



DEFERMENT, SUSPENSION, LEAVE OF ABSENCE OR CANCELLATION REQUEST FORM

PART A — TO BE COMPLETED BY STUDENT

SECTION 1 — Student Classification & Personal Details

Student Type:	<input type="checkbox"/> Domestic Student <input type="checkbox"/> International Student (ESOS / PRISMS applies)
Student ID:	_____
Full Name:	_____
Date of Birth:	___ / ___ / ____
Contact Number:	_____
Email Address:	_____
Course Enrolled:	_____
Australian Address:	_____
International Students Only — Overseas Contact Details	
Overseas Phone Number:	_____
Overseas Email Address:	_____
Overseas Address:	_____

SECTION 2 — Type of Request

QMS Section 11: Deferment and Suspension are only granted on compassionate or compelling grounds. Requests are not granted as a matter of routine convenience.

	Request Type	From Date	To Date
<input type="checkbox"/>	DEFER my enrolment <i>(Before course commencement — max. 6 months)</i>	___ / ___ / ____	___ / ___ / ____
<input type="checkbox"/>	SUSPEND my enrolment <i>(After commencement — max. 12 months)</i>	___ / ___ / ____	___ / ___ / ____
<input type="checkbox"/>	LEAVE OF ABSENCE from my enrolment <i>(Duration as agreed with Student Administration)</i>	___ / ___ / ____	___ / ___ / ____
<input type="checkbox"/>	CANCEL my enrolment of course: _____	___ / ___ / ____	N/A

SECTION 3 — Reason for Request & Compassionate / Compelling Circumstances



QMS 11.1: Deferment and Suspension are only approved where compassionate or compelling circumstances exist. Tick the most relevant category, then provide full details below.

Reason category (tick the most applicable):

- Serious illness or injury (medical certificate required) Bereavement of close family member (death certificate required)
- Major political upheaval / natural disaster in home country Traumatic experience (police / psychologist report required)
- Visa processing delay preventing commencement MACI unable to deliver prerequisite unit
- Financial hardship (supporting documentation required) Other (specify below)

Full details of your reason (please be specific — this information is used in the assessment decision):

SECTION 4 — Supporting Evidence Checklist

QMS 11.1 / QMS Evidence Framework: Decisions are evidence-based. All evidence must be original or certified copies. Insufficient evidence may result in rejection of your application.

Please tick all evidence types you are attaching:

- Medical certificate or doctor's letter (illness/injury) Death certificate or funeral notice (bereavement)
- Police report or psychologist's letter (trauma) Statutory declaration (where documentary evidence not available)
- Visa documentation / DHA correspondence (visa issues) Evidence of natural disaster / government advisory
- Financial hardship evidence (bank statements / letter) Other: _____

Evidence sufficiency self-assessment: Has the evidence been certified or signed by a qualified person? Yes No

Is the evidence current (dated within last 6 months)? Yes No N/A

SECTION 5 — Request-Specific Acknowledgements

Deferment (tick if applying for Deferment)

- I understand that my course start date cannot be deferred for longer than **six (6) months**.
- I understand a revised Confirmation of Enrolment (CoE) will be issued if approved (International Students).

Suspension (tick if applying for Suspension)

- I understand that my enrolment cannot be suspended for longer than **twelve (12) months**.
- I understand that re-entry must align with a course intake period and I will contact Student Administration prior to return.
- I understand a revised CoE may be required for International Students.

Cancellation (tick if applying for Cancellation)



- I have read the Refund Policy and understand that financial penalties may apply.
- International Students:** I understand that cancellation of my enrolment will result in cancellation of my CoE and will affect my student visa. I will contact the Department of Home Affairs (DHA) within **28 days**. See: homeaffairs.gov.au

SECTION 6 — Student Declaration & Appeal Rights

I hereby declare that (please tick each box to confirm):

- The information provided in this form is correct and complete to the best of my knowledge.
- I am aware that my deferral, suspension or cancellation may affect my student visa status, and I have been advised to contact DHA.
- I have been provided access to the relevant Policies and Procedures, including the Cancellation Policy and Fees and Refund Policy.
- APPEAL RIGHTS:** I understand that if my application is rejected, I have the right to access MACI's Complaints and Appeals process (QMS Section 13) within **20 working days** of the written decision.
- INTERNATIONAL STUDENTS:** I understand that MACI is required to report deferments or suspensions of 14 days or more to the Department of Home Affairs (DHA) via PRISMS under Section 19 of the ESOS Act.

Student Name (Print):

Date:

___ / ___ / ____

Signature:

Student ID:



PART B — OFFICE USE ONLY (Staff Only — Do Not Write in This Section)

1. RECEIPT & ASSIGNMENT

Case / Reference No:	Date Received: ___ / ___ / ___	Received By: _____
Assigned To: _____	Target Decision Date: ___ / ___ / ___	Student Type: <input type="checkbox"/> Domestic <input type="checkbox"/> International

2. FINANCIAL & ELIGIBILITY CHECK

Fees paid up to date?	<input type="checkbox"/> Yes <input type="checkbox"/> No — Action required: _____
Student Code of Conduct breach?	<input type="checkbox"/> No <input type="checkbox"/> Yes — Note: _____
Reviewed by (Accounts/Admin):	_____

3. COMPASSIONATE & COMPELLING CIRCUMSTANCES ASSESSMENT (QMS 11.1 / 11.2)

Do the circumstances meet the QMS definition of compassionate or compelling grounds? Yes No

Evidence assessed as: Sufficient Insufficient Partially sufficient

CEO consulted for complex case? Yes No N/A

Assessment notes:

4. DECISION (QMS 11.2 — within 3 working days of receipt)

Decision: APPROVED REJECTED

Decision Date: ___ / ___ / ___	Decision Made By: _____
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If APPROVED — Approved period:
From: ___ / ___ / ___ to ___ / ___ / ___

Revised CoE required? Yes — issue new CoE No N/A (Domestic)

If REJECTED — Reason for rejection:

5. STUDENT NOTIFICATION (QMS 11.2 — written notification within 3 working days)

Student notified in writing? Yes No



Date of written notification: ___ / ___ / _____

Method: Email Letter In person — copy retained on file

For REJECTIONS — Appeal rights communicated to student? Yes No

The student must be advised in writing of their right to access the Complaints and Appeals process within 20 working days of a rejection decision.

6. PRISMS & CoE MANAGEMENT (International Students Only — ESOS Act s.19 / National Code Standard 9)

Is student an International Student? Yes — complete this section No — skip this section

PRISMS reporting required?

Required if approved deferment or suspension is 14 days or more, or cancellation of enrolment.

Yes — PRISMS updated No — duration < 14 days, no reporting required

PRISMS update details:

Date PRISMS updated: ___ / ___ / _____ Updated by: _____

PRISMS transaction / reference number: _____

CoE Action Required:

CoE cancelled Revised CoE issued No CoE change required

New CoE number (if issued): _____

Date CoE action completed: ___ / ___ / _____ Actioned by: _____

Student advised to contact DHA (Department of Home Affairs)? Yes No N/A

For cancellations, student must contact DHA within 28 days with relevant documentation.

7. CONTINUOUS IMPROVEMENT LINKAGE (QMS Section 14 / Outcome Standard 4)

Does this case identify a systemic issue or improvement opportunity? Yes No

If Yes — CI action description:

Recorded in CI Register? Yes No

CI Register Reference No: _____

8. AUTHORISING OFFICER SIGN-OFF

Name (Print):

Signature:

Position:

Date:

___ / ___ / _____

This form must be retained securely for a minimum of 5 years. For international students, PRISMS records must also be maintained in accordance with the ESOS Act 2000 and the Privacy Act 1988.