STUDENT SUSPENSION AND CANCELLATION OF ENROLMENT POLICY AND PROCEDURES

Policy Statement	Kent Institute of Australia (Kent) recognises that students may need to withdraw from their course or suspend their enrolment in a course of study in certain circumstances. This policy and procedure sets out the circumstances in which a student may be eligible to apply for withdrawal or suspension of their enrolment. It also defines circumstances when Kent may cancel a student's enrolment. This policy is supported by: • National Code of Practice for Providers of Education and Training to Overseas Students 2018, Standard 9 • Education Services for Overseas Students (ESOS) Act 2000 • Higher Education Support Act 2003 • TEQSA, Higher Education Standards Framework, (Threshold Standards) 2021, Domain 1 Section 1.3 and Domain 7 Section 7.2.2 • Standards for Registered Training Organisations 2025
Responsibility for Implementation	Manager Student Services, Student Administration Officer
Compliance and Monitoring	Executive Director and CEO, Executive Officer and Governance Risk and Compliance Manager

Purpose

This policy and procedure meets the legislative requirements and quality assurance standards relating to students who apply to withdraw from or suspend their course of study. It also sets out when Kent may cancel a student's enrolment and the process to be followed.

Scope

Any Kent student who applies to withdraw from their studies or for a period of leave from their studies. It also applies to students for whom Kent has initiated a cancellation of studies on any grounds.

Aim

This policy outlines the procedures by which Kent is governed and will comply with to assess student applications for withdrawal from or suspension of a course of study at Kent and those applicable when Kent initiates a suspension or cancellation of a student's enrolment for a variety of reasons.

PROCEDURE

1.0 Student Application to Suspend Enrolment

1.1 Students requesting to suspend their course must make the request on the ***Student Request for Leave or Suspension of Enrolment Application Form*** (available on Kent's Public Documents Page and in SharePoint) and submit the completed form to the Student Services Unit. Supporting documents must also accompany the Form at the time it is submitted.

1.2 Kent may allow a student to suspend their course of study if the student:

- Has been enrolled for at least one Trimester or Term of study; and
- Has circumstances beyond their control that result in the student needing to be absent for more than 25% of the study period; and
- Is able to demonstrate documented medical grounds (e.g. an illness or a disability certified by a licensed medical practitioner by a medical certificate); or
- Is able to demonstrate exceptional compassionate circumstances (e.g. death of a close family member, major political upheaval or natural disaster in the student's home country requiring emergency travel, or a traumatic experience that has impacted their studies).

Student Services needs to be notified of the situation/circumstances as soon as possible and may request additional documentation as deemed necessary to meet these criteria.

Kent and the Department of Home Affairs (DHA) ***do not*** **consider events such as a wedding, a holiday, work opportunities or financial difficulties as appropriate grounds for suspension of studies**. No request for suspension of studies will be granted for these reasons.

1.3 The maximum period of time for which a suspension will be granted **is twelve (12) months for Higher Education Courses and six (6) months for VET courses** and will only be assessed and granted for one study period (Trimester or Term) at a time. If a student requires further suspension at the end of the Trimester or Term they will need to reapply with new supporting documentation prior to their expected resumption date. Approved suspensions cannot be granted for periods greater than the maximum period.

2.0 Student Application for Withdrawal from a Course

Students requesting to withdraw from a course or a number of courses at Kent must make the request on Kent's ***Student Withdrawal Transfer Release Request Form*** (available on Kent's Public Documents Page and in SharePoint) and submit the completed form to the Student Services Unit.

A **withdrawal request** is deemed to have been made by a student when the Kent Student Services Unit receives a completed Student Withdrawal Transfer Release Request Form including any required supporting documentation required to support the grounds for the request.

If an international student wishes to return to his or her home country, evidence of a confirmed flight itinerary and visa cancellation request/notice will be requested.

If an international student is requesting to change to a different visa category, the Visa Grant Notice for a new visa must be submitted.

Kent will cancel a student's enrolment i.e. withdraw the student from a course or courses upon the student's request and will not prevent, or unnecessarily hinder the student from cancelling their enrolment. International students will be advised of the potential impact that withdrawal would have on their Student Visa.

The student will be requested to partake in an Exit Interview conducted by a Student Services team member, which will be maintained on the student's record.

Any applicable refunds will be processed in accordance with Kent's ***Student Refund Policy and Procedures.***

3.0 Review of Student Requests for Withdrawal and Suspension

All requests for withdrawal from a course or suspension of enrolment will be considered by the Manager Student Services and the outcome of the assessment will be communicated to the student in writing within ten (10) working days.

4.0. Notice of Outcome of Student Requests for Withdrawal and Suspension & Appeals

4.1 All students will be notified in writing of the outcome of their application to withdraw from or suspend their enrolment in a course and any reasons for the decision made. The outcome will be provided by Student Services to their personal email address and Kent email address on the student's record.

4.2 International students who have successfully applied for suspension of their enrolment or withdrawal from their course will be advised in writing that undertaking a period of leave or withdrawing from a course may affect their student visa and informed of the need to seek advice from the Department of Home Affairs (DHA).

4.3 Kent will advise all students of their right to appeal Kent's decision in accordance with Kent's ***Complaints and Appeals Policy and Procedures*** within 20 working days.

5.0 Suspension or Cancellation of a Student's Enrolment Initiated by Kent and associated Appeals

Kent may suspend or cancel a student's enrolment including, but not limited to, on the basis of:

- Misconduct by the student in accordance with Kent's ***Academic Misconduct Policy and Procedures*** or ***Non-Academic Misconduct Policy & Procedures.***
- The student's failure to pay an amount he or she was required to pay to Kent to commence or continue the course as stated in the *Offer of Admission.* (Refer to Kent's *Student Payments Policy and Procedures* for procedures on cancellations of enrolment due to non-payment). The student's failure to meet course progress or attendance requirements (Refer to Kent's ***Academic Monitoring and Intervention Policy and Procedure*** for procedures on cancellations of enrolment due to non-progression or non-attendance).

Where the suspension or cancellation of a student's enrolment is initiated by Kent on the basis of student misconduct:

- Kent will inform the student in writing of its intention to suspend or cancel the student's COE and the reason for doing so.
- Kent will notify the student that he or she has **twenty (20)** working days to access Kent's Complaints and Appeals Policy and Procedures.

Following the appeal period, the student will be notified in writing of the final decision with regards to the suspension or cancellation of enrolment by Kent. The outcome will be provided by Student Services to their personal email address and Kent email address on the Kent Student Information System (SIS).

An overseas student who has had their enrolment suspended or cancelled by Kent will be advised of the need to seek advice from Immigration on the potential impact on his or her student visa.

Any applicable refunds will be processed in accordance with Kent's ***Student Refund Policy and Procedures.***

6.0 Reporting

Any suspension or cancellation of the overseas student's enrolment will only take effect until the internal appeals process is completed, unless the overseas student's health or wellbeing, or the wellbeing of others, is likely to be at risk. Extenuating circumstances relating to the welfare of the student may include, but are not limited to the following.

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

Kent will notify the Department of Education through the Provider Registration and International Student Management System (PRISMS) of the suspension or cancellation of enrolment of an international student. The information entered into PRISMS will be reported to the Department of Home Affairs (DHA). This may result in cancellation of the student's visa.

Academic Board will receive reports on student suspensions and cancellations, and notably any outcomes of misconduct cases.

Governing Board will receive a monthly PRISMS Report including students who have requested suspension of cancellation of their enrolment or have had their enrolment cancelled by Kent.

7.0 Records Management

The Manager Student Services and Student Administration Officers are responsible for ensuring all relevant documentation (***Student Request for Leave or Suspension of Enrolment*** Form or ***Student Withdrawal Transfer Release Request Form***, supporting evidence, incoming/outgoing correspondence and appeals related documents) is scanned to the student's file on the Kent SIS.

Document Title: Student Suspension and Cancellation of Enrolment Policy & Procedures	
Date Compiled: 25th May 2015	**By**: Executive Manager Risk & Compliance
Due Date for Review: November, 2020	**Website Access Permission:** Public
Date Updated: 5th September, 2016 30th October, 2017 (Minor amendment) 15th February, 2018 (Minor amendment) 8th October, 2018 10th October, 2019 6th April 2022 10 December 2025	**Reviewed by:** Executive Manager Student Engagement Executive Manager Student Engagement Executive Manager Student Engagement Executive Manager Student Engagement Executive Manager Student and Campus Services Executive Manager Risk and Compliance/Governing Board Secretary, Executive Manager Governance Systems/Academic Board Secretary Executive Officer & Governance Risk and Compliance Manager
Version Control Update (Current): Version 1 – 25th May 2015 Version 2 – 5th September, 2016 Version 3 – 10th October, 2019 Version 4 - 6th April 2022 Version 5 – 10 December 2025	**Endorsed by:** Academic Board **Meeting Date:** **V1** 16th July, 2015 **V2** 21st September, 2016 **Approved by:** Governing Board **Meeting Date:** **V1** 12th August, 2015 **V2** 15th November, 2016 **CEO** – 10th October, 2018 **V3 Executive Chair** - 10th October, 2019 **V4 – Governing Board** – 6th April 2022 V5 – Executive Director – 15 December 2025

AMENDMENTS:

30/10/2017 – Update Policy Statement reference to National Code 2018

15/02/2018 – Update reference to Department of Home Affairs (DHA)

08/10/2018 – 12-month review – minor amendment to update Kent position titles.

10/10/2019 – 12-month review – minor amendments to update Kent position titles and Business Management System\SharePoint Hyperlinks. Version Control updated for currency.

06/04/2022 – 24-month review. Revisions to better align wording with the National Code, 2018. Explicit addition of references to 20 working day appeal period. Process for student initiated withdrawal clarified in the Policy and Procedures to align with the existing *Student Withdrawal Transfer Release Request Form and added to the title of the Policy and Procedures*. Extenuating circumstances defined in the context of health or wellbeing of international students as the student *Transfer and Release Policy and Procedures* (concurrently under review) had a different definition. Additional detail on record keeping and reporting added. Withdrawals and changes to visa categories relocated from Kent's Transfer and Release Policy and Procedures.

10/12/2025 – Clarify when a withdrawal request is deemed to have been made in alignment with NSO advice. Minor updates for currency and to indicate where documents may be located.