

PP 9.0 Deferral, Suspension and Cancellation Policy and Associated Procedure

Policy area	Student Support
Standards	National Code 2018 - Standard 9, ESOS Act 2000
Responsibility	CEO/PEO, Academic Manager & Student Services Manager
Classification	External

1. Purpose

The purpose of this policy is to provide clear and consistent guidelines for managing student-initiated and provider-initiated deferrals, suspensions, and cancellations of enrolment at Sydney City College of Management. It ensures compliance with the National Code 2018 (Standard 9), protects the rights of international students, and maintains the integrity of student visa requirements. This policy outlines the circumstances under which the student course variations (SCV) (enrolment variations) can occur and the processes for implementing and reporting these changes in a fair and transparent ways.

2. Policy Statement

Sydney City College of Management will only grant deferment, suspension and cancellation of student enrolments in limited circumstances. These actions may be initiated by either the student or the Institute. Where the Institute initiates or decides on an outcome, students will be given the opportunity to access the Institute's Complaints and Appeals Policy.

3. Definitions

- **Deferral:** A student's request to postpone the commencement of their enrolment.
- **Suspension:** A temporary interruption of a student's enrolment after commencement of studies. Suspension may be student-initiated or provider-initiated.
- **Cancellation:** Termination of a student's enrolment prior to course completion, which may be initiated either by the student or by the provider.
- **Compassionate or Compelling Circumstances:** Situations beyond a student's control that have an impact on their ability to commence or continue their studies. Examples include serious illness, bereavement, visa delays, or other circumstances as assessed by the Academic Manager.

4. Deferral

4.1 Policy

- Students may apply to defer their enrolment, including a change to intake date or timetable, by completing the **Application to Defer or Suspend Enrolment Form** and submitting it with supporting documentary evidence.
- Deferrals will only be approved where **compassionate or compelling circumstances** are demonstrated and supported by appropriate evidence.
- The maximum period of deferral permitted is **six months (two consecutive terms of study)**.
- Requests for deferral based on **work commitments** will not normally be approved, as study commitments must take priority.
- Where a deferral is approved, a **revised Offer Letter and Student Agreement** will be issued, and a new **Confirmation of Enrolment (CoE)** will be generated and reported to PRISMS.

4.2 Procedure

- The student completes and submits the **Application to Defer or Suspend Enrolment Form** to the **Admissions Team**, attaching all required supporting evidence.
- A **deferral fee of \$500** is payable at the time of application.
- The **Admissions Officer** reviews the application and supporting documents within **5 working days** of submission.
- Applications are assessed against the criteria of **compassionate or compelling circumstances**. Additional evidence may be requested if required.
- The student is notified **in writing** of the outcome within **5 working days** of the review being finalised.
- Where the deferral is approved:
 - The student's record is updated in the **Student Management System (SMS)**.
 - A revised **Offer Letter and Student Agreement** is issued.
 - The enrolment variation is reported via **PRISMS within 31 working days** of approval.
 - A new **Confirmation of Enrolment (CoE)** is issued to the student.
- All applications, evidence, correspondence, and decisions are filed and maintained in the student's record for compliance and audit purposes.

5. Suspension

5.1 Policy

5.1.1 Student-Initiated Suspension

- Students may request a temporary suspension of enrolment after course commencement due to **compassionate or compelling circumstances**, supported by documentary evidence.

- Applications must be submitted using the approved **Application to Defer or Suspend Enrolment Form** with relevant supporting documentation.
- **Compassionate and compelling circumstances** may include (but are not limited to):
 - Serious illness or injury, where a medical certificate states the student is unable to attend classes.
 - Bereavement of close family members such as parents, siblings, or grandparents.
 - Major political upheaval or natural disaster in the student's home country requiring emergency travel, which impacts studies.
 - A traumatic experience (e.g., involvement in or witnessing of a serious accident, or witnessing or being the victim of a serious crime), supported by police or psychologist reports.
 - Delay in visa approval or other issues outside the student's control impacting their ability to commence or continue studies.
 - Where the College is unable to offer a pre-requisite unit, or where timetable clashes prevent progression through the course.

5.1.2 Provider-Initiated Suspension

- SCCM may initiate suspension of a student's enrolment in circumstances including, but not limited to:
 - Misconduct, as defined in the **Student Code of Conduct**.
 - Non-payment of fees within agreed timelines.
 - Academic integrity breaches.
- Students will be notified **in writing** of the intention to suspend enrolment and given the opportunity to access the **Complaints and Appeals Policy** before a final decision is made.

5.2 Procedure

- **Student-Initiated Suspension**
 - The student completes and submits the **Application to Defer or Suspend Enrolment Form** to the **Student Services Department**, with supporting evidence.
 - The **Admissions Officer** reviews the application within **5 working days** of receipt.
 - The student is notified of the outcome in writing within **5 working days** following the review.
 - If approved:
 1. The suspension is recorded in the **Student Management System (SMS)**.
 2. The enrolment variation is reported to **PRISMS within 31 working days** of approval.
 3. A revised **Confirmation of Enrolment (CoE)** is issued if required.
- **Provider-Initiated Suspension**

- Where misconduct, fee default, or academic integrity breaches, the **Academic Manager** initiates the suspension process.
- The student is notified **in writing** of the provider's intention to suspend enrolment and advised of their right to access the **Complaints and Appeals Policy** within **20 working days**.
- If the decision is upheld after the appeal period (or appeal outcome), the suspension is confirmed.
- The suspension is recorded in the **Student Management System (SMS)** and reported to **PRISMS within 31 working days** of finalisation.
- **Record Keeping**
 - All applications, evidence, correspondence, decisions, and outcomes are documented and retained in the student's file for compliance and audit purposes.

6. Cancellation

6.1 Policy

6.1.1 Student-Initiated Cancellation

- Students may request cancellation of their enrolment by completing a **Withdrawal Form** and providing valid reasons.
- Students are responsible for checking the Refund Policy for any financial implications before requesting cancellation.
- Once approved, the cancellation will be reported to PRISMS, which may affect the student's visa status.

6.1.2 Provider-Initiated Cancellation

- SCCM may cancel a student's enrolment for reasons including, but not limited to:
 - Serious misconduct.
 - Non-payment of tuition fees.
 - Continuous failure to meet academic progression requirements.
 - Breach of visa conditions (e.g., non-attendance, unsatisfactory progress).
- Students will be notified in writing of the provider's intention to cancel enrolment.
- Students will be provided with **20 working days** to access the Complaints and Appeals Policy before a final decision is made.

6.2 Procedure

1. Student-Initiated Cancellation

- The student submits a completed **Withdrawal Form** to the Admissions Team with supporting details.
- The Admissions Officer reviews the application and ensures the student has been

informed of refund implications under the **Refund Policy**.

- The decision is finalised within **5 working days** of application submission.
- If approved:
 - The cancellation is recorded in the Student Management System (SMS).
 - The cancellation is reported to PRISMS within **31 working days**.
- The student is notified in writing of the cancellation outcome.

2. Provider-Initiated Cancellation

- **The Academic Manager or Admissions Officers** identifies grounds for cancellation (misconduct, non-payment, academic or visa breaches).
- The student is notified in writing of the intention to cancel and informed of their right to appeal within **20 working days** under the Appeals Handling Policy.
- If the internal appeal is rejected, the student will be notified in writing of their right to lodge an **external appeal** within **10 working days**
- If the appeal is not lodged, or if the **internal** and **external** appeal outcomes support cancellation:
 - The cancellation is recorded in the Student Management System (SMS).
 - The cancellation is reported to PRISMS within **31 working days**.
- The student is notified in writing of the final decision.

3. Record Keeping

- All applications, correspondence, evidence, decisions, and appeal outcomes are documented and retained in the student's file for compliance and audit purposes.

7. Reporting and Records

- All approved deferrals, suspensions, and cancellations will be recorded in the **Student Management System (SMS)**.
- All enrolment variations will be reported to **PRISMS within 31 calendar days** of the decision being finalised.
- All supporting documents, evidence, correspondence, and decisions will be retained in the student's file to ensure compliance with the **ESOS Act**, the **National Code 2018**, and audit requirements.

8. Related documents to consider with this policy

- Complaints Handling Policy
- Appeals Handling Policy
- Fee and Charges Payment Policy

- Student Refund Policy
- Transfer between Providers Policy
- Student Code of conduct Policy
- PRISMS Reporting Obligations Policy
- Application to Defer or Suspend Enrolment Form
- Application to Withdraw Form
- Complaints and Appeals Form
- International Student Handbook

9. Reference(s) to Standards

National Code 2018 - Standard 9 Deferring, Suspending or Cancelling the Overseas Student's Enrolment

This standard outlines the conditions under which a registered provider (such as an RTO) may allow or initiate changes to an international student's enrolment status. It ensures that such changes are managed fairly, transparently, and in compliance with visa regulations.

1. Student-Initiated Changes

- Students may request a **deferral or suspension** of their studies due to **compassionate or compelling circumstances** (e.g., illness, bereavement, or traumatic events).
- These requests must be supported by **documentary evidence** and formally approved by the provider.

2. Provider-Initiated Changes

- The provider may suspend or cancel a student's enrolment due to:
 - **Misconduct**
 - **Failure to meet academic progress requirements**
 - **Non-payment of fees**
- The student must be given a **notice of intention to report** and **20 working days** to access the provider's **internal complaints and appeals process** before any action is taken

3. Reporting Requirements

- All changes to enrolment must be reported via **PRISMS** (Provider Registration and International Student Management System).
- Students must be informed that such changes may affect their **student visa status**.

Document Version Control

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