

# 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,
- 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.

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.

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



## 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.

Cancellation of the student's enrolment will not take effect until any appeal 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

## 3.2 Standards

- (a) Skills Assure Supplier Agreement
- (b) ANMAC EN Accreditation Standards

## 3.3 Assurance activities

- (a) Mater Education Complaints and Appeals Register/s



## 4. Responsibilities and delegations

The Education and Training Senior Managers, Education Leads and Manager Quality and Compliance 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 Education Lead;
- breach of code of conduct e.g. misbehaviour is the delegated responsibility of the relevant Education Lead;
- non-payment of fees is the delegated responsibility of the Manager Quality and Compliance.

## 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
- Mater Uniform and Dress policy
- Social Media Procedure
- Student Rules
- Mater Education Feedback, Complaints and Appeals Policy
- Mater Education Complaints and Appeals Policy
- Mater Education Academic Complaints and Appeals Policy

### 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)
1.01	22 May 2025	Content Reviewed to reflect the relevant changes (roles and documents)

### 7.2 Key contacts

Author	Manager of Quality and Compliance
Owner	Director Education and Training
Committee	n/a

#### Affirmation

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