DEFERRAL, SUSPENSION AND CANCELLATION POLICY AND PROCEDURES

PURPOSE OF THE POLICY

This policy and procedures outline Australian Federation College's approach to managing the enrolment of international students, specifically deferrals, suspensions and cancellations, and ensuring all required information about enrolments is entered into PRISMS.

This policy and associated procedures meet the requirements of Standard 9 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018, and are consistent with the obligations of the Education Services for Overseas Students (ESOS) Act 2000, including Section 19 (provider reporting obligations), and the ESOS Regulations 2019.

POLICY STATEMENTS

STUDENT INITIATED DEFERRAL OR SUSPENSION OR CANCELLATION

International students can defer or suspend their studies. Australian Federation College allows the deferral or suspension of studies where evidence of compassionate or compelling circumstances can be provided by students.

Evidence of compassionate or compelling circumstances will be considered as part of the decision about suspension or cancellation.

Deferrals and leave of absences will be approved for up to 12 months. However, following this the student's enrolment will be cancelled.

International students may withdraw from their course at any time. Where an international student has not already completed the restricted period of their principal course of study (see below), their application will be assessed as per Australian Federation College's Course Transfer Policy and Procedures.

Restricted period for transfers: Under Standard 7.1 of the National Code 2018, as amended by the National Code of Practice for Providers of Education and Training to Overseas Students Amendment (Overseas Student Transfers) Instrument 2026 (F2026L01351), the restricted period is temporarily 12 months of the principal course completed with Australian Federation College. This applies from 2 October 2026 to 30 June 2027 inclusive. From 1 July 2027, the restricted period returns to six months, unless further amended.

The 12 months is the total period of the principal course completed, not an additional 12 months from 2 October 2026. Students who had completed more than six but fewer than 12 months of their principal course on 2 October 2026 are again within the restricted period until they have completed 12 months in total. Students who have already completed 12 months are not affected.

During the restricted period, another registered provider may only enrol a transferring student where:

- Australian Federation College, or the student's course, has ceased to be registered;

- Australian Federation College has received a sanction from the ESOS agency that prevents the student from continuing their course;
- Australian Federation College has agreed to release the student and has recorded the release, its effective date and reason in PRISMS, in accordance with Standard 7.2 and the Course Transfer Policy and Procedures; or
- the student's government sponsor considers the change to be in the student's best interests and has provided written support.

International students are entitled to a refund as per Australian Federation College's Fees and Refunds Policy and Associated Procedures.

PROVIDER INITIATED SUSPENSION OR CANCELLATION

A student's enrolment may be cancelled or suspended by Australian Federation College in a range of circumstances:

- Misbehaviour (i.e., not abiding by the Student Code of Conduct as outlined in **International Student Handbook**)
- Not paying course fees
- Not meeting course progress requirements
- Non-commencement of study.

Not paying course fees and not meeting course progress requirements will be managed as documented in the **Fees and Refunds Policy and Procedures** and **Course Progress Monitoring Policy and Associated Procedures**.

Any student who breaches the **Student Code of Conduct** as applicable to expected behaviour will be immediately suspended. Their case will be considered during the period of suspension and the student may then be reinstated or have their enrolment cancelled.

Where any of the above circumstances apply (other than non-commencement of study, which is governed by the separate provisions below), the student will be contacted in writing with regard to the intended suspension or cancellation and the reasons for this.

Students will be able to access the **Complaints and Appeals Policy and Procedure** to appeal the decision within 20 working days of receipt of the decision.

Students will not be reported until the internal appeal process is complete, unless their health and wellbeing or that of others could be at risk.

Where a student fails to commence their course on the scheduled start date without prior notification or an approved deferral, Australian Federation College is required to report this to the Department of Home Affairs via PRISMS pursuant to **Section 19(1)(d) of the ESOS Act 2000**, within 31 days of the scheduled course start date.

As this reporting obligation is mandated by the ESOS Act 2000, **Standard 9.4 of the National Code 2018** applies. This means that the standard 20 working day notice and appeal waiting period required under **Standard 9.2** does not apply to non-commencement cancellations. Australian Federation College is not required to issue a formal Notice of Intention to Cancel and wait 20 working days before reporting non-commencement to PRISMS.

Notwithstanding the above, Australian Federation College is committed to making genuine and documented contact attempts with non-commencing students before processing a COE cancellation in PRISMS. This is consistent with ASQA's expectations of good practice and supports fair treatment of students.

Students are advised to contact the DHA to seek advice on their student visa.

Regardless of Standard 9.4, students retain the right to lodge a complaint with the **Overseas Students Ombudsman (OSO)** under the **Ombudsman Act 1976** and the **ESOS Act 2000**. This external right cannot be removed by any provider policy or procedure.

PROCEDURES

1. PROCESS DEFERRALS

1.1 Provide **Deferral Form** to students who request deferral.

1.2 Assess Deferral Form and supporting evidence to confirm that compassionate or compelling circumstances exist.

1.3 Complete assessment and advise student of outcome within 5 working days of receipt.

1.4 Where the application for deferral is approved, advise the student in writing of such.

1.5 Where the application is not approved, advise the student in writing of such indicating the reasons, any refunds due and advising them of their right to appeal the decision within 20 working days.

1.6 For approved deferrals, report a student course variation (SCV) on PRISMS within 31 days of the request being approved and according to the instructions provided in the PRISMS user guide.

1.7 Issue updated Offer Letter and Written Agreement to the student.

1.8 Issue the updated CoE to the student.

1.9 Correctly, completely and progressively record all information and/or evidence on the Student Management System (SMS) including **keeping correct file notes**.

2. PROCESS STUDENT INITIATED SUSPENSION OF ENROLMENT

2.1 Provide **Leave of Absence Form** to students who request suspension.

2.2 Assess Leave of Absence Form and supporting evidence to confirm that compassionate or compelling circumstances exist.

2.3 Complete assessment and advise student of outcome within 5 working days of receipt.

2.4 Where the application for suspension is approved, advise the student in writing of such.

2.5 Where the application is not approved, advise the student in writing of such indicating the reasons, any refunds (or payments) due and advising them of their right to appeal the decision within 20 working days.

2.6 For approved suspensions, report a Student Course Variation (SCV) on PRISMS within 31 days of the request being approved and according to the instructions provided in the PRISMS user guide.

2.7 Issue updated Offer Letter and Written Agreement to the student.

2.8 Issue updated CoE to the student.

2.9 Correctly, completely and progressively record all information and/or evidence on the Student Management System (SMS) including **keeping correct file notes**.

3. PROCESS STUDENT INITIATED CANCELLATION OF ENROLMENT

3.1 Provide **Withdrawal Form** to students who request to withdraw.

Ensure that this is only provided to students who have completed the restricted period of their principal course of study, i.e. at least 12 months (from 2 October 2026 to 30 June 2027 inclusive) or six months (from 1 July 2027).

Otherwise, the student will need to complete an **Application for Release Form**.

3.2 Review Withdrawal Form to ensure all details have been provided.

3.3 Notify the student in writing within 5 working days of receipt of application of confirmation of their withdrawal and any refund as application as per Australian Federation College's Fees and Refunds Policy and Associated Procedures.

3.4 Correctly, completely and progressively record all information and/or evidence on the Student Management System (SMS) including **keeping correct file notes**.

3.5 **Report Student Notified Cessation of Studies on PRISMS within 31** days of the withdrawal being processed and according to the instructions provided in the PRISMS user guide.

4. MANAGE PROVIDER INITIATED CANCELLATION OF ENROLMENT

4.1 Where a student misbehaves (i.e., they contravene the **Student Code of Conduct**), immediately investigate the incident.

4.2 Where the incident is considered serious to warrant further investigation, inform the student in writing of the suspension including the reasons why and the dates from which the suspension applies, as well as their right to appeal the decision within 20 working days of receiving the notice.

4.3 Further investigate the student's misbehaviour.

4.4 Inform any other relevant agencies of the issue concerning the student such as in the case of fraud or violence.

4.5 Where the investigation deems the student can be reinstated, advise the student in writing that their suspension is lifted.

4.6 Where the investigation deems the student's behaviour as so serious that they cannot be reinstated, advise the student in writing of the cancellation of their enrolment, including the reasons for the decision.

4.7 Correctly, completely and progressively record all information and/or evidence related to the student's enrolment cancellation on the Student Management System (SMS) including **keeping correct file notes**.

4.8 Report provider decision to cease enrolment for disciplinary reasons on PRISMS within 31 days of the withdrawal being processed and according to the instructions provided in the PRISMS user guide.

5. MANAGE NON-COMMENCEMENT OF ENROLMENT

5.1 On or after the scheduled course start date, check the Term Enrolment and Orientation Register to identify any students who have not attended orientation and/or have not commenced their course.

5.2 Make a first contact attempt with the non-commencing student as soon as practicable and within the first few business days of the scheduled start date, via phone call, email and/or education agent (where applicable).

Record all contact attempts in the SMS under the relevant Note Type and in the student's electronic file.

5.3 If the student responds and provides a valid reason for non-commencement (e.g. visa delay), assess whether an approved deferral is appropriate pursuant to **Section 1 (Process Deferrals)** of this policy.

If an approved deferral is granted, update PRISMS with a Student Course Variation (SCV) within 31 days of the scheduled start date and issue an updated CoE and Offer Letter.

5.4 If there is no response to the first contact attempt, send a **second written notice** promptly and progressively within the 31-day reporting window, advising the student that:

- They have not commenced their course as required
- Their enrolment and COE are at risk of cancellation
- They must contact Australian Federation College immediately
- They may contact the DHA for advice regarding their student visa

Record in SMS.

5.5 If there is still no response, send a **final written notice**, advising the student that:

- Their enrolment will be cancelled and their COE reported to the DHA via PRISMS if no contact is received
- They may contact the Overseas Students Ombudsman (OSO) at www.ombudsman.gov.au to lodge a complaint about this process

Record in SMS.

5.6 Where no contact has been received from the student by **day 21** from the scheduled start date, consult with the Compliance Team and confirm that cancellation should proceed.

5.7 **Note — Standard 9.4 of the National Code 2018 applies to non-commencement:** The 20 working day notice and appeal waiting period under **Standard 9.2** does not apply where the **ESOS Act Section 19** mandates reporting. Australian Federation College is not required to wait 20 working days before reporting non-commencement to PRISMS.

5.8 Process the COE cancellation in PRISMS, selecting the reason 'Student failed to begin studying the course'. This must be completed **within 31 days** of the scheduled course start date, in compliance with **ESOS Act Section 19** and **ESOS Regulations 2019**.

5.9 Following COE cancellation, complete all post-cancellation actions as per the **After COE Cancellation Procedure Guide**, including:

- Advise the student, agent, accounts team and trainer of the cancellation
- Record a note in aXcelerate (Note Type: COE Cancellation)
- Un-enrol the student from future units and update the Result Sheet
- Disable the student's Moodle account
- Update the Term Notification Register
- Move the student's folder to the Withdrawn/Cancelled folder
- Grant student release in PRISMS where required

5.10 Correctly, completely and progressively record all information and/or evidence related to the non-commencement and COE cancellation on the Student Management System (SMS) including **keeping correct file notes**.

RESPONSIBILITIES

The Administration Manager/ Academic Coordinator/ Course Coordinator/ Compliance Manager is responsible for:

- Finalising deferral requests and reporting deferrals on PRISMS
- Finalising suspension requests and reporting suspensions on PRISMS
- Finalising withdrawals
- Finalising non-commencement decisions and reporting in PRISMS
- Investigating student misbehaviour.
- Making decisions regarding student misbehaviour and cancellation.
- Reporting decisions on PRISMS regarding provider-initiated suspension and cancellation.

Student Support/Administration Officer is responsible for:

- Assist processing deferral requests and reporting deferrals on PRISMS
- Assist processing suspension requests and reporting suspensions on PRISMS
- Assist processing withdrawals.
- Conducting contact attempts with non-commencing students and documenting all communications in the SMS and student file in accordance with Section 5 of this policy.

The CEO/PEO (or a delegate) is responsible for overseeing:

- Overall deferral, suspension and cancellation management and QA.