

Fact Sheet 3: Deferring, Suspending or Cancelling Your Enrolment

Can I 'defer' my course?

Yes. The College is only able to allow you to defer or temporarily suspend your studies, including granting a leave of absence, during the course through formal agreement in certain limited circumstances."

Can I 'suspend' my course?

Yes. The College is only able to temporarily suspend your enrolment on the grounds of compassionate or compelling circumstances. These could include:

- Serious illness or injury, (medical certificate stating you were/ are unable to attend classes);
- Pregnancy
- Bereavement of close family members i.e. Parents or grandparents (death certificate required);
- Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on your studies; or
- A traumatic experience which could include:
 - a) involvement in, or witnessing of a serious accident; or
 - b) witnessing or being the victim of a serious crime, and this has impacted on the student (Police or psychologist's reports required);
 - c) where the College is unable to offer a pre-requisite unit
 - d) inability to begin studying on the course commencement date due to delay in receiving a student visa.

How long can I suspend my enrolment for?

The College will suspend an enrolment for an agreed period of time - to a maximum of 12 months.

Can I suspend my studies for longer than 12 months?

If the suspension is required for longer than 12 months and you have compassionate and compelling circumstances you will have to re-apply once the initial suspension period has expired.

How many times can I apply for deferment/suspension during my enrolment? You can apply only once during your period of enrolment.

Can I 'Cancel' my course?

Yes. Applications can be submitted as per the process below

How do I defer, suspend or cancel my course?

Fact Sheet 3-Deferring, Suspending or Cancelling your Enrolment

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1. Complete an Application to Defer, Suspend or Cancel Enrolment' Form. Available at <https://www.danford.edu.au/apply/forms-and-policies/>
2. Submit the Application Form either; in hard copy to the College Reception or via email to support@danford.edu.au
3. You must attend a face to face meeting at the College;
4. Your Application will be assessed by the College
5. Applications are assessed on a case by case basis and only approved on serious medical grounds
6. If your application is successful the College will notify the Australian Commonwealth Department of Home Affairs of the change in your student status regarding your Visa

The Outcome: The Acceptance or Refusal of your Application

The College reserves the right to decline or reject your request for release due to immigration risk rating that affect the college unless they have completed six months in their Principal Course of Study.

Am I eligible for a fee refund if I suspend or cancel my course?

- Once the course has commenced: No Refund of course fees. The course must be paid in full.
- 28 days before the course commencement: No refund of any of the fees paid.
- Less than 60 days but more than 28 days after the course commencement: 70% Refund of your tuition fees & 100% Refund of your course materials fees. No refund on enrolment fees.
- More than 60 days prior to course commencement: 100% refund on tuition & material fees. No refund on enrolment fees.
- Visa refusal whilst off shore: Full refund of course fees. No refund on enrolment fees.

Can I defer my Payment Plan when I defer my course?

No. You need to continue to pay the Payment Plan and pay for the deferment period in advance.

Am I eligible for a refund if I defer my course?

NovaCore\Danford VET\Other\

Approved by: Nerida McDowall

No. You must pay your course fees for the period that you applied for the deferment prior to the application being processed.

Am I eligible for a refund if I transfer to another provider?

No. Once you have enrolled in the course and the course has commenced you must pay the fees in full prior to being released from the College to another provider.

If my Application is refused can I appeal the decision?

You have the right to access the College's 'Complaints & Appeals' processes. For more information visit <https://www.danford.edu.au/apply/forms-and-policies/>

Can the College cancel or suspend my enrolment for misconduct?

Yes. Your enrolment can be suspended or cancelled by the College for reasons of general or academic misconduct.

How does suspending my course affect my student Visa?

If your enrolment is suspended for a period of 28 days or longer, you will be required to return to your home country (unless special circumstances exist). For more information visit <https://www.homeaffairs.gov.au/>

Where to obtain more information

<https://www.danford.edu.au/apply/forms-and-policies/>