

# Deferring, Suspending or Cancelling a Student's Enrolment 2025 V2.0



## Policy

Dalton College recognises that international students may need to defer, suspend, or cancel their enrolment due to compassionate or compelling circumstances, and that the College may also initiate such changes in certain situations.

This policy ensures that all decisions are managed fairly, transparently, and in line with:

- ESOS Act 2000 (Section 19)
- National Code of Practice for Providers of Education and Training to Overseas Students 2018 – Standard 9
- Standards for RTOs 2025 – Quality Area 2 (Student Support) and Quality Area 3 (Records and Reporting)

Dalton College will:

- Assess, approve, and record all deferral, suspension, or cancellation requests in writing.
- Notify the Department of Education and the Department of Home Affairs (via PRISMS) of any enrolment changes affecting an overseas student's Confirmation of Enrolment (CoE).
- Inform students of the potential impact of these changes on their student visa and advise them to contact the Department of Home Affairs.
- Retain all documentary evidence, including applications, decisions, and supporting material, on the student file.

## Related Standards for Registered CRICOS Providers

This policy aligns with the following requirements:

**National Code Standard 9** – Deferring, suspending or cancelling the overseas student's enrolment.

**Standards for RTOs 2025** – Clauses requiring accurate student records, reporting, and support services.

**ESOS Act Section 19** – Reporting obligations through PRISMS.

## Definitions

DET – Department of Education.

DHA – Department of Home Affairs.

PRISMS – Provider Registration and International Students Management System.

Compassionate or Compelling Circumstances – Situations beyond the student's control impacting their ability to study.

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## Procedure - Student Initiated Deferral or Suspension

Students may be able to temporarily defer the commencement of their studies or temporarily suspend their enrolment after commencement where they have a good reason to do so.

The RTO is only able to temporarily defer or suspend the enrolment of the student on the grounds of compassionate or compelling circumstances. These circumstances could include but are not limited to:

- Serious illness or injury, where a medical certificate states that the student was / is unable to attend classes.
- Bereavement of close family members such as parents or grandparents (Where possible a death certificate should be provided);
- Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; or
- A traumatic experience which could include:
  - involvement in, or witnessing of a serious accident; or
  - witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists' reports)
- Where The RTO is unable to offer a pre-requisite unit
- Inability to begin studying on the course commencement date due to delay in receiving a student visa.

The Administration Manager, using professional judgment and evidence, may consult the CEO for final discretion.

Students must submit a completed 'Application to Defer, Suspend or Cancel Enrolment' form with evidence.

The Administration Manager will:

1. Review all applications for deferral or suspension and determine if the application for deferral or suspensions is to be granted or rejected within 3 business days.
2. Ensure the student is informed in writing of the outcome of their application for deferral or suspension using the 'Letter of Notification'. This 'Letter of Notification' will also inform international students that the deferment or suspension may affect their student visa, and they are advised to contact DHA in relation to the status of their student visa.
3. In the case of a student application being rejected the written notification to the student will also be informed of their ability to access the complaints and appeals policy and procedure if they wish to appeal the decision.
4. Will maintain all documentation in relation to the deferral or suspension application on the student's file.

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5. Notify the Department via PRISMS of the decision to defer or suspend an international student enrolment whenever the change affects the CoE and/or dates in PRISMS.

## Procedure - Student Initiated Cancellation

A student may cancel their enrolment where they have decided to discontinue studying with The RTO.

Student must not have any outstanding tuition fee prior applying for cancellation of enrolment, if the course has commenced, student will have to make the payment for the tuition fee for that particular study period. Release letter will not be issued if there are outstanding tuition fee to be paid.

Students wishing to cancel their enrolment must complete an 'Application to Defer, Suspend or Cancel Enrolment' (Appendix) and submit to Student Administration.

The Administration Manager will:

1. Maintain all application documentation for the cancellation of enrolment on the students file
2. Notify DE via PRISMS of the decision to cancel the enrolment as a result of the student's request.
3. Ensure the student is informed in writing of the outcome of their application for cancellation. This written notification will also inform an international student that the cancellation may affect their student visa and they are advised to contact the Department of Home Affairs in relation to the status of their student visa.

Refer to Refunds Policy and Enrolment Acceptance Agreement

## Procedure - Provider Initiated Deferral

### Provider-Initiated Deferral

Dalton College may defer a student's enrolment where:

- The course is not available at the intended start date.
- The course has been cancelled or delayed for operational reasons.
- Other circumstances outside the provider's control (e.g., campus closure, compliance directions).

### Process:

- Dalton College may defer a student's enrolment where compassionate, compelling, or provider-related circumstances exist (e.g., course unavailability, staff shortages, major events, or natural disasters).
- CEO reviews situation and approves deferral.
- The student will be informed in writing of:

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- the reason for the deferral;
  - the revised commencement or completion date;
  - any potential impact on their visa.
  - Students will also be advised of their right to access the Complaints and Appeals process within **20 working days**.
- Administration Manager updates PRISMS and records all documentation.

### Procedure - Provider Initiated Suspension or Cancellation

May occur due to:

- Non-payment of tuition fees
- Serious breach of Code of Conduct

The CEO will provide:

- Written intention to suspend/cancel enrolment
- At least 20 working days to appeal (during which no action is taken) unless there are extenuating circumstances (e.g., safety or wellbeing risks)
- Suspension period or cancellation date
- Notification that DE will be informed via PRISMS and visa status may be affected
- Recommendation to contact DHA

The Administration Manager will:

1. Retain all documentation
2. Notify DE via PRISMS only after the 20-day appeal period or after appeal is resolved

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## Letter of Notification for Deferment/ Suspension/ Cancellation

Date

To (Insert Student name),

I am writing to acknowledge your application to defer/ suspend/ cancel your enrolment in course (insert Course name & Code).

RTO has approved / rejected your request, and your enrolment in the above listed course is deferred/ suspended/ terminated.

Select either approved or rejected response as applicable and delete other version:

### Approved:

The RTO will be notifying DIBP and DET of this change of enrolment status by varying the student's CoE / enrolment status via PRISMS.

Students are required to contact the Department of Immigration and Border Protection (DIBP) to seek advice on whether a new Student Visa is required.

### Rejected

The reasoning for your application being rejected include:

- Insert details of reasons for rejection of application

If you feel you have reasonable grounds for your poor academic progress in your course and wish to appeal this reporting of the breach of academic performance requirement, you **must** contact the us in **writing** within 20 working days outlining your circumstances. This process is outlined in the attached 'Complaints & Appeals Policy and Procedure' and further information on this process / decision can be gained from Student Administration.

Please do not hesitate to contact Student Administration if you have any questions.

Regards,

Insert Name

Administration Manager

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