

Standard 13 – Deferring, suspending or cancelling the student’s enrolment

Outcome of Standard 13

Registered providers may only enable students to defer or temporarily suspend their studies, including granting a leave of absence, during the course through formal agreement in certain limited circumstances.

- 13.1 The registered provider must have in place documented procedures for assessing, approving and recording a deferment of the commencement of study or suspension of study for the student, including keeping documentary evidence on the student’s file of the assessment of the application.
- 13.2 The registered provider can only defer or temporarily suspend the enrolment of the student on the grounds of:
- a. compassionate or compelling circumstances (e.g. illness where a medical certificate states that the student is unable to attend classes), or
 - b. misbehaviour by the student.
- 13.3 The registered provider must:
- a. inform the student that deferring, suspending or cancelling his or her enrolment may affect his or her student visa, and
 - b. notify the Secretary of DEST via PRISMS as required under section 19 of the ESOS Act where the student’s enrolment is deferred, temporarily suspended or cancelled.
- 13.4 The registered provider must inform the student of its intention to suspend or cancel the student’s enrolment where the suspension or cancellation is not initiated by the student and notify the student that he or she has 20 working days to access the registered provider’s internal complaints and appeals process as per Standard 8.1. If the student accesses the registered provider’s internal complaints and appeals process, the suspension or cancellation of the student’s enrolment under this standard can not take effect until the internal process is completed, unless extenuating circumstances relating to the welfare of the student apply.

Further explanation of the Institute’s obligations in relation to this Standard can be found at the Australian Government website at:

http://www.aei.gov.au/AEI/ESOS/NationalCodeExplanatoryGuide/PartD/Standard_13.htm

and further explanation about the Code in general at:

<http://www.aei.gov.au/AEI/ESOS/NationalCodeExplanatoryGuide/PartD/default.htm>