1. **Deferment of commencement of study requested by student**
   a. Mackay Christian College will only grant a deferment of commencement of studies for compassionate and compelling circumstances. These include but are not limited to:
      i. illness, where a medical certificate states that the student was unable to attend classes
      ii. bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
      iii. major political upheaval or natural disaster in the home country requiring emergency travel that has impacted on studies
      iv. a traumatic experience which has impacted on the student (these cases should be where possible supported by police or psychologists’ reports)
   b. The final decision for assessing and granting a deferment of commencement of studies lies with the Principal
   c. Deferment will be recorded on PRISMS within 14 days of being granted

2. **Suspension of study requested by student**
   a. Once the student has commenced the course, Mackay Christian College will only grant a suspension of study for compassionate and compelling circumstances. These include but are not limited to:
      i. illness, where a medical certificate states that the student was unable to attend classes
      ii. bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
      iii. major political upheaval or natural disaster in the home country requiring emergency travel that has impacted on studies
      iv. a traumatic experience which has impacted on the student (these cases should be where possible supported by police or psychologists’ reports)
   b. Suspensions will be recorded on PRISMS within 14 days of being granted if the student is under 18 years of age, and within 31 days if the student is over 18 years of age
   c. The period of suspension will not be included in attendance calculations
   d. The final decision for assessing and granting a suspension of studies lies with the Principal.

3. **Student initiated cancellation of enrolment**
   a. All notification of withdrawal from a course, or applications for refunds, must be made in writing and submitted to the Enrolment Officer. Please see Mackay Christian College’s Refund Policy for information regarding refunds.

4. **Assessing requests for deferment or suspension of studies**
   a. Applications will be assessed on merit by the Enrolment Officer
   b. All applications for deferment or suspension will be considered within 10 working days.

5. **College initiated exclusion from class**
   a. Mackay Christian College may exclude a student from class studies on the grounds of misbehaviour by the student. Exclusion will occur as the result of any behaviour identified as resulting in exclusion in Mackay Christian College’s Discipling Processes/Standards of Conduct as per the Student Handbook.
   b. Excluded students must abide by the conditions of their exclusion from studies which will depend on the welfare and accommodation arrangements in place for each student and which will be determined by the Enrolment Officer.
c. Where the student is provided with homework or other studies for the period of the exclusion, the
student must continue to meet the academic requirements of the course.
d. Exclusions from class will not be recorded on PRISMS.
e. Periods of ‘exclusion from class’ for up to 5 days will not be included in attendance calculations as per Mackay Christian College’s Course Progress and Attendance Policy.

6. **College initiated suspension of studies**
   a. Mackay Christian College may initiate a suspension of studies for a student on the grounds of
      misbehaviour by the student. Suspension will occur as the result of any behaviour identified as
      resulting in suspension in Mackay Christian College’s Discipling Processes/Standards of Conduct.
   b. Suspended students must abide by the conditions of their suspension from studies which will
      depend on the welfare and accommodation arrangements in place for each student and which will
      be determined by the Enrolment Officer.
   c. Students who have been suspended for more than 28 days may need to contact Department of
      Immigration. (Please see contact details at http://www.border.gov.au/about/contact/offices-
      locations)
   d. If special circumstances exist, the student must abide by the conditions of their suspension which
      will depend on the welfare and accommodation arrangements in place for each student and which
      will be determined by the Enrolment Officer.
   e. Suspensions will be recorded on PRISMS.
   f. The period of suspension will not be included in attendance calculations.

7. **College initiated cancellation of enrolment**
   a. Mackay Christian College will cancel the enrolment of a student under the following conditions:
      i. Failure to pay course fees
      ii. Failure to maintain approved welfare and accommodation arrangements (visa condition 8532).
         Alternatively Mackay Christian College may decide that they will not cancel enrolment for this
         reason.
      iii. Any behaviour identified as resulting in cancellation in Mackay Christian College’s Discipling
          Processes/Standards of Conduct.
   b. Mackay Christian College is required to report failure to maintain satisfactory course progress and
      failure to maintain satisfactory attendance to Department of Immigration, which may impact on a
      student’s visa.
   c. Mackay Christian College may cancel the enrolment of a student for failure to disclose a pre-
      existing condition requiring a high degree of specialised support or care.
   d. Students who have had enrolment cancelled are advised to contact Department of Immigration.
      (Please see contact details at: http://www.border.gov.au/about/contact/offices-locations)
      College initiated cancellation of enrolment is subject to Mackay Christian College’s Complaints &
      Appeals Policy below.

8. **Complaints & Appeals**
   a. Student requests for deferment, and suspension and cancellation of enrolment are not subject to
      Mackay Christian College’s Complaints & Appeals Policy.
   b. Exclusion from class is subject to Mackay Christian College’s Complaints & Appeals Policy.
   c. College initiated suspension, where the suspension is to be recorded in PRISMS, and cancellation
      are subject to Mackay Christian College’s Complaints & Appeals Policy.
   d. For the duration of the internal appeals process, the College will maintain the student’s enrolment
      and the student will attend classes as normal. The Head of School will determine if participation in
      studies will be in class or under a supervised arrangement outside of classes.
   e. If students access Mackay Christian College’s Complaints & Appeals process regarding a College
      initiated suspension or cancellation of enrolment under Standard 13, the change in enrolment
      status will not be reported in PRISMS until the internal Complaints & Appeals process is finalised,
      unless extenuating circumstances relating to the welfare of the student apply.
      NB: Students may still access the external Complaints & Appeals process, but the College need not
      await the outcome of this process before changing the student’s enrolment status in PRISMS.
      However, if the College has issued a CAAW for a student, welfare provisions under NC St 5.3 are
      applicable.
f. Extenuating circumstances include:
   i. the student refuses to maintain approved welfare and accommodation arrangements (for students under 18 years of age)
   ii. the student is missing
   iii. the student has medical concerns or severe depression or psychological issues which lead the College to fear for the student’s wellbeing
   iv. the student has engaged or threatened to engage in behaviour that is reasonably believed to endanger the student or others
   v. is at risk of committing a criminal offence
   vi. the student is the subject of investigation relating to criminal matters.

g. The use of extenuating circumstances by Mackay Christian College to suspend or cancel a student’s enrolment prior to the completion of any Complaints & Appeals process will be supported by appropriate evidence.

h. The final decision for evaluating extenuating circumstances lies with the Principal.

9. **Student to seek information from Department of Immigration**
   a. Deferment, suspension and cancellation of enrolment can have an effect on a student’s visa as a result of changes to enrolment status. Students can visit the Department of Immigration Website [http://www.border.gov.au/Trav/Stud](http://www.border.gov.au/Trav/Stud) for further information about their visa conditions and obligations.

10. **Definitions**
    Day – any day including weekends and public holidays in or out of term time.

*Updated: July 2017*