

APPLICATION FOR CANCELLATION

PERSONAL DETAILS (as shown on passport)

Family Name		Given Names	
Address in			
Phone		Email	
Qualification		Commencement	
Agent			

REASON FOR CANCELLATION

CANCEL/ Enrolment	
From (date)	
Reason	

Change of Course

From (course)		To (course)	
Reason			

APPLICATION FOR CANCELLATION FORM

OFFICE USE ONLY

Cancellation/ Approved	
From (date)	

- The student has been informed of the resulting decision.
- All records of the request and supporting evidence have been copied and placed on the student's file
- The student has been advised to contact the Department of Home Affairs
- The student has been advised that their course fees may be affected by a cancellation.
- ACE College has notified the Department of Home Affairs via PRISMS that it wishes to permanently cancel (terminate) the student's enrolment. Once this process is complete, the student's CoE status will be listed as 'cancelled'.

Change of Course Approved			
From (course)		To (course)	

- The student has been informed of the resulting decision
- All records of the request and supporting evidence have been copied and placed on the student's file
- ACE College has maintained the enrolment of the student and changed the enrolling course
- The student has been advised to contact Department of Home Affairs about the course change
- The student has been advised that their course fees may be affected by the course change
- The student's change of enrolment has been reported to Department of Home Affairs via PRISMS
- ACE College has responded to advice from Department of Home Affairs on issuance of a new CoE



APPLICATION FOR CANCELLATION FORM

Cancellation Not Approved

Reason

STUDENT ACKNOWLEDGEMENT

**Student accepts the
cancellation decision**

Yes

No - the student will access the complaints and appeals process, as outlined in ACE College's Complaints and Appeals Policy

Student name

Date

ACE COLLEGE ACKNOWLEDGEMENT

ACE College

Representative

Position

Signature

Date



APPLICATION FOR CANCELLATION FORM

CANCELLING A STUDENT'S ENROLMENT

ACE College has documented processes for assessing, approving and recording the deferment, suspension and/or cancellation of a student's enrolment.

Deferral

The postponement of the commencement date of a qualification. Deferral can only be initiated by a student.

Suspension

An interruption to the period of a student's study towards a qualification. Suspension can be initiated by either ACE College or by the student.

Cancellation

Cancellation of enrolment can be initiated by either ACE College or a student. A student who initiates a cancellation at any time, for any reason, should consider the financial penalties they may incur when submitting the application.

ACE COLLEGE INITIATED SUSPENSION OR CANCELLATION

ACE College may suspend or cancel a student's enrolment including, but not limited to, on the basis of;

- misbehaviour by the student,
- the student's failure to pay an amount he or she was required to pay ACE College to undertake or continue the course as stated in the written agreement,
- a breach of course progress or attendance requirements by the overseas student.

Where ACE College initiates a suspension or cancellation of the overseas student's enrolment, before imposing such suspension or cancellation it will;

- inform the overseas student of that intention and the reasons for doing so, in writing, and advise the overseas student of their right to appeal as outlined in ACE College's Complaints and Appeals Policy. The College initiated suspension or cancellation of an overseas student's enrolment cannot take effect until the internal appeals process is completed, unless the overseas student's health or wellbeing, or the wellbeing of others, is likely to be at risk.

- Suspensions of study will not be granted for more than a 1 month period. Students who defer or suspend their studies for more than 28 days must return home unless there are exceptional circumstances which prevent them from travel such as a medical condition.

Notification

When there is any deferral, suspension or cancellation action taken under this standard, ACE College will;

- inform the overseas student of the need to seek advice from the Department of Home Affairs on the potential impact on their student visa, and
- report the change to the overseas student's enrolment to Department of Home Affairs in accordance with section 19 of the Education Services for Overseas Students Act 2000.

APPLICATION FOR CANCELLATION FORM

CHANGING YOUR ORIGINAL ENROLMENT

Changing your original enrolment will mean that your original enrolment is cancelled and the refund policy may apply. It will be at the discretion of ACE College, as to the value of fees transferred to the NEW enrolment but will be NOT LESS THAN what you are entitled to under the Refund Policy.

Students MUST seek advice from the Department of Home Affairs on the potential impact on his or her student visa, as ACE College is legally required to report any change to an overseas student's enrolment. Changes to course commencement/completion dates may require an extension to your visa and further fees payable to Immigration.

PROCESS FOR STUDENT INITIATING CANCELLATION

To apply for a cancellation the student must initially contact the ACE College Student Support Office to request a 'Application to request Cancellation Form'.

ACE College will ensure the student has a copy of its Deferring, Suspending or Cancelling a Student's Enrolment Policy and clearly explain to the student that their application must be accompanied by documentary evidence of reasons for application for cancel. ACE College will ensure that the student is aware of the Application for Cancellation fee that must be paid at the time of lodgement of the application. ACE College will ensure that the student is aware that financial penalties may apply.

The student must lodge their 'Application to request Cancellation Form' outlining their reasons for requesting a change to their enrolment status with the Student Support Office. An application for cancellation will be considered under

- Intention to cease study and cancel their student visa due to a change in their personal circumstances of a student that prevent the student from continuing with the course and which could not have foreseen at the time of commencing the course.
- Application to transfer to a different course.

ACE College will review the application for cancellation in relation to compassionate or compelling circumstances and advise the student of their determination.

Where a decision has been made not to approve the application, ACE College will provide appropriate reasons for the decision to the student. In this instance, ACE College will inform the student of their right to access the complaints and appeals process, as outlined in ACE College's Complaints and Appeals Policy.

Document Control

Policy Owner	ACE College
Endorsed by	RTO Manager
The person responsible for the implementation	Admission Manager
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