fraud and Corruption Control Policy](#) and [Whistleblower Reporting \(Improper Conduct\) Procedure](#).

## Status and Details

<b>Status</b>	Historic
<b>Effective Date</b>	15th January 2022
<b>Review Date</b>	17th November 2024
<b>Approval Authority</b>	Academic Board
<b>Approval Date</b>	17th November 2021
<b>Expiry Date</b>	27th May 2022
<b>Responsible Executive</b>	Fiona Coulson Deputy Vice-Chancellor Academic
<b>Implementation Officer</b>	Adam Lam Director CDU Global
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