

Deferment, Suspension or Cancellation of Student Enrolment Policy & Procedure

1.0 Policy

This Policy and Procedure outlines the processes implemented by Princeton International College for the deferral, suspension and cancellation of international student enrolments in accordance with:

- Education Services for Overseas Students Act 2000 (ESOS Act)
- National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018), including Standard 9
- Standards for Registered Training Organisations (RTOs) 2025
- ELICOS Standards 2018 (where applicable)

This policy ensures that Princeton International College manages deferral, suspension and cancellation processes fairly, consistently and transparently while supporting student wellbeing, compliance obligations and student visa requirements.

Princeton International College ensures that:

- students are informed of the impact of deferral, suspension or cancellation on their enrolment and student visa
- students are provided access to complaints and appeals processes before provider-initiated suspension or cancellation takes effect
- compassionate or compelling circumstances are considered appropriately
- all decisions are supported by documented evidence and maintained within authorised institutional records
- PRISMS reporting obligations are managed in accordance with ESOS requirements

This policy forms part of Princeton International College's governance, student support and compliance framework.

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1.2 Scope

This policy applies to all international students enrolled in VET and ELICOS courses at Princeton International College and to all staff involved in student support, enrolment management, compliance, PRISMS reporting and student administration processes.

1.3 Governance and Compliance

Princeton International College monitors deferral, suspension and cancellation activities as part of its governance, compliance and student support framework.

The CEO maintains overall responsibility for oversight of compliance with ESOS Act requirements, National Code obligations and PRISMS reporting requirements.

Issues, risks, complaints, appeals and trends relating to student deferrals, suspensions and cancellations are reviewed through management and governance processes and recorded within the Continuous Improvement Register where required.

2.0 Procedure

2.1 Student Initiated Deferral, Suspension or Cancellation of Enrolment

Student Initiated Deferral or Suspension

International students may apply to temporarily defer the commencement of their studies or temporarily suspend their enrolment after commencement in limited circumstances.

Princeton International College will only approve a student-initiated deferral or suspension where compassionate or compelling circumstances exist and appropriate supporting evidence is provided in accordance with the ESOS Act 2000, National Code 2018 and applicable regulatory requirements.

Compassionate or compelling circumstances may include, but are not limited to:

- serious illness or injury supported by a medical certificate confirming the student is unable to attend classes
- bereavement of close family members such as parents or grandparents
- major political upheaval or natural disaster in the student's home country requiring emergency travel
- a traumatic experience, including involvement in or witnessing a serious accident or serious crime, supported by appropriate evidence where possible

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- inability to commence studies due to delay in receiving a student visa
- where Princeton International College is unable to offer a required unit or course component
- other exceptional circumstances assessed on an individual case basis

The above examples are not exhaustive. Each application is assessed individually based on the student's circumstances and supporting evidence provided.

Students requesting deferral or suspension must:

- complete the Application to Defer, Suspend or Cancel Enrolment Form
- provide supporting evidence relevant to the request
- submit the application to the Student Support Officer
- continue to comply with the Written Agreement and Princeton International College policies and procedures

A request for deferral must generally be submitted prior to course commencement.

A request for suspension after commencement must clearly explain the compassionate or compelling circumstances supporting the request.

The Student Support Officer will:

- review the application and supporting documentation
- consult with the CEO where required
- assess whether compassionate or compelling circumstances have been demonstrated
- determine whether the request is approved or rejected within 10 working days where possible
- maintain records of the application and supporting evidence within the student file
- notify the student in writing of the outcome of the application
- advise the student that any approved deferral or suspension may affect their student visa and that students should contact the Department of Home Affairs for further advice regarding their visa status

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- provide the application outcome and supporting documentation to the CEO for PRISMS reporting where required

Where a request is rejected, the student will be informed in writing of:

- the reasons for the decision
- their right to access Princeton International College's Complaints Handling Policy and Procedure and Appeals Handling Policy and Procedure within 20 working days

Where the internal appeal outcome supports Princeton International College, the student will also be informed of their right to access an external appeals process where applicable.

Princeton International College will maintain the student's enrolment while the internal complaints and appeals process is ongoing and until the process is completed. This will be managed in accordance with the Appeals Handling Policy and Procedure.

Student Initiated Cancellation

Students may request cancellation of their enrolment where they decide to discontinue studying with Princeton International College.

Students seeking to transfer to another provider prior to completing six months of study in their principal course must provide:

- a completed Application to Defer, Suspend or Cancel Enrolment Form
- a valid Letter of Offer from another registered provider

These requests will be managed in accordance with the Transfer Between Providers Policy and Procedure.

Students requesting cancellation after completing six months of study in their principal course must:

- complete the Application to Defer, Suspend or Cancel Enrolment Form
- submit the request to the Student Support Officer

The Student Support Officer will:

- review and process the request
- maintain records relating to the cancellation request within the student file

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- notify the student in writing of the outcome
- advise the student that cancellation of enrolment may affect their student visa and that they should contact the Department of Home Affairs for advice regarding their visa status
- provide the cancellation outcome and supporting documentation to the CEO for PRISMS reporting where required

Students requesting cancellation of enrolment may also be subject to the terms and conditions outlined within the Written Agreement and Fees and Refund Policy and Procedure.

2.2 Provider Initiated Deferral, Suspension or Cancellation of Enrolment

Provider Initiated Deferral

Princeton International College may defer the commencement of a course where:

- the course is not being offered at the proposed commencement date
- the course is not available at the proposed delivery location
- there are insufficient enrolments
- unforeseen operational circumstances occur
- other exceptional circumstances prevent delivery of the course

Where provider default occurs, Princeton International College will manage the matter in accordance with the ESOS Act 2000, Tuition Protection Service requirements and the Fees and Refund Policy and Procedure.

Students will be informed in writing of:

- the reason for the deferral
- available alternative course options where applicable
- applicable refund arrangements
- any impact on their enrolment or student visa

Provider Initiated Suspension or Cancellation

Princeton International College may suspend or cancel a student's enrolment where:

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- the student has failed to pay outstanding fees in accordance with the Written Agreement
- the student has breached Princeton International College policies or student code of conduct requirements
- serious behavioural misconduct has occurred
- academic misconduct has occurred
- the student has failed to maintain satisfactory course progress or attendance requirements where applicable
- the student has ceased engagement with their studies, cannot be contacted or has failed to respond to welfare and engagement intervention processes managed in accordance with the VET Student Engagement and Non-Attendance Policy and Procedure
- the student has provided false or misleading information
- the student's behaviour is considered a risk to staff, students or the reputation and operations of Princeton International College

Academic Misconduct may include, but is not limited to:

- plagiarism
- collusion
- cheating during assessments
- submitting work completed by another person
- falsification of documents or assessment evidence

Students who fail to meet satisfactory VET course progress requirements may be managed in accordance with the Monitoring International Student VET Course Progress Policy and Procedure. Students who cease engagement, become non-contactable or fail to respond to welfare and engagement processes may also be managed in accordance with the VET Student Engagement and Non-Attendance Policy and Procedure, including welfare checks, intervention processes and enrolment cancellation procedures where applicable.

Students enrolled in ELICOS courses are also required to meet attendance requirements in accordance with the ELICOS Attendance Monitoring Policy and Procedure and applicable visa requirements.

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General Misconduct may include behaviour that:

- disrupts training or learning activities
- breaches Princeton International College policies or lawful directions
- involves harassment, bullying, discrimination or intimidation
- damages property or facilities
- places staff or students at risk
- involves dishonest or unlawful conduct
- negatively affects the safety, wellbeing or reputation of Princeton International College

Where concerns relating to misconduct arise:

- students will be treated fairly, respectfully and with due regard to privacy and procedural fairness
- each matter will be assessed individually based on the available evidence
- students will be provided an opportunity to respond to allegations or concerns raised

The CEO may determine appropriate actions based on the seriousness of the matter, including:

- formal warning
- additional support or intervention requirements
- reassessment requirements
- temporary suspension of enrolment
- cancellation of enrolment

Where Princeton International College intends to suspend or cancel a student's enrolment, the student will receive written notification outlining:

- the intention to suspend or cancel the enrolment
- reasons for the decision

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- the proposed suspension period or cancellation date
- the student's right to access the internal appeals process within 20 working days
- the fact that the decision may affect the student's visa
- advice that the student should contact the Department of Home Affairs regarding visa implications

The written notification will also advise that:

- Princeton International College will maintain the student's enrolment while the internal complaints and appeals process is ongoing and until the process is completed
- the student will not be reported via PRISMS until the internal appeals process has been completed, unless extenuating circumstances relating to the student's health or wellbeing, or the wellbeing of others, apply

(Extenuating circumstances may include situations where the student's health or wellbeing, or the wellbeing of others, is likely to be at risk if the student's enrolment is maintained during the appeals process)

- the student's right to make complaints and seek appeals does not remove their rights under Australian Consumer Law where applicable

The Student Support Officer will:

- maintain all records relating to the suspension or cancellation process
- maintain records of communication, supporting evidence and outcomes
- provide all relevant records, communication and supporting documentation to the CEO to support PRISMS reporting requirements where applicable

2.3 Default Notifications

Princeton International College will report provider default and student default matters through PRISMS in accordance with ESOS Act requirements and applicable regulatory obligations.

Provider default notifications will be reported within required regulatory timeframes.

Student default notifications will also be reported within required regulatory timeframes where applicable.

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Princeton International College will maintain records relating to:

- PRISMS reporting
- default notifications
- refund outcomes
- alternative course offers
- communication with students
- supporting evidence and documentation

All PRISMS reporting activities are managed directly by the CEO, who maintains overall responsibility for PRISMS compliance, reporting accuracy and regulatory oversight.

3. Roles and Responsibilities

Princeton International College ensures that responsibilities relating to student deferral, suspension and cancellation processes are clearly defined and implemented to support student wellbeing, regulatory compliance, accurate PRISMS reporting and fair decision-making processes. Staff involved in these processes are responsible for ensuring that students are treated fairly, provided with appropriate support and informed of their rights and obligations throughout the process.

Position	Key Responsibilities
Chief Executive Officer (CEO)	Maintains overall responsibility for governance, compliance and oversight of all student deferral, suspension and cancellation processes. Reviews complex or high-risk matters, including misconduct matters, provider-initiated suspensions or cancellations and PRISMS reporting obligations. Ensures all decisions are managed in accordance with the ESOS Act 2000, National Code 2018 and Princeton International College policies and procedures. Oversees continuous improvement and compliance monitoring relating to student enrolment variations.
Student Support Officer	Provides operational support to students seeking to defer, suspend or cancel their enrolment and assists the CEO with the administration of student requests and related processes. Assists students with application requirements, collection of supporting evidence, communication processes, available support services and general information relating to enrolment variations. Maintains communication with students where

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	required and supports student welfare and engagement processes. Maintains records relating to applications, communications, supporting documentation and outcome notifications within authorised institutional systems.
Training Manager	Assists in reviewing matters relating to academic progress, academic misconduct, participation and intervention requirements for VET students. Supports implementation of intervention strategies and provides advice regarding training-related matters where required. Assists with monitoring ongoing student engagement and course progress concerns linked to suspension or cancellation matters.
ELICOS Coordinator	Assists in reviewing matters relating to ELICOS student attendance, participation, engagement and student support requirements. Supports attendance monitoring, intervention and student support processes for ELICOS students where required. Provides input regarding attendance-related concerns and engagement issues affecting ELICOS students.
Administration Officer	Supports administrative processes relating to enrolment variations, document processing, records management and document retention requirements where required.
Trainers and Assessors	Monitor student participation, engagement, academic progress and behavioural concerns during training and assessment activities. Escalate identified concerns to relevant staff members where required and support intervention and student support processes in accordance with Princeton International College procedures.

4. Records Management

Princeton International College maintains accurate, complete and secure records relating to student deferral, suspension and cancellation processes.

Records are maintained within Wisenet and authorised cloud-based institutional systems with access restricted to authorised personnel based on staff roles and responsibilities.

Records may include:

- student applications and supporting evidence
- medical certificates and supporting documentation
- communication records and meeting notes
- welfare and intervention records

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- complaints and appeals documentation
- PRISMS reporting records
- suspension and cancellation notices
- provider default and student default records
- outcome notifications and approvals

All records are retained in accordance with the Records Management Policy and Procedure, ESOS Act 2000 and applicable regulatory requirements. Records are accessible only to authorised personnel and are maintained in accordance with privacy, confidentiality and regulatory requirements.

5. Continuous Improvement

Princeton International College reviews deferral, suspension and cancellation processes as part of its continuous improvement, governance and compliance framework.

Feedback, complaints, appeals, PRISMS reporting outcomes, student support issues and identified risks are monitored to identify opportunities for improvement.

Issues, corrective actions and improvement opportunities are recorded within the Continuous Improvement Register and monitored through management and governance processes under the oversight of the CEO.

Relevant Documents

- Transfer Between Providers Policy and Procedure
- Fees and Refund Policy and Procedure
- Monitoring International Student VET Course Progress Policy and Procedure
- VET Student Engagement and Non-Attendance Policy and Procedure
- ELICOS Attendance Monitoring Policy and Procedure
- Complaints Handling Policy and Procedure
- Appeals Handling Policy and Procedure
- Student Handbook
- Application to Defer, Suspend or Cancel Enrolment Form