

Enrolment Variation (Deferral, Suspension and Cancellation) Policy and Procedure

1. Purpose

This policy explains how Australian Learning Group (ALG) manages requests to defer, suspend or cancel a student's enrolment.

ALG manages enrolment variations in a fair and consistent way while maintaining accurate student records and meeting its regulatory obligations.

This policy ensures that:

- students understand when enrolment changes may occur
- requests are assessed fairly and consistently
- students are informed of the possible impact on their student visa
- enrolment changes are correctly reported through PRISMS where required.

This policy addresses the requirements of:

- National Code of Practice for Providers of Education and Training to Overseas Students 2018 – Standard 9 (Deferring, suspending or cancelling overseas student enrolment)
- Education Services for Overseas Students Act 2000 (ESOS Act).

2. Scope

This policy applies to:

- all overseas students enrolled at ALG
- all domestic students and students holding visas other than a student visa (subclass 500)
- all ALG staff responsible for assessing or administering enrolment variations.

3. Definitions

Deferral (Deferral of commencement): A change to a student's enrolment where the student postpones the start of their course to a later intake.

Suspension of enrolment: A temporary pause in a student's studies after the course has commenced.

Cancellation of enrolment: The termination of a student's enrolment in a course before completion. Cancellation may be initiated by the student or ALG.

Compassionate or compelling circumstances: Circumstances that are generally beyond the control of the student and affect the student's ability to commence or continue their studies.

Overseas student: A student who holds a student visa (subclass 500) and is enrolled in a CRICOS-registered course, and whose enrolment is subject to the requirements of the ESOS Act and National Code 2018.

Domestic student: A student who is an Australian citizen, Australian permanent resident, or New Zealand citizen, and whose enrolment is not subject to the ESOS Act or PRISMS reporting requirements.

Non-student visa holder: A student who is enrolled at ALG and holds a visa other than a student visa (subclass 500), including but not limited to temporary visas with study rights. These students are not subject to ESOS Act reporting requirements; however, they are subject to all applicable ALG policies and procedures, including requirements relating to enrolment variation.

Deferral (Deferral of commencement): A change to a student's enrolment where the student postpones the start of their course to a later intake, before the course has commenced (or before the CoE start date for overseas students).

Suspension of enrolment: A temporary pause in a student's studies after the course has commenced, for a defined period.

Term: A defined study period used by ALG for delivery and fee application purposes.

Confirmation of Enrolment (CoE): An electronic document issued through PRISMS confirming an overseas student's enrolment in a CRICOS-registered course.

PRISMS: The Provider Registration and International Student Management System used to manage international student information and report enrolment changes to the Department of Home Affairs.

4. Policy

ALG manages deferral, suspension and cancellation of enrolment through a structured and consistent approach that applies to all students, regardless of visa status. Requests are assessed based on valid reasons, supporting evidence and the impact on course progression, with clear limits applied to the duration of enrolment variations.

ALG exercises discretion in exceptional circumstances but will not approve requests that compromise the integrity of the course, result in unreasonable delays to completion, or fall outside defined limits.

This policy applies to all students regardless of visa status.

All students must meet ALG requirements when requesting a deferral, suspension or cancellation, including providing a valid reason and supporting evidence.

Where a student is not studying on a student visa, PRISMS reporting and visa implications do not apply. However, all other requirements of this policy continue to apply.

Where applicable, additional requirements for overseas students are met in accordance with the ESOS Act and National Code 2018.

4.1 Intended System Outcomes

Through the operation of this policy:

- students understand how to request enrolment variations
- requests for deferral, suspension or cancellation are assessed consistently
- compassionate or compelling circumstances are considered fairly
- enrolment records remain accurate and up to date
- ALG meets its obligations under the **National Code and ESOS legislation**.

4.2 Provider initiated deferral, suspension and cancellation

ALG may approve a student's request to defer, suspend or cancel their enrolment where there are **compassionate or compelling circumstances** and sufficient supporting evidence has been provided and verified by ALG.

ALG applies course fees on a term basis. The timing of a student's request may affect fee outcomes, including whether fees can be transferred to a future term.

ALG may also initiate suspension or cancellation of enrolment where required, including in cases such as:

- student misbehaviour
- failure to pay course fees
- breach of course progress or attendance requirements
- failure to commence studies and failure to contact ALG after the course start date.

Each case is assessed individually.

No deferral, suspension or cancellation application will be considered if outstanding fees, including miscellaneous fees are owed to ALG.

Cancellation requests related to a transfer to another provider are managed in accordance with the **Transfer Between Registered Providers Policy and Procedure**.

4.3 Deferral, suspension or cancellation

Fees and refunds are governed by the **Fees and Refunds Policy and Procedure** and the student's Written Agreement. The following provides a summary only.

a. Cancellation (withdrawal)

- Refund eligibility depends on the timing of the cancellation and the terms of the Written Agreement.
- A refund may be available where a student withdraws before the start of the relevant study period.
- No refund applies where a student withdraws on or after the start of the study period, unless required by legislation or approved under compassionate or compelling circumstances.

b. Deferral (prior to course commencement)

- A deferral occurs before the course has commenced.
- No refund applies.
- Fees paid are retained and applied to the revised start date.

c. Suspension (after course commencement – term-based application)

- Suspension is managed on a term basis.

- No refund applies.
- Where a suspension request is submitted before the start of the term to which the suspension request applies, fees for that term may be transferred to a future term.
- Where a suspension request is submitted during the term, fee transfer may be approved at ALG's discretion.

Full details of refund eligibility, fee calculations and conditions are outlined in the **Fees and Refunds Policy and Procedure**.

4.4 Compassionate or compelling circumstances

Compassionate or compelling circumstances are generally circumstances beyond the control of the student that affect their ability to commence or continue their studies.

These may include, but are not limited to:

- serious illness or injury
- bereavement of a close family member
- major political or natural events in the student's home country
- traumatic experiences that affect the student's wellbeing
- delays in receiving a student visa.

Students must provide supporting evidence for their request. ALG will not approve requests without sufficient evidence, regardless of visa status.

4.5 Attendance monitoring

PRISM reporting refers to student visa holders only. Where a student's enrolment is deferred or suspended, the period of suspension recorded in PRISMS will not be included in attendance monitoring calculations.

Attendance monitoring will resume once the student recommences studies.

4.6 Suspension and deferral durations

d. Deferrals

Deferrals may be approved for students who have not yet commenced their studies, including offshore students (students who have not yet arrived in Australia).

Students may be approved for a deferral of commencement for up to **six months in total**. This limit applies to all students regardless of visa status.

A longer deferral will only be approved at ALG's discretion in exceptional circumstances, where strong supporting evidence is provided and where the integrity and duration of the course is not compromised.

ALG will not normally approve repeated or extended deferrals that result in an unreasonable delay to course commencement.

In such cases, students may be required to cancel their enrolment and re-enrol when they are ready to commence studies.

Where a deferral is approved, ALG may issue a revised Confirmation of Enrolment (CoE) with a new course commencement date (for overseas students, where applicable).

Students who have already commenced their course must apply for a suspension of enrolment rather than a deferral.

e. Suspensions

Students may be approved for a suspension of enrolment for up to **six months in total** during the duration of their course. This limit applies to all students regardless of visa status.

A longer suspension will only be approved at ALG's discretion in exceptional circumstances, where strong supporting evidence is provided and where the integrity and duration of the course is not compromised.

ALG will not normally approve repeated or extended suspensions that result in a student taking an unreasonable period of time to complete their course.

In such cases, students may be required to cancel their enrolment and re-enrol when they are able to recommence studies.

4.7 Provider-initiated deferral, suspension or cancellation

ALG may defer, suspend or cancel a student's enrolment where necessary, including but not limited to the following circumstances:

- misconduct by the student, including behaviour that breaches the Student Code of Conduct
- non-payment of tuition fees in accordance with the Written Agreement
- unsatisfactory course progress or attendance, where this results in cancellation under the Course Progress Policy
- failure to meet course requirements, including failure to maintain enrolment conditions
- provision of false or misleading information to the provider
- serious health or wellbeing concerns, or where the student poses a risk to themselves or others
- other circumstances permitted under legislation or regulatory requirements.

ALG will not cancel an overseas student's enrolment for non-payment of tuition fees without first providing written notice of intention to suspend or cancel enrolment and access to ALG's internal complaints and appeals process in accordance with the **Complaints and Appeals Policy and Procedure**.

Before initiating a deferral, suspension or cancellation, ALG will:

- inform the student in writing of the intention and reasons
- advise the student of their right to access the internal complaints and appeals process
- allow 20 working days for the student to lodge an appeal

The change to enrolment status will not take effect until the internal appeals process has been completed, unless the student's health or wellbeing, or the wellbeing of others, is at risk.

4.8 Provider Default

Where ALG is unable to deliver a course as agreed, including where a course ceases to be delivered before completion, ALG will manage student enrolment variations, refunds and reporting requirements in accordance with the ESOS Act, the student's Written Agreement and the **Fees and Refunds Policy and Procedure**.

Where required, ALG will:

- notify affected students as soon as practicable
- assess available alternative study options
- provide refunds or placement arrangements in accordance with legislative requirements
- report provider default matters through PRISMS where required.

4.9 Impact on student visa

Deferring, suspending or cancelling enrolment may affect a student's visa.

ALG informs students that they must seek advice from the **Department of Home Affairs** regarding possible visa impacts.

ALG does not provide immigration advice.

4.10 Reporting requirements (student visa holders only)

Where a deferral, suspension or cancellation occurs, ALG reports the change through **PRISMS** in accordance with the ESOS Act.

Where necessary, ALG will:

- update the student's Confirmation of Enrolment (CoE)
- create a revised CoE where course duration changes.

Depending on the type of enrolment variation, PRISMS may record a suspension, update the course duration, or cancel the student's CoE.

4.11 Recordkeeping

ALG maintains records of:

- requests for deferral, suspension or cancellation
- the outcome of each request for deferral, suspension or cancellation
- supporting documentation
- decisions and outcomes.

4.12 Quality Assurance and Continuous Improvement

ALG monitors and analyses student enrolment variation requests as part of its quality assurance and continuous improvement processes. Reasons provided by students requesting a transfer are reviewed to identify any trends or issues that may indicate concerns with course delivery, student support, marketing information or student expectations.

Where relevant issues are identified, ALG will record these through its continuous improvement processes and implement corrective actions where required to improve the quality of its services and student experience.

5. Procedure

Activity	Responsibility	Responsibility	Related Documents
1. Provide Information to Students	Provide information about deferral, suspension and cancellation through pre-enrolment information, Student Handbook and Orientation	Student Experience Team	Student Handbook; Website; Written Agreement
2. Provide Access to Forms	Provide students with correct forms for deferral, suspension and cancellation requests.	Student Admissions Team/ Student Administration Team	Deferral Request Form Suspension Request Form; Cancellation Form
3. Submit Request (Deferral or Suspension)	Student submits the relevant request form with supporting documentation	Student Admissions Team (for Deferrals) Student Administration Team (for Suspensions)	Deferral Request Form; Suspension Request Form
4. Check Application Completeness	Confirm application is complete and supporting evidence is provided	Student Admissions Team (for Deferrals) Student Administration Team (for Suspensions)	Student application
5. Confirm Financial Status	Confirm any outstanding fees are paid where required prior to assessment.	Student Administration team / Finance Team	Student account records
6. Assess Supporting Evidence	- Review evidence to determine whether compassionate or compelling circumstances exist - Determine if duration requested is supported	Student Admissions Team (Deferral requests) Student Administration Team (Suspension requests)	Supporting evidence

7. Assess Academic Impact	- Assess whether the requested duration is reasonable and consistent with course progression requirements. - Where excessive or repeated, consider refusal or cancellation	Student Admissions Team (Deferral requests) Student Administration Team (Suspension requests)	Student records; Course schedule
8. Assess Financial Implications	- Confirm timing of request relative to the academic term. - Determine whether the request is a deferral (pre-commencement) or suspension (post-commencement). - Identify whether a fee transfer may apply in accordance with the Fees and Refunds Policy and Procedure. - Refer complex cases to Finance where required.	Student Administration / Finance Team	Fees and Refunds Policy; Student account record
9. Notify Outcome (Deferral/Suspension)	Notify the student in writing of the outcome, including reasons for approval or refusal and any financial implications.	Student Admissions Team (Deferral requests) Student Administration Team (Suspension requests)	Application response template
10. Submit Cancellation Request	Student submits Course Cancellation Form with supporting documentation.	Student	Cancellation Form
11. Assess Cancellation Request	Review application, confirm supporting evidence and determine whether compassionate or compelling	Student Administration Team	Student application

	circumstances apply (if relevant).		
12. Determine Refund Outcome	Assess refund eligibility in accordance with the Fees and Refunds Policy and Procedure and Written Agreement.	Student Administration Team	Fees and Refunds Policy; Written Agreement
13. Notify Cancellation Outcome	Inform student in writing of outcome, including any applicable fees or refunds.	Student Administration Team	Student record
14. Manage Provider Default Situations	Where ALG is unable to deliver a course, assess student options including refunds, alternative placement and PRISMS reporting obligations.	Student Administration Team / Quality Assurance (QA) Team	Fees and Refunds Policy and Procedure
15. Identify Provider-Initiated Action	Identify circumstances requiring provider-initiated deferral, suspension or cancellation.	Student Administration Team / QA Team	Course Progress and Attendance Policy and Procedure
16. Issue Notice of Intention to Report	Issue written notice outlining reasons and proposed action.	Student Finance Team (ITR – Non-payments) Student Administration Team (ITR- Unsatisfactory Course Progress)	Notice of Intention to Report
17. Advise Right to Appeal (including deferral and suspension decisions)	Inform student of right to access complaints and appeals process (20 working days).	Student Administration Team	Complaints and Appeals Policy
18. Manage Appeals Process	Where appeal is lodged, delay action until internal process is complete unless safety risk applies.	Student Administration Team	Appeals records

6. Related Documents

- Transfer Between Registered Providers Policy and Procedure
- Course Progress and Attendance Policy and Procedure

- Fees and Refunds Policy and Procedure
- Complaints and Appeals Policy and Procedure
- Course Deferral Form
- Course Suspension Request Form
- Course Cancellation Form
- Refund Application Form
- Fees Schedule
- Records Management Policy and Procedure

7. Document Information and Review

Document Information		
Document ID	STU-07	
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Responsible officer	Joe Lynch	
Key Stakeholder(s)	Students, ALG Staff members	
Approval by	CEO	
Endorsed by	Academic Director and Head of Quality Assurance	
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