



# PP51 – 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 Austra College, 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

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

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- ✦ Submission of a formal request using the Deferral, Suspension or Cancellation Form;
- ✦ 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):** Austra College 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.

**3. Provider-Initiated Suspension or Cancellation (Clause 9.3):** Austra College 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 Austra College 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);
- ✦ The student will be advised of their right to appeal through Austra College'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:

- ✦ Austra College 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);

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- Austra College 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, Austra College 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)

### Austra College -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. medical certificate, death certificate, visa delay letter) | Student        | Request must be submitted 7 days prior to proposed leave start date unless due to emergency |
| 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                                                                                              | RTO Manager    | Case-by-case evaluation; reasons must align with Standard 9.2                               |

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| Step | Action                                                                        | Responsibility | Notes                                                                            |
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| 4    | Make a decision and communicate the outcome in writing within 10 working days | RTO Manager    | 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. Within 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                         | RTO 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. Within 10 days. |
| 5    | Advise student in writing to contact Immigration regarding visa status               | Admin Officer  | Required under Standard 9.5.1                               |

## C. Austra College -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/ Admin Officer | Must align with reasons in Clause 9.3                 |
| 2    | Notify student in writing of the proposed action, reasons, and supporting evidence                     | RTO Manager            | Letter must include reason and opportunity to respond |

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| Step | Action                                                                                                 | Responsibility | Notes                                                            |
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| 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             | RTO 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    | RTO 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                                    | RTO Manager    | 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             |
| 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

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Students may lodge a complaint or appeal any decision within 20 working days under Austra College'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
- ✚ PP49 – Course Progress Policy
- ✚ PP50- Monitoring Student Attendance Policy
- ✚ PRISMS User Manual
- ✚ Department of Home Affairs website

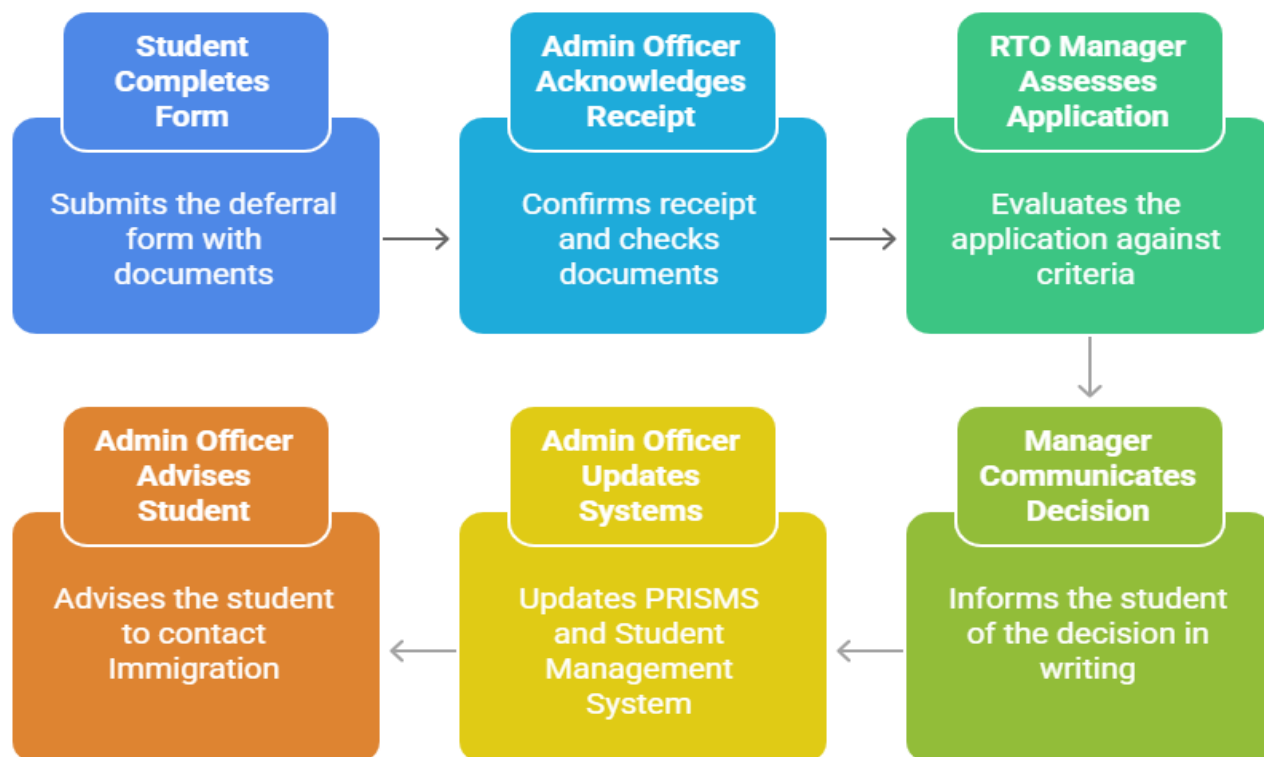
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## 9. Flow Chart

A.

### Student-Initiated Deferral or Suspension

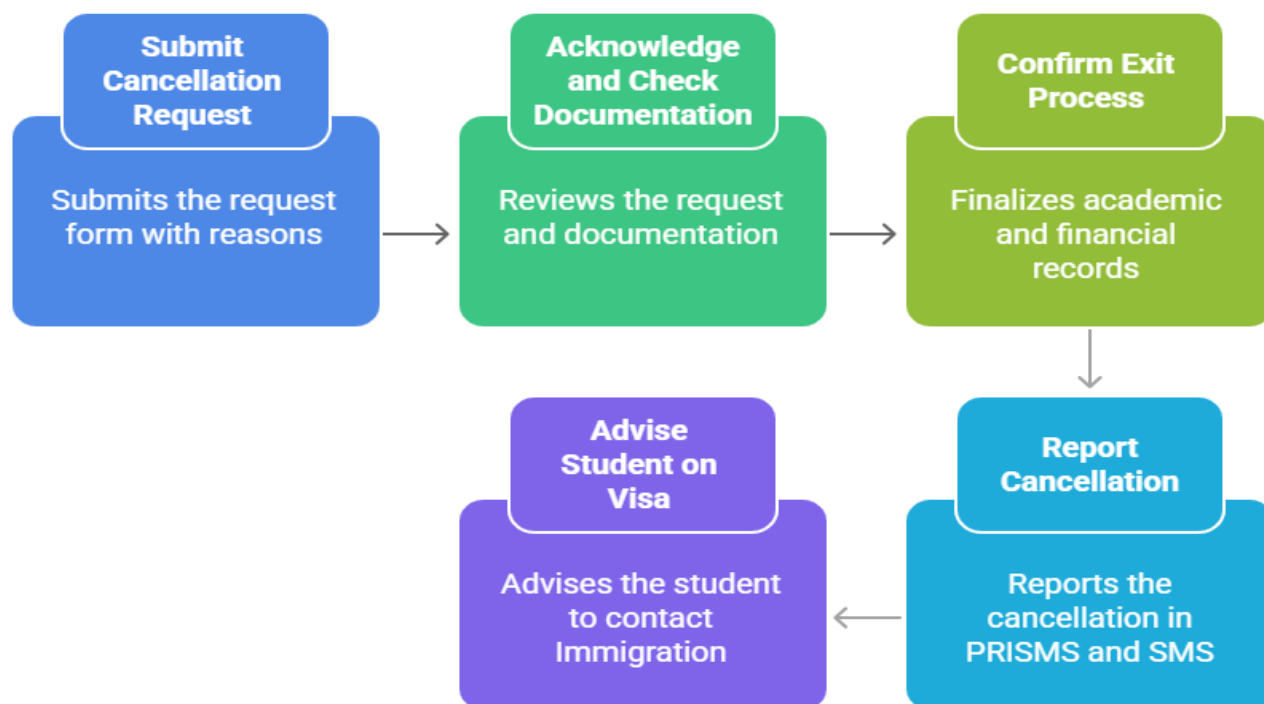


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**B.**

### Student-Initiated Cancellation of Enrolment



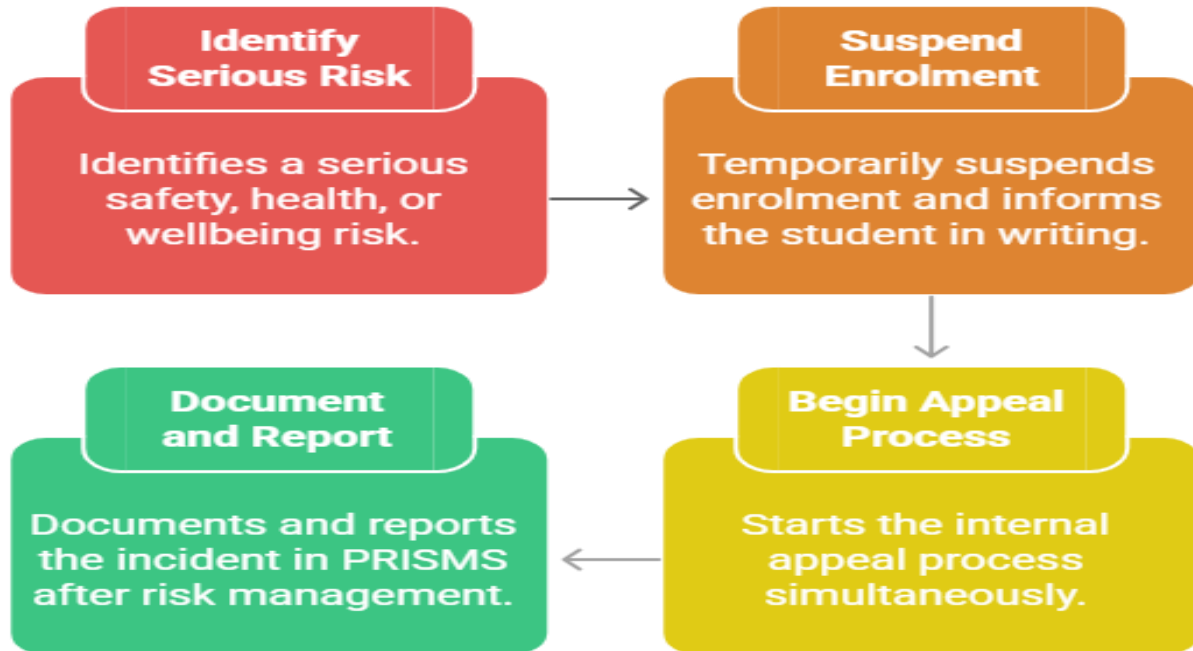
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C.

## Risk-Based Immediate Suspension

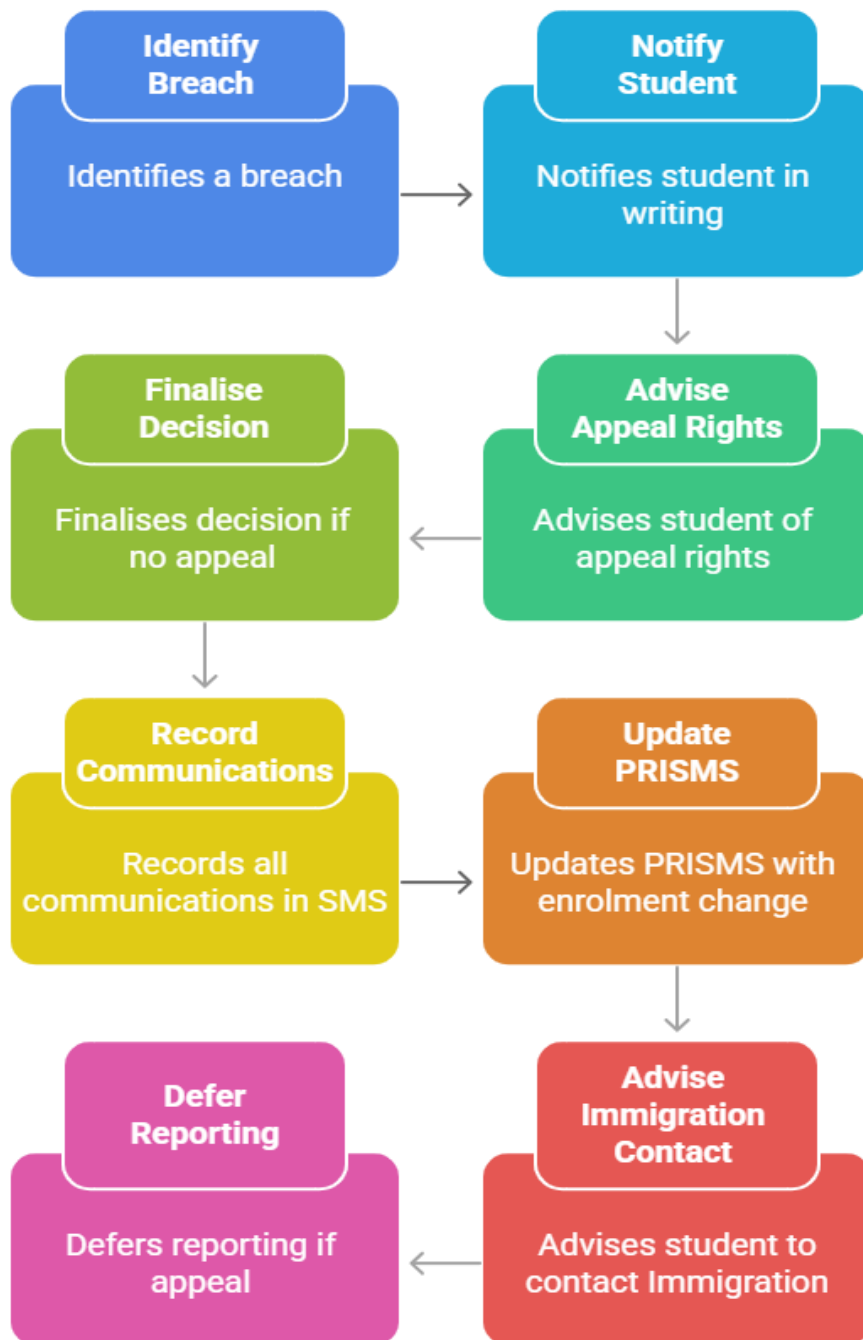


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D.

## Initiated Suspension or Cancellation



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