POLICIES AND PROCESSES

DEFERRAL, SUSPENSION AND CANCELLATION

DEFERRING YOUR COURSE

Australian Education Excellence Centre allows you to defer your course. This means that your place is guaranteed but you can choose to delay the start of your course for up to 12 months.

To defer your course, you will need to complete a Deferral Form and provide evidence of compassionate or compelling circumstances.

If your request is approved, you will receive a new Student Agreement including a revised start date. It is important to check the impact on your visa by contact the Department of Home Affairs.

SUSPENDING YOUR COURSE

Australian Education Excellence Centre allows you to suspend your course. This means that although you have commenced your studies you will be able to take a leave from your studies of up to 12 months.

To suspend your course, you will need to complete a Leave of Absence Form and provide evidence of compassionate or compelling circumstances.

If your request is approved, you will receive a new Student Agreement including a revised start date. It is important to check the impact on your visa by contact the Department of Home Affairs.

A leave of absence will not be approved if fees are unpaid.

TRANSFERRING COURSES

If you wish to transfer to another RTO or university within the first six months of your main course of study, you will need to apply for release from Australian Education Excellence Centre. If you wish to transfer after six months you do not need permission for release (although you will still need to complete a withdrawal form – see the section on deferral, suspension and cancellation).

For your application, the RTO or university you wish to transfer to must be registered with the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). It is important to check this which you can do using the CRICOS course and institution search.

Australian Education Excellence Centre will approve your request for transfer if:

- the course is academically unsuitable for you because you are not able to achieve satisfactory course progress at the level you are studying despite participating in an agreed Intervention Strategy
- you can prove that you need the transfer because of compassionate or compelling circumstances
- the course outlined in your Student Agreement has not been delivered
- you provide evidence that your reasonable expectations about the course are not being met
- you provide evidence of being misled by Australian Education Excellence Centre, or by an education or migration agent, regarding the Australian Education Excellence Centre or the course, and the course is therefore unsuitable.

Australian Education Excellence Centre will not approve your request if:

- you do not provide satisfactory evidence of compassionate or compelling circumstances
- you cannot show that you have been participating in the agreed Intervention Strategy in order to achieve satisfactory course progress
- you have unpaid course fees for the current study period
- the transfer would put your progression through a package of courses at risk
- you require access to particular support services that have not yet been provided or offered to you.

HOW TO APPLY

If you wish to apply to transfer to another registered provider prior to completing six months your main course, you must complete a Withdrawal Form and attach a copy of the offer from the other RTO or university. The Withdrawal Form will require you to include a statement of your reasons for seeking release.

You will receive a notice advising you of the outcome within 10 working days of receipt of the form and valid enrolment offer. Where the request is granted, a Letter of Release will be provided to you. It is important for you to contact the DHA to seek advice on whether a new student visa is required. All refunds associated with course transfer will be in accordance with our Fees and Refunds policy.

APPEALING THE DECISION

If your application is unsuccessful, you will be advised in writing and you can access our Complaints and Appeals Policy and Procedure to appeal the decision within 20 working days of receipt of the decision.

We will not finalise the refusal until the appeal process is complete and either finds in our favour or until the 20-working day period in which you can access the complaints and appeals process has passed.

TRANSFERRING COURSES WITH AUSTRALIAN EDUCATION EXCELLENCE CENTRE

Australian Education Excellence Centre offers students the options to transfer to other courses within Australian Education Excellence Centre.

Australian Education Excellence Centre will approve your request for transfer if you can show that:

- the course better meets your study capabilities and/or long-term goals
- you provide evidence that your reasonable expectations about the course are not being met.

Australian Education Excellence Centre will not approve your request if:

- the transfer would put your progression through a package of courses at risk
- you require access to particular support services that have not yet been provided or offered to you
- there is evidence that you are trying to avoid being reported to DHA for failure to meet the provider's attendance or academic progress requirements
- you have unpaid course fees for the current study period.

HOW TO APPLY

If you wish to apply to transfer to another course, you must complete an Internal Course Transfer Form. The form will require you to include a statement of your reasons for seeking release.

You will receive a notice advising you of the outcome within 10 working days of receipt of the form. Where the request is granted, a new CoE will be provided to you. It is important for you to contact the DHA to seek advice on whether a new student visa is required.

It is also important to check whether us whether any additional fees will be required to be paid.

APPEALING THE DECISION

If your application for internal transfer is unsuccessful, you will be advised in writing and you can access our Complaints and Appeals Policy and Procedure to appeal the decision within 20 working days of receipt of the decision.

STUDENTS WHO ARE STUDYING A PRINCIPAL COURSE WITH ANOTHER PROVIDER

In certain situations, international students in Australia holding a student visa can pursue extra courses alongside their main study program. If a student decides to take courses at Australian Education Excellence Centre alongside their primary study program from another CRICOS-registered provider, several conditions must maintain satisfactory attendance and course progress requirements in both courses.

Australian Education Excellence Centre will not admit students for concurrent study within their first six months of their principal course.

DISCONTINUING YOUR STUDIES

You may decide that study is not for you and choose to discontinue your studies. Before you make a final decision, however, it's a good idea to talk to us to help you to make an informed decision.

If you no longer wish to continue with your studies with us, then you must complete a Withdrawal Form. Make sure you carefully read the Fees and Refunds information so that you know how your decision affects your fees. Usually once you have commenced a study period (term) you won't be able to get a refund.

SUSPENDING OR CANCELLING YOUR ENROLMENT

It is important to understand that your enrolment may be cancelled or suspended by us in a range of circumstances:

- Misbehaviour (i.e., not abiding by the Student Code of Conduct as outlined in this Handbook).
- Not paying your course fees.
- Not making satisfactory course progress or attending classes as set out in this Handbook.

Where any of the above circumstances apply you will be contacting in writing to inform you of the intended suspension or cancellation and the reasons for this.

You will be given the opportunity to access our Complaints and Appeals Policy and Procedure to appeal the decision within 20 working days of receipt of the decision.

We will report you to until the internal appeal process is complete, unless your health and wellbeing or that of others could be at risk.

It is important for you to contact the DHA to seek advice on your student visa.