



Deferral, Suspension and Cancellation Policy and Procedure

1. Purpose

This policy and procedure outlines Illoura College's approach to managing international student enrolments in relation to deferrals, suspensions, and cancellations, and ensures that all relevant changes to enrolment are reported through PRISMS in accordance with the ESOS Act 2000 and the National Code 2018. The purpose of this policy and procedure is to ensure that Illoura College enables international students to defer or temporarily suspend their studies, including the granting of a leave of absence, during their CRICOS registered course through formal agreement in certain limited circumstances. This policy also provides guidance on how the cancellation of international student enrolments is managed by Illoura College.

2. Key Definitions

- **Student** means any person who is either active in the current term and/or active in any program at the college once the course commencement date has passed; or has enrolled in any program at the college with a future commencement date.
- **Prism** means the Australian Government System used by education providers to manage and report international student enrolment and confirmation of Enrolment (CoE) data.
- **Compassionate and Compelling Circumstances** means circumstances that are generally beyond the control of the student, and which affect the student's course progress or wellbeing. These may include but are not limited to:
 - Serious illness or injury, where a medical certificate states that the student 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 students' 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, and this has impacted on the student (these cases should be supported by police or psychologists' reports).
 - Where the registered provider was unable to offer a pre-requisite unit; or
 - Inability to begin studying on the course commencement date due to delay in receiving a student visa.
- **Deferral** means delaying the commencement of the international student's enrolment in a CRICOS registered course.
- **Suspension** means temporarily placing a student's studies on hold after the course has commenced.
- **Cancellation** means the cessation of a student's enrolment in a course.
- **Misbehaviour means** unacceptable behaviour in accordance with Illoura College's student Handbook and Student Code of Conduct

3. Policy

3.1 Student-initiated deferral or suspension or cancellation

- International students may defer the commencement of their course or suspend their enrolment on the grounds of compassionate or compelling circumstances

Deferral, Suspension and Cancellation Policy and Procedure

- International students may cancel their enrolment in the course for the following limited reasons:
 - On the grounds of compassionate or compelling circumstances or
 - Visa Refusal
 - Visa Grant for additional subclass
 - Change of course or provider after completing six (6) months of their principal course
- Evidence of compassionate or compelling circumstances will be considered as part of the decision to approve a suspension, deferral or cancellation.
- Deferral or suspension will be approved for up to 12 months. If the student does not recommence their studies after this period, their enrolment may be cancelled.
- Where an international student has a break in their studies due to deferment or suspension, the period will not be counted when determining whether the student has completed six (6) months of their principal course.
- Where an international student is enrolled in a package of courses, the start date of any subsequent course(s) may be affected by a suspension or deferral of the initial course.

3.2 Provider-initiated suspension or cancellation

Illoura College may suspend or cancel a student's enrolment in the following instances:

- Illoura College has identified misbehaviour by the students. Any student who breaches the Student Code of Conduct relating 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.
- Failure by the student to pay an amount owed to Illoura College to undertake or continue the course, as stated in the Written Agreement – Non-payment of Fees.
- Illoura College has identified that the Student is not making satisfactory course progress – Non-compliance with Student Visa Conditions.
- Illoura College has identified that the student is not meeting the attendance requirement- Non-compliance with Student Visa Conditions
- Non-payment of course fees will be managed in accordance with the Fees and Refund Policy and Procedure, and failure to meet course progress and attendance requirements will be managed in accordance with the Course Progress and Attendance Policy and Procedure.
- Illoura College has identified academic integrity misconduct by the students.
- Student Deceased
- The student no longer holds a valid student visa
- Non commencement of studies by the student
- Illoura College is unable to deliver the course.

Deferral, Suspension and Cancellation Policy and Procedure

4. Procedure

4.1 Student initiated Deferral

4.1.1 Applications for deferral of the commencement of a course must be submitted to sso@illoura.edu.au using the **Course Variation Application Form**. This can be completed in one of the following ways:

- Online – complete the web form available on the Illoura College website.
- In person – obtain a physical form from the College office.
- Via email – request a form from the Illoura Team by email.

4.1.2 Once Illoura College has received the Deferral request, with the required evidence, the college will process the request and notify the student of the outcome within a maximum of ten (10) working days, though some cases may be resolved in a shorter timeframe to support timely progression.

4.1.3 If the request is approved, an updated Letter of Offer, including Student Agreement and Acceptance will be issued to the student reflecting the revised course schedule. If the request is refused, Illoura College will provide the student with a written explanation of the reason(s) for refusal. The students will also be advised of their right to access the Complaints and Appeals process if they wish to contest the decision.

4.1.4 Once the revised Letter of Offer has been signed and returned by the student, Illoura College will issue a new Confirmation of Enrolment (CoE) to the student via email within ten (10) working days of receiving the signed agreement.

4.1.5 When a deferral is approved, the original Confirmation of Enrolment (CoE) will be cancelled through a PRISMS variation that records the deferral approval. A new CoE will then be issued with a revised start date reflecting the student's intended return to study. Illoura College ensures that the student's CoE status in PRISMS is updated accurately and that all changes are automatically reported to the Department of Home Affairs, as required under the ESOS Act 2000

4.1.6 Students are advised to seek further information regarding the potential visa implications of a deferral directly from the Department of Home Affairs. It is the student's responsibility to always ensure compliance with all visa conditions and visa duration requirements at all times.

4.1.7 Illoura College ensures that all approved deferrals made for compassionate or compelling circumstances are monitored and that students are supported to successfully complete their course within the updated timeframe.

4.1.8 Record the approved deferral in the Student Management System (SMS)

4.2 Student initiated Suspension

4.2.1 Applications for suspension of enrolment of a course must be submitted using the **Course Variation Application Form**. This can be completed in one of the following ways:

- Online – complete the web form available on the Illoura College website.
- In person – obtain a physical form from the College office.
- Via email – request a form from the Admissions Team by email.

4.2.2 All applications must include the required supporting evidence and be submitted to Illoura College via the web form, in person, or by email.

Deferral, Suspension and Cancellation Policy and Procedure

4.2.3 Once Illoura College has received the suspension request, with the required evidence, the college will process the request and notify the student of the outcome within a maximum of 10 working days, though some cases may be resolved in a shorter timeframe to support timely progression.

4.2.4 If a suspension request is approved and the suspension period does not affect the delivery of the relevant units within the original CoE end date; the student will receive an updated Study Plan. However, if the suspension means the affected units cannot be completed within the original CoE duration, Illoura College will issue a revised Offer Letter reflecting the new course end date. Once the student accepts the revised Offer Letter, Illoura College will issue a new CoE for the extended duration and provide it to the student via email. In such cases, the student will hold two CoEs for the course (the initial CoE and the extended CoE). Illoura College ensures that the student's CoE status in PRISMS is updated accurately and that all changes are automatically reported to the Department of Home Affairs, as required under the ESOS Act 2000

4.2.5 If the request is refused Illoura College will provide the student with a written explanation of the reason(s) for refusal. The students will also be advised of their right to access the Complaints and Appeals process if they wish to contest the decision.

4.2.6 Students are advised to seek further information on the potential visa implications of a suspension directly from the Department of Home Affairs if the course duration is extended. It is the student's responsibility to ensure they always remain compliant with all visa conditions and duration requirements.

4.2.7 A student's payment plan will be paused during the period of approved suspension.

4.2.8 Illoura College ensures that all approved suspension requests made for compassionate or compelling circumstances are monitored and that students are supported to successfully complete their course within the updated timeframe.

4.2.9 Record the student's suspension on Student Management System (SMS).

4.3 Student initiated cancellation

4.3.1 Applications for cancellation of enrolment of a course must be submitted using the Course Variation Application Form. This can be completed in one of the following ways:

- Online – complete the web form available on the Illoura College website.
- In person – obtain a physical form from the College office.
- Via email – request a form from the Admissions Team by email.

All applications must include the required supporting evidence and be submitted to Illoura College via the web form, in person, or by email.

Where a student's enrolment is cancelled, a cancellation fee will apply. The applicable amount and conditions are outlined in the student offer and agreement and Illoura College's Fees and Refunds Policy and procedures.

4.3.2 Once Illoura College has received the cancellation request, with the required evidence, the college will process the request and notify the student of the outcome within a maximum of 10 working days, though some cases may be resolved in a shorter timeframe to support timely progression

4.3.3 If the Cancellation request is granted, the student will receive confirmation of cancellation of the CoE via email. Illoura College will inform the Department of Home Affairs via PRISMS, as required under the ESOS Act 2000, that it

Deferral, Suspension and Cancellation Policy and Procedure

wishes to permanently cancel (terminate) the overseas student's enrolment. Once this process is complete, the overseas student's CoE status will be listed as 'Cancelled'.

4.3.4 If the request is refused, Illoura College will provide the student with a written explanation of the reason(s) for refusal. The students will also be advised of their right to access the Complaints and Appeals process if they wish to contest the decision.

4.3.5 Students are advised to seek further information on the potential visa implications of a cancellation directly from the Department of Home Affairs.

4.3.6 Record the Student Cancellation in the Student management system.

4.4 Illoura College initiated suspension in case of misbehaviour

4.4.1 When Illoura College receives a complaint of student misbehaviour it immediately investigates the incident.

Examples of unacceptable behaviour include, but are not limited to, the following:

- Continuous interruptions to the Trainer
- Smoking in non-smoking areas
- Being disrespectful to other students, Illoura College Staff or the Trainer Harassment by using offensive language Bullying or Sexual Harassment
- Acting in an unsafe manner that places themselves and others at risk
- Refusing to participate when required, in group activities
- Continued absence or late arrival at required times.

4.4.2 Where the incident is considered serious and requires further investigation, the student may be immediately suspended. The student will be informed in writing of the intention to suspend, the reasons for the suspension, the date from which the suspension will take effect, and their right to appeal the decision within twenty (20) working **days** of receiving the notice. Illoura College will then conduct a further investigation into the student's alleged misbehaviour. Where the incident involves violence, threats, or other serious matters requiring intervention, Illoura College may inform the relevant authorities, including the police, where appropriate.

4.4.3 The cancellation of an overseas student's enrolment cannot take effect until the Illoura College internal appeals process has been completed, unless the health or wellbeing of the overseas student, or the wellbeing of others, is likely to be at risk. In such cases, the suspension will remain in effect.

In cases where a student is not provided with the opportunity to appeal a suspension (refer to section 4.4.5 of this procedure), the suspension will remain in effect until the investigation is finalised and a formal outcome has been determined.

4.4.4 If a student lodges an appeal, Illoura College will continue to provide the student with access to learning opportunities while the appeal is in progress, for up to twenty (20) working days, unless it is determined that the student's health or wellbeing, or the health and wellbeing of others, is likely to be at risk.

Illoura College continues to provide learning opportunities during the appeal period to ensure that students are not disadvantaged if their appeal is successful. If a student is successful in their appeal, a prolonged absence from classes may require an extension of the student's Confirmation of Enrolment (CoE), which may impact their student visa and any

Deferral, Suspension and Cancellation Policy and Procedure

pathway courses (where applicable). Therefore, students are expected to continue attending classes and participating in learning activities as normal. Their attendance will be monitored and recorded in accordance with standard attendance requirements.

4.4.5 Illoura College will not provide the opportunity to appeal for the suspension of enrolment, initiated by Illoura College when the overseas student's health or wellbeing, or the wellbeing of others, is likely to be at risk.

This may include, but is not limited to, when the overseas student:

- Is missing.
- Has medical concerns, severe depression or psychological issues which lead the provider to fear for the overseas student's wellbeing.
- Has engaged or threatened to engage in behaviour that is reasonably believed to endanger the overseas student or others; or
- Is at risk of committing a criminal offence.

4.4.6 Where the investigation determines that the student can be reinstated, Illoura College will advise the student in writing that their suspension has been lifted.

4.4.7 Where the investigation determines that the student's behaviour is sufficiently serious so that they cannot be reinstated, Illoura College will advise the students in writing of the cancellation of their enrolment, including the reasons for the decision. The Illoura College provider-initiated cancellation procedure outlined below will then be followed to cancel the enrolment.

4.5 Illoura College initiated cancellation

4.5.1 Illoura college will inform the overseas students of the intention to cancel their CoE and the reasons for doing so, in writing, as an Intention to Report Letter within 20 working days. The students are also provided with information about their right to appeal the decision within 20 working days of receiving the notice.

4.5.2 If a student lodges an appeal the Cancellation of the student's enrolment cannot take effect until the Appeals process is completed, unless the overseas student's health or wellbeing, or the wellbeing of others, is likely to be at risk.

4.5.3 A student does not have to be given the opportunity to appeal an Illoura College initiated cancellation of enrolment when the overseas student's health or wellbeing, or the wellbeing of others, is likely to be at risk. This may include, but is not limited to, when the overseas student:

- Is missing.
- Has medical concerns, severe depression or psychological issues which lead the provider to fear for the overseas student's wellbeing.
- Has engaged or threatened to engage in behaviour that is reasonably believed to endanger the overseas student or others; or
- Is at risk of committing a criminal offence.

4.5.4 Illoura College will inform the Department of Home Affairs via PRISMS, as required under the ESOS Act 2000, that it wishes to permanently cancel (terminate) the overseas student's enrolment. Once this process is complete, the overseas student's CoE status will be listed as 'Cancelled'.

Deferral, Suspension and Cancellation Policy and Procedure

4.5.5 Students are advised to seek further information on the potential visa implications of a cancellation directly from the Department of Home Affairs.

4.5.6 Record the Student Cancellation in the Student management system.

5. Related documents and forms

Related Policies

- Fee and Charges
- Student support
- Refund Policy and procedures
- Student conduct and disciplinary policy
- Student transfer policy
- Complaints and appeals handling policy and procedures

Related Forms

- Course Variation Application

6. Policy Information

Policy area	Student Support
Policy Version	V 1.0
Date of Effect	July 2025
Review Schedule	July 2026
Applicable Standards	<ul style="list-style-type: none"> • Outcome Standards for RTOs 2025 – Standards 4.3 and 2.8 • National Code of Practice for Providers of Education and Training to Overseas Students 2018 – Standard 2 and 8
Responsibility	<ul style="list-style-type: none"> • CEO • Director of Studies • Director of Quality

Disclaimer: This policy applies to International Students only