

DEFERMENT, SUSPENSION OR CANCELLATION OF STUDENT ENROLMENT POLICY & PROCEDURE

Introduction

The Kings Own International College (KOIC) is committed to ensuring a transparent, fair and compliant process for deferment, suspension or cancellation of student enrolment. This policy aligns with the Standards for Registered Training Organisations (RTOs) 2025, the Education Services for Overseas Students (ESOS) Act 2000 and National Code 2018, and English Language Intensive Courses for Overseas Students (ELICOS) Standards 2018. It outlines the procedures for managing changes to a student's enrolment status due to compassionate or compelling circumstances, student misconduct or student-initiated requests.

Purpose

The purpose of this policy is to:

- Ensure all decrement, suspension or cancellation actions are consistent, fair and compliant with regulatory requirements.
- Provide a structured framework for managing changes to student enrolment.
- Safeguard the rights of students while maintaining academic integrity and institutional standards.
- Support students in addressing compassionate or compelling circumstances impacting their studies.

Scope

This policy applies to all current and prospective students (domestic and international) enrolled in both ELICOS and VET courses offered by KOIC, as well as staff responsible for overseeing student enrolments and monitoring student's course progression.

Policy Statement

KOIC ensures:

- Students can defer, suspend or cancel their enrolment only in specific circumstances and following due processes.
- Decisions are made transparently, respecting procedural fairness.
- Student enrolment changes comply with reporting obligations under PRISMS and ESOS framework.
- Students have access to an appeal process if they disagree with enrolment decisions.
- Changes to international student enrolments are reported via PRISMS with required timeframes.

Definitions

Cancellation	Termination of enrolment before the course completion.
Compassionate or Compelling Circumstances	Situations beyond the student's control. Compelling or compassionate circumstances may include, but not limited to: • Serious illness or injury, where a medical certificate states that the student was unable to attend classes • Serious illness or death of a family member necessitating a return to the student's home country • Serious injury • Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies

	• A traumatic experience which could include involvement in, or witnessing of a serious accident; or witnessing or being the victim of a serious crime (these cases should be supported by police or psychologists' reports) • Where the registered provider was unable to offer a pre-requisite unit • Non availability of required subjects in a particular term • Inability to begin studying on the course commencement date due to not achieving the required entry English language level; or • Inability to begin studying on the course commencement date due to delay in receiving a student visa; or Any behaviour identified as resulting in expelling students for serious breaches of discipline and visa obligations as well as failure to pay tuition fees on time.
Deferment	Temporary postponement of studies prior to the course commencement.
ELICOS	English Language Intensive Courses for Overseas Students
Misconduct	Behaviour by a student that breaches KOIC's Code of Conduct including academic or general misconduct.
Principal Course	The main course of study for which a student visa has been issued.
PRISMS	The Provider Registration and International Student Management System used to issue electronic Confirmations of Enrolment (eCoEs)
Suspension	The Commonwealth Register of Institutions and Courses for Overseas Students.
VET	Vocational Education and Training, a sector of education providing practical and skills-based training.

Regulatory and Legislative Requirements

- ELICOS Standards 2018
- ESOS Act 2000
- ESOS National Code 2018: Specifically, Standard 9
- NEAS Quality Assurance Framework
- NVR Act 2011
- Standards for RTOs 2025; Quality Area 2 - VET Student Support, Outcome Standard 2.3 and Quality Area 4 – Governance, Outcome Standards 4.3 – 4.5

Deferment, Suspension or Cancellation Procedure

1. Deferment

1.1. Student-Initiated Deferment

Students who want to defer the commencement of their studies must:

- Submit a completed **KOIC Deferment or Suspension Request Form** to the Student Services Officer (SSO).
- Applications must include supporting evidence of compassionate or compelling circumstances (e.g. medical certificates).
- The KOIC delegate will review and decide on the application within ten (10) business days.

- Approved deferments are recorded in PRISMS for international students within fourteen (14) business days and the students CoE is updated.
- Deferment is generally limited to one study period, except in cases where compassionate circumstances justify an extended duration.
- For international students, if the deferment extends the course beyond the original CoE dates, PRISMS will cancel the original CoE and KOIC will create a new CoE with a more appropriate end date (if known).
- Deferment which extends significantly beyond the original CoE end date may result in the student needing to re-apply for a new visa.
- Due to the shorter duration of ELICOS courses, deferrals may require the student to re-apply for their program or restart the course from a later date.

1.2. KOIC Initiated Deferment

- KOIC may defer a student's enrolment if required due to administrative or operational reasons (e.g. course availability changes).
- Students will be notified in writing, and deferments are recorded in PRISMS within fourteen (14) days.
- If the deferment extends the course beyond the original CoE dates, PRISMS will cancel the original CoE and KOIC will create a new CoE with a more appropriate end date.
- Students are encouraged to contact the Department of Home Affairs (DHA) to confirm any required actioned.

2. Suspension

2.1 Student-Initiated Suspension

Students requesting a temporary suspension of their studies must:

- Submit a completed **KOIC Deferment or Suspension Request Form**.
- Provide supporting evidence of compassionate or compelling circumstances
- The KOIC delegate will review and decide on the application within ten (10) business days.
- Approved suspensions are recorded in PRISMS for international students within fourteen (14) days and the student's enrolment will be temporarily paused.
- Students are able to suspend their studies for a maximum period of 12 months.
- For international students, PRISMS will cancel the original CoE and KOIC will create a new CoE with a more appropriate end date (if known).
- Long suspensions may lead to visa cancellation, as students must meet ongoing enrolment and attendance requirements to retain their visa.
- Students are responsible for contacting the Department of Home Affairs (DHA) to confirm whether their visa status remains valid.

2.2 KOIC Initiated Suspension

KOIC may suspend a student's enrolment for:

- Academic misconduct (e.g. plagiarism, cheating)
- General misconduct (e.g. harassment, property damage)
- Consistent attendance below 80% without valid reasons, or
- Repeated failure to meet language proficiency requirements.

Students will receive a written notice detailing the reasons for suspension and their right to appeal. Suspensions are recorded in PRISMS for international students within fourteen (14) days. The Department of Home Affairs (DHA) will assess the situation and may cancel the student's visa if the suspension violates visa conditions. (e.g. not maintaining

satisfactory attendance or academic progress). Visa holders may be required to provide evidence to justify their continuation in Australia (e.g. during an appeal).

3. Cancellation

3.1 Student-Initiated Cancellation

Students wishing to cancel their enrolment must:

- Submit a written request to the Student Services Officer (SSO).
- Settle all outstanding fees and return any borrowed resources.

For international students, cancellation of enrolment will be reported to PRISMS, leading to the cancellation of their CoE and triggering a visa review. In such cases, students are generally expected to leave Australia unless they have a valid reason to stay (e.g. transferring to another course or provider).

In accordance with Australian Government regulations, international students will not be granted a release to another provider within the first six (6) months of their principal course, unless exceptional circumstances apply, and the transfer is approved by KOIC.

3.2 KOIC-Initiated Cancellation

KOIC may cancel a student's enrolment in cases of:

- Serious misconduct (e.g. criminal activities)
- Non-payment of fees after repeated notices.
- Breaches of attendance requirements (<80%) or unsatisfactory academic progress that led to cancellation.

Students will receive a written notification outlining the reasons for cancellation and appeals process. Cancellations are recorded in PRISMS for international students and will be reported to the Department of Home Affairs within thirty-one (31) business days. The DHA will review the case and may cancel the student's visa if the student has not met their visa conditions. Students may appeal the decision to KOIC, during which PRISMS reporting and visa actions are typically paused until the appeals process concludes.

4. Notifications and Appeals

- 4.1 Students will be notified in writing of any decision to defer, suspend or cancel their enrolment, including reasons and evidence.
- 4.2 Students have twenty (20) business days to access the KOIC appeals process by submitting a written appeal under *KOIC's Complaints and Appeals Policy*.
- 4.3 KOIC will not notify PRISMS of changes until the internal appeals process is completed.

5. Record Keeping

Records relating to any deferral, suspension or cancellation (requests, evidence, decision letters, appeals, PRISMS variation, welfare checks) are uploaded to the SMS and retained as per regulation:

- 30 years – enrolment actions & outcomes
- ≥ 2 years after CRICOS student ceases – notice letters & CoE variations (NC 9.4)

Procedure Summary Table

Step/ Action	Action	Responsible	Timeframe
A. Student-initiated Deferment / Suspension			
1. Student lodges Deferment / Suspension Request Form with evidence	Student	>10 days before start / absence	Triggers record in Compliant, Appeals and Enrolment Actions Register (CAEAR)
2. Log request in CAEAR and acknowledge receipt	Student Services Officer (SSO)	Same day	Outcome Standard 2.4a – timely acknowledgement
3. Assess evidence, welfare impact and visa advice – provisional decision	Student Services Officer (SSO)	Within 10 business days	Compassionate/compelling criteria (NC 9.2)
4. Issue outcome letter (approve/refuse) incl. appeal rights	Student Services Officer (SSO)	Within 2 business days	Procedural fairness (NC 9.6)
5. If approved updated SMS, vary CoE & PRISMS (international students)	Student Services Officer (SSO)	Within 14 business days of request	ESOS Section 19, PRISMS deferral
B. Provider-initiated Suspension			
1. Identify breach (misconduct/attendance) and compile evidence.	Compliance Officer	Promptly upon breach	Outcome Standard 2.7 – Academic Integrity
2. Record Case in CAEAR, prepare <i>Notice of Intention to Suspend</i>	Compliance Officer / Student Services Officer (SSO)	Within 2 business days of decision	NC 9.6
3. Student may appeal in writing	Student	Within 20 business days of notice	Internal appeal window
4. Review appeal and issue final decision	Compliance Officer / Principal	Within 10 business days of appeal lodgement	Outcome Standard 2.6 – Fairness
C. Student-initiated Suspension			
1. Submit Cancellation Request	Student	> 10 days before withdrawal	
2. Log request in CAEAR	Student Services Officer	Within 2 business days	Outcome Standard 2.4

3. Verify fees paid, confirm intent and approve	Compliance Officer / Student Services Officer	Within 10 business days	Financial compliance
4. Issue confirmation of cancellation and visa guidance	Student Services Officer	Within 2 business days	NC 9.4
5. Report cancellation in SMS & PRISMS (international students) and close CAEAR entry	Student Services Officer	Within 14 business days of approval	ESOS Section 19, PRISMS cancellation
D. Provider-initiated Cancellation			
1. Decide cancellation (serious misconduct / non-payment)	Compliance Officer	Prompt	Outcome Standard 2.4(d)
2. Issues <i>Notice of Intention to Cancellation</i> and appeal information	Compliance Officer / Student Services Officer	Within 2 business days	NC 9.6
3. Appeal period	Student	Within 20 business days of notice	
4. Final decision and outcome letter	Compliance Officer / Student Services Officer	Within 10 business days of appeal lodgement	
5. Update SMS and PRISMS and vary CoE & PRISMS (international students)	Student Services Officer (SSO)	Within 14 days of final decision	NC 9.4

Roles and Responsibilities

Role	Responsibility
CEO	Oversee compliance with regulatory requirements and approve policy updates.
Compliance Officer	Ensure enrolment changes are reported in PRISMS and comply with ESOS and RTO standards. Maintain the Complaints, Appeals, and Enrolment Actions Register.
Student Services Officer (SSO)	Assist students with applications and documentation related to deferment, suspension or cancellation.
Principal or Delegate	Review and decide on applications and manage appeals.

Policy Implementation

The CEO assigns operational ownership to the Compliance Officer, who embeds the four workflows into KOIC's Student Management System as task-checklists with deadline alerts and automatic PRISMS-API prompts. Standardised templates (request forms, intention and outcome letters, study-interruption plan) are version-controlled in SharePoint; links are pre-populated in the SMS workflow to ensure staff use the current documents.

All front-line staff (SSO, trainers, support) receive a micro-learning module and scenario-based drills twice yearly.

Monitoring and Review

The Compliance Officer conducts a quarterly sample review to verify that: timelines are met

- PRISMS variations are lodged
- evidence is filed; and
- welfare checks are documented.

Findings feed the Continuous Improvement Register and a dashboard presented to the Governance Committee, closing the PDCA loop required by Quality Area 4 of the Standards for RTOs 2025.

KOIC reviews the Deferment, Suspension or Cancellation of Student Enrolment policy and procedure every two years, or sooner, to ensure compliance and effectiveness. Feedback from students will be incorporated into the policy's periodic review. Data on deferments, suspensions and cancellations will be analysed to identify trends and improve processes.

Version Control

Version	Date	Description	Approved by	Approval date	Author	Review date
V1.0	Jan 2025	Policy re-developed for KOIC (<i>formerly</i> Deferral, Cancellation and Exclusion Policy)	CEO	10 Feb 2025	Compliance Officer	Jan 2026
V2.0	Jun 2025	Updated in line with the new standards for RTOs 2025	CEO	20 June 2025	Compliance Officer	Jun 2027
V2.1	Apr 2026	Re-brand of policy to KOIC	CEO	1 Apr 2026	Compliance Officer	Apr 2028

Policy and Document Information

Author:	Compliance Officer
Policy owner:	Compliance Officer
Approved by:	CEO
Approved date:	1 Apr 2026
Status:	Approved
Next review due:	April 2028