



POLICY NUMBER:	6.5.1	VERSION NUMBER:	2.4
DATE LAST REVIEWED:	February 2026	NEXT REVIEW DATE:	February 2027
RELATED POLICIES:	Attendance Policy – International Complaints and Appeals Policy - International Course Duration and Progress Policy – International Fees Policy - International Refund Policy - International Special Consideration Policy Student Code of Conduct	RESPONSIBILITY: Academic Council	
RELATED PROCEDURES:	Deferring Suspending or Cancelling Enrolment Procedure - International		

DEFERRING, SUSPENDING OR CANCELLING ENROLMENT POLICY – INTERNATIONAL

1.0 Purpose

This Policy sets out the way deferral, suspension or cancellation of enrolment of international students will be managed, including those requested and those actioned due to other circumstances. This Policy is consistent with the *National Code 2018* and the *Education Services for Overseas Students Act 2000 (Cth)*.

2.0 Scope

- All campuses
- All international students

3.0 Policy Statement

- 3.1 Students can apply, in writing, for deferral, suspension or cancellation of their course enrolment using the Defer, Suspend or Cancel Enrolment Form - International in the circumstances set out in this Policy.
- 3.2 In addition, the College can suspend or cancel an international student's enrolment under certain circumstances set out in this policy.
- 3.3 This Policy is divided into two clearly differentiated sections. Part A of this Policy applies to all international students and outlines the majority of the Policy. Part B of this Policy applies only to international students on a student visa and sets out the College's obligation to record all variations to the enrolment of student visa holders through PRISMS.

PART A

Note: This section applies to ALL international students, regardless of visa arrangements or course of study.

4.0 Deferral

- 4.1 A deferral is the postponement of commencement date of the course and can only be initiated by a student. A student may only apply defer their enrolment in compassionate and



compelling circumstances. The student must notify the College of the intent to defer commencement of a course using the *Defer, Suspend or Cancel Enrolment Form - International* citing compassionate and compelling circumstances as detailed in the *Special Consideration Policy - Higher Education*. Commencement of a course may not be deferred in excess of six (6) months and acceptance of the deferral request is at the discretion of the College. Deferral can only occur at the beginning of a course.

5.0 Suspension

- 5.1 A suspension is an interruption to the student's course and can be initiated by either the College or the student.
- 5.2 A student may only apply to suspend their enrolment in compassionate and compelling circumstances. The student must notify the College of the intent to suspend a course using the *Defer, Suspend or Cancel Enrolment Form - International* and citing compassionate and compelling circumstances as detailed in the *Special Consideration Policy - Higher Education*. Students can only suspend up to 12 months of their course over their time at the College and will only be allowed a maximum of two (2) requested suspension periods (totalling up to 12 months). Approval of the student's suspension request is at the discretion of the College.
- 5.3 The College may initiate the suspension of a student's enrolment if:
- The student significantly breaches the *Student Code of Conduct - HE* or as a consequence of other significant student misbehaviour as set out in the *Student Misconduct Policy - Higher Education*.
 - The student fails to pay fees as stated in the written agreement.
 - The student breaches course progress or attendance requirements (in line with *the Course Duration and Progress Policy - International* and the *Attendance Policy - International VET*).
- 5.4 If the suspension is initiated by the College, the College will inform the student in writing of its intention to suspend the student's enrolment and notify the student that they have 20 working days to access the College's Complaints and Appeals processes (as set out in the *Complaints and Appeals Policy - International*). If the appeals process is activated, the suspension of the student's enrolment cannot take effect until the complaints and appeals process is completed or timeframes exhausted, unless extenuating circumstances relating to the welfare of students apply.
- 5.5 Any claim of extenuating circumstances must be supported by appropriate evidence.

6.0 Cancellation

- 6.1 Cancellation is withdrawal of the student from enrolment in a course and can be initiated by either the College or the student.
- 6.2 A student may initiate a cancellation of their enrolment at any time for any reason. The student must notify the College of the intent to suspend a course using the *Defer, Suspend or Cancel Enrolment Form - International*. Students who initiate a cancellation should consider the financial penalties they may incur when submitting an application (refer to the *Refund Policy -*



International). If cancellation occurs after the nominated Census Date, students must also consider any [*Academic Penalties*](#) that may be incurred as set out in this Policy.

6.3 The College may initiate the cancellation of a student's enrolment if:

- The student significantly breaches the *Student Code of Conduct - HE* or as a consequence of other significant student misbehaviour as set out in the *Student Misconduct Policy – Higher Education*.
- The student fails to pay fees as stated in the written agreement.
- The student breaches course progress or attendance requirements (in line with the *Course Duration and Progress Policy – International* and the *Attendance Policy – International*).
- The student is or will be unable to meet the entry requirements and / or conditions of enrolment for a course. This includes failure to obtain and maintain approval to work with children through a positive Working With Children Check (or its equivalent, unless an exemption applies) and / or a valid first aid certificate, where these are required as part of practicum components of courses. Refer to the *Working with Children Checks Policy*.

6.4 If the cancellation is initiated by the College, the College will inform the student in writing (Intent to Cancel Enrolment Template or Cancellation Notice Provider Default Template) of its intention to cancel the student's enrolment and notify the student in writing that they have 20 working days to access the College's Complaints and Appeals processes (as set out in the Complaints and Appeals Policy - International). If the appeals process is activated, the cancellation of the student's enrolment cannot take effect until the complaints and appeals process is completed or timeframes exhausted, unless extenuating circumstances relating to the welfare of students apply.

6.5 Any claim of extenuating circumstances must be supported by appropriate evidence.

7.0 Withdrawal at Subject Level

7.1 Students who wish to request withdrawal from one or more subjects (but not the entire course), either to change to a different subject/s or not must:

- Complete an Add or Drop Subject Form – International - Student Visa or Add or Drop Subject Form – International - Temporary Visa
- Submit the form to Student Services.

If the withdrawal request is granted by the College, Student Services will:

- Initiate investigations as to why the student withdrew (e.g. possible 'Student at Risk' process to be initiated)
- Inform the Office of Student Records.

The Office of Student Records will:

- Record the relevant 'withdrawn' status for the subjects on the student's record (on the Student Management System).

8.0 Penalties for Cancellation

8.1 Academic Penalties in each Semester:



- Up to the end of Week 4 - academic record for that subject is removed from student record
 - After Census Date - Withdrawal with academic failure – Fail grade recorded.
- 8.1.1 Census Date information is available on the College website and on the annual Student Calendars.
- 8.2 Financial Penalties
- Depending on timing of and reason for deferral, suspension or cancellation of enrolment, some financial penalties may apply and some or all of the fees paid may be refundable. Please refer to the *Refund Policy - International* for full details of applicable refunds.

9.0 Responsibility

- 9.1 The responsibility for executing this Policy lies with:
- Student Services staff
 - Manager VET and Student Engagement
 - National Student Records Coordinator
 - Director of Sales, Admissions and Retention Support

10.0 Record Keeping

- 10.1 The College will fully document, and keep on record in the student's file, all correspondence, documentary evidence and associated materials of the assessment of the student's application for deferral, suspension or cancellation of enrolment.

PART B

Note: This section only applies to student visa holders

11.0 Student Visa Holders

- 11.1 If the student is studying on a student visa, the College must notify the Department of Education and Training and the Department of Home Affairs (Immigration) as required under section 19 of the *Education Services for Overseas Students Act 2000 (Cth)* where the student's enrolment is deferred, temporarily suspended or cancelled for any reason. These students must be made aware that any change to their enrolment may affect their student visa.
- 11.2 Deferral of a student's enrolment will be reported as soon as practicable after the student has been granted deferral (within 7 days of approval).
- 11.3 Any suspension or cancellation of the student's course enrolment under this policy will be reported via the Provider Registration and International Student Management System (PRISMS) as soon as practicable after the complaints and appeals process is completed or exhausted (within 14 days). The student will be issued with the relevant *Suspension Notice* or *Cancellation Notice* on the same day.
- 11.4 If the student has indicated that they have engaged an education agent, the agent will also be notified upon suspension or cancellation of the student's enrolment.



12.0 Relevant Legislative and Regulatory Documents

- Higher Education Standards Framework (Threshold Standards) 2021

13.0 Version Control History

Version	Date Approved	Approved By	Summary of Changes
1.0	22 July 2013	Approved	Initial publication.
1.1	15 January 2014	Approved	International student definition updated.
1.2	12 January 2015	Approved	Footer updated with CRICOS detail; DIIS RTE changed to DEEWR; republished following migration to public document library.
1.3	13 March 2017	Approved	Updated to align with Deferral, Withdrawal and Course Variation Policy (domestic); no substantive changes.
1.3	24 January 2019	National Compliance Manager	No further changes: compliance confirmed.
2.0	4 June 2019	Approved	Updated to meet National Code 2018 requirements.
2.2	8 June 2020	National Compliance Manager	Updated to rebranded template; formatting, header/footer updates; updated role titles; removed hyperlinks; imported prior content; no substantive content changes.
2.3	22 May 2024	NQGCM	Administrative and legislative update, roles and legislation updated, related documents and hyperlinks corrected, definitions standardised, formatting refined; no substantive policy changes.
2.4	Feb 2026	Academic Council	Updated roles and responsibilities