



Under the ESOS Act Standard 13 – Deferring, suspending or cancelling the student's enrolment, registered providers may only enable students to defer or temporarily suspend their studies, including granting a leave of absence, during the course through formal agreement in certain limited circumstances.

ILSC Australia AUSTRALIA may suspend a student enrolment for misconduct – where behaviour of a student:

- has been in serious breach of a college rules as detailed in the Student Performance Policy and Commitment
- is in breach of enrolment conditions
- is considered to provide a threat to the well being of other students or staff

ILSC Australia may cancel a student enrolment for:

- a serious breach of a college rule as detailed in the Student Performance Policy and Commitment
- breach of enrolment conditions
- where a student is considered to provide a threat to the well being of other students or staff
- serious misconduct
- failing to meet the academic progress requirements of the Student Performance Policy (ELICOS and VET students)
- failing to meet the attendance requirements of the Student Performance Policy (ELICOS students)
- non –payment of tuition fees
- failure to re-enrol

Where cancellation is initiated by Pacific Gateway, students will be informed of Pacific Gateway's intention to cancel enrolment. Students will be given 20 working days to access the complaints and appeals process. When the appeals process is initiated, ILSC Australia will maintain the student's enrolment until the internal appeals process is complete. ILSC Australia reserves the right to not provide learning opportunities during this process should it be deemed appropriate.

In the case of under 18 students, parents or legal guardians of the student will be informed of Pacific Gateway's intention to cancel enrolment. ILSC Australia will liaise with the parents or legal guardians to achieve the best possible outcomes. Where ILSC Australia intends to cancel the enrolment of a student under 18, ILSC Australia will continue to check the suitability of accommodation and welfare arrangements until:

- The student is accepted by another registered provider and that registered provider takes over responsibility for the student's accommodation, support and general welfare arrangements;
- The student leaves Australia;
- Other suitable arrangements are made that satisfy migration regulations; or
- ILSC Australia reports under Standard 5.1 that it can no longer approve of the arrangements for the student.

The suspension or cancellation will be notified to DEEWR on completion of the 20 working days or at the end of the appeals process if the appeal is not upheld. Students may access ILSC Australia external appeals process.