

# Cancellation of Student Enrolment Procedure

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# 1. Introduction

## 1.1 Purpose

The purpose of this procedure is to clarify the process for the suspension or cancellation of a student's enrolment in an accredited course of study due to non-academic matters.

Refer to the Processing a Student Withdrawal Work Instruction in relation to cancellation due to academic matters.

The procedure seeks to ensure that students are informed of the grounds on which their enrolment is being suspended or cancelled.

## 1.2 Scope and context

The Mater Education may suspend or cancel a student's enrolment where a student:

- does not pay their tuition fees,
- ceases to be an employee of Mater Misericordiae Limited,
- does not actively or positively participate in training activities,
- does not meet mandatory requirements for workplace placement including attendance,
- demonstrates behaviours that are contrary to Student Rules, Mater's Code of Conduct or Workplace Health and Safety requirements that places Mater Education or other persons or property at risk,
- breaches of Mater's policies and procedures specifically Social Media and Uniform and Dress Policies.

This procedure relates to all accredited courses VETiS, Certificates, Diploma and short courses.

## 1.3 Governing policy

MPPL- 06097 Code of Conduct Policy

# 2. Procedure requirements

## 2.1 Suspension

Student misbehaviour will be deemed to have occurred if the student breaches the requirements of the Code of Conduct, Student Rules or Mater Policy or Procedure. Mater Education will inform the student immediately of the identified breach and of its intention to suspend with a view to cancelling the student's enrolment.

The student has 28 days to access Mater Education's Complaints and Appeals procedure. In the case of VET Student Loan eligible students, they can access the non-academic appeals procedure.

Where a student has outstanding fees and has been advised of same in line with the non-payment of fees notifications, they will be suspended and removed from study until an agreement has been reached and a payment has been made as per the agreement.

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Suspension of student access to learning can be immediate however suspension of the student's enrolment will not take effect until the internal process is completed.

## 2.2 Cancellation

Where Mater Education has deemed a serious breach has occurred e.g. a derogatory social media post identifying Mater or a Mater Student, the student will be removed from study immediately and advised that their enrolment is being cancelled.

The student has 28 days to access Mater Education's Complaints and Appeals process. In the case of VET Student Loan eligible students, they can access the non-academic appeals procedure.

Cancellation of the student's enrolment will not take effect until the internal process is completed.

## 2.3 Communication

- (a) Student notifications of suspension or cancellation will be verbal at time of breach (where possible).
- (b) Confirmation of suspension or cancellation process will be via email to the student's email address as provided by the student.
- (c) The responsible officer will ensure the student is aware of the reason for the suspension or cancellation and counsel the student (where sought) on the matters that lead to the decision being made.
- (d) The responsible officer will ensure that the student's record on the student management system is updated.
- (e) Notification of suspension or cancellation of VETiS students are to be sent to the student's school contact with a copy of the student notification of suspension or cancellation.

# 3. Assurance

## 3.1 Related legislation

- (a) VET Student Loans Act 2016
- (b) RTO Standards for Registration 2015

## 3.2 Standards

- (a) Skills Assure Supplier Agreement



### 3.3 Assurance activities

- (a) Mater Education Appeals Register
- (b) Mater Education Complaints Register

## 4. Responsibilities and delegations

The Manager Program Delivery, Manager Finance and Team Leader Student Services are responsible for the implementation of this procedure.

The decision to suspend a student's study due to:

- academic performance is the delegated responsibility of the relevant Program Coordinator;
- breach of code of conduct e.g. misbehaviour is the delegated responsibility of the relevant Program Coordinator;
- non-payment of fees is the delegated responsibility of the Team Leader Student Services.

The preliminary decision to cancel a student's study is to be approved by the Manager Program Delivery (academic or non-academic performance) or Manager Finance (for non-payment of fees).

## 5. Definitions

Term	Definition
Suspension	is when a student, who has already started but has not completed their study, is removed from their study until such time as the reason for the suspension has been rectified e.g. outstanding fees have been paid.
Cancellation	is when a student is removed from study before they have completed their study.
Responsible officer	Delegations as identified in item 4



## 6. Related documents

### Mater documents

- Processing a Student Withdrawal Work Instruction
- Behavioural Standards Booklet
- Mater Uniform and Dress policy
- Social Media Procedure
- Student Rules

### External documents

- Work Health and Safety Act 2011

## 7. Document information

### 7.1 Earlier revisions

Revision #	Published date	Comment
1	18 Apr 2023	Initial Version (Document ID: PR-MEL-040065)

### 7.2 Key contacts

Author	Head of Quality and Compliance
Owner	RTO Operations and Delivery Director
Committee	n/a

#### Affirmation

This governance document is consistent with [Mater's Mission](#).  
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