

Deferral, Suspension and Cancellation of Enrolment Policy

1. Purpose

To outline when and how a student's enrolment may be deferred, suspended, or cancelled, whether initiated by the student or by the RTO, in full compliance with Standard 9 of the National Code 2018.

2. Scope

Applies to:

- ✚ All international students on student visas;
- ✚ All staff responsible for enrolment management;
- ✚ Both student- and provider-initiated enrolment changes.

3. Definitions

Term	Definition
Deferral	Delay in starting the course, before the official commencement.
Suspension	A temporary pause in course enrolment after commencement.
Cancellation	Termination of the student's enrolment.
Compassionate or Compelling Circumstances	Circumstances beyond the student's control impacting studies (e.g. illness, bereavement).
PRISMS	System for reporting enrolment changes to the Department of Home Affairs.

4. Policy Statement

RTO is committed to managing the deferral, suspension, and cancellation of student enrolments in a manner that is fair, transparent, and compliant with the Education Services for Overseas Students (ESOS) Act 2000 and the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

This policy ensures that students are provided with clear guidance on how changes to their enrolment status are assessed and processed, including their right to appeal and how such changes may impact their visa conditions.

1. Documented Process (Clause 9.1)

RTO has and implements a documented procedure for assessing, approving, and recording student-initiated deferrals and suspensions. This includes:

- ✚ Submission of a formal request using the Deferral, Suspension or Cancellation Form;

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- ✚ Provision of supporting documentation;
- ✚ Timely assessment by the appropriate staff member;
- ✚ Written notification of the outcome to the student;
- ✚ Accurate recording of all decisions in the Student Management System;
- ✚ Retention of all records for a minimum of two years after the student ceases to be enrolled.

2. Compassionate or Compelling Circumstances (Clause 9.2)

RTO may approve a deferral or suspension where compassionate or compelling circumstances exist. These circumstances may include, but are not limited to:

- ✚ Serious illness or injury supported by a medical certificate;
- ✚ Bereavement of close family members;
- ✚ Major personal trauma;
- ✚ Natural disaster or political unrest in the student's home country;
- ✚ Delay in the issuance of a student visa.

All cases are considered individually and assessed based on the evidence provided.

Evidence Submission Timeframe

To support a deferment or suspension request on the grounds of **compassionate or compelling circumstances**, students are required to provide valid supporting documentation (e.g., medical certificates, police reports, death certificates, or travel evidence) **within a maximum of two (2) working days**, even if travel has occurred.

Any documents submitted after this period will be considered, and the **deferment/suspension request will not be approved**. It is the student's responsibility to ensure that documentation is submitted on time to avoid delays or rejection of their application.

3. Provider-Initiated Suspension or Cancellation (Clause 9.3)

RTO may initiate suspension or cancellation of a student's enrolment for reasons that include, but are not limited to:

- ✚ Misbehaviour by the student (Clause 9.3.1);
- ✚ Non-payment of required fees as outlined in the written agreement (Clause 9.3.2);
- ✚ Breach of course progress or attendance requirements as outlined under Standard 8 (Clause 9.3.3).

All such actions are subject to procedural fairness and will not be finalised until the student has been offered the opportunity to appeal.

4. Notification and Appeals (Clause 9.4)

If RTO intends to suspend or cancel a student's enrolment, the following will occur before action is taken:

- ✚ The student will be informed in writing of the proposed action and the reasons for it (Clause 9.4.1);

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- The student will be advised of their right to appeal through RTO's internal complaints and appeals process within 20 working days (Clause 9.4.2).

The enrolment will not be altered in PRISMS until the 20 working day appeal period has lapsed or the appeal process is concluded, unless exceptional circumstances apply (see Clause 9.6).

5. Visa Implications and Reporting (Clause 9.5)

If a student's enrolment is deferred, suspended, or cancelled:

- RTO will inform the student that they must seek advice from the Department of Home Affairs regarding the impact on their visa and whether a new visa is required (Clause 9.5.1);
- RTO will report the change to the student's enrolment status via PRISMS in accordance with Section 19 of the ESOS Act (Clause 9.5.2).

6. Appeals and Immediate Risk (Clause 9.6)

The suspension or cancellation of a student's enrolment cannot take effect until the internal appeals process is completed, except where the student's health or wellbeing, or the wellbeing of others, is at risk.

In such cases, RTO may take immediate action and continue to provide the student with the opportunity to access the appeals process simultaneously.

5. Grounds for Action

Student-Initiated (Deferral, Suspension, Cancellation)

- Medical issues (certified)
- Bereavement of immediate family
- Visa delay
- Natural disasters or political unrest
- Transfer to another provider (must follow transfer policy)

RTO-Initiated

- Academic misconduct or general misbehaviour
- Non-payment of tuition or fees
- Course progress or attendance breaches (in line with Standard 8)

6. Procedure – Step-by-Step

A. Student-Initiated Deferral or Suspension

Step	Action	Responsibility	Notes
1	Complete and submit the Deferral, Suspension or Cancellation Form with supporting documents (e.g.	Student	Request must be submitted 7 days prior to proposed leave start date unless due to emergency

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Step	Action	Responsibility	Notes
	medical certificate, death certificate, visa delay letter)		
2	Acknowledge receipt and check completeness of documentation	Admin Officer	Return incomplete applications to the student for revision
3	Assess application against compassionate or compelling criteria	Compliance Manager or PEO	Case-by-case evaluation; reasons must align with Standard 9.2
4	Make a decision and communicate the outcome in writing within 10 working days	Admin Officer	Include reasons for approval/refusal and right to appeal if declined
5	If approved, update PRISMS and record decision in Student Management System	Admin Officer	Ensure correct deferral/suspension dates are reflected on CoE. With in two weeks.
6	Advise student to contact Immigration regarding visa implications	Admin Officer	Include written notice and Home Affairs contact details

B. Student-Initiated Cancellation of Enrolment

Step	Action	Responsibility	Notes
1	Submit cancellation request form with reason and supporting evidence (if applicable)	Student	Must give formal notice of withdrawal
2	Acknowledge request and check documentation	Admin Officer	Ensure fees and financial matters are reconciled
3	Confirm exit process, finalise academic and financial record	Compliance Manager	Follow refund policy if applicable
4	Report cancellation in PRISMS and record in SMS	Admin Officer	Notify Home Affairs as per ESOS Section 19. With in 10 days.
5	Advise student in writing to contact Immigration regarding visa status	Admin Officer	Required under Standard 9.5.1

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C. RTO-Initiated Suspension or Cancellation

Step	Action	Responsibility	Notes
1	Identify a breach or reason for action (e.g. misconduct, fee non-payment, poor attendance, or progress)	Trainer/Assessor or Admin Officer	Must align with reasons in Clause 9.3
2	Notify student in writing of the proposed action, reasons, and supporting evidence	Compliance Manager	Letter must include reason and opportunity to respond
3	Advise student of their right to appeal within 20 working days under the Complaints and Appeals Policy	Admin Officer	No action taken in PRISMS during this time
4	If student does not appeal or appeal is unsuccessful, finalise decision and notify student	Compliance Manager	Include outcome letter and final deadline
5	Record all communications, evidence and decisions in SMS	Admin Officer	Retain for minimum of two years
6	Update PRISMS with enrolment change	Admin Officer	Update reason codes accurately
7	Advise student to contact Immigration	Admin Officer	Satisfies Clause 9.5.1
8	If student appeals, defer reporting until appeal is resolved unless there's a health or safety risk	Compliance Manager	Immediate action may be taken under Clause 9.6 only if justified

D. Risk-Based Immediate Suspension (Clause 9.6)

Step	Action	Responsibility	Notes
1	Identify serious safety, health or wellbeing risk	Compliance Manager / PEO	Must be clearly documented with evidence
2	Temporarily suspend enrolment immediately and inform student in writing	Admin Officer	Include support access and right to appeal
3	Begin internal appeal process simultaneously	Admin Officer	Still grant full appeal rights

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Step	Action	Responsibility	Notes
4	Document and report in PRISMS only after risk has been managed and process completed	Admin Officer	Complies with Clause 9.6

E. Recordkeeping and Compliance

- All documentation (forms, letters, evidence, decisions, PRISMS notifications) must be retained in the Student Management System for at least two years after the student ceases to be enrolled.
- Use standardised templates for all communications and forms.
- Periodic internal audits must verify that these procedures are followed consistently and that PRISMS reporting aligns with decisions made.

7. Appeals and Complaints

Students may lodge a complaint or appeal any decision within 20 working days under the RTO's Complaints and Appeals Policy. PRISMS notification is deferred until the process is complete, unless risk to health/safety exists.

8. Relevant Documents

- Feedback, Complaint and Appeal Policy
- Transfer Between Providers Policy
- Fee Management and Refund Policy
- Deferral, Suspension or Cancellation Form
- Student Code of Conduct
- Course Progress Policy
- Monitoring Student Attendance Policy
- PRISMS User Manual
- Department of Home Affairs website

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