



CRICOS-POL-003 — Deferral, Suspension & Cancellation Policy

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1. Purpose

This policy establishes the grounds and process for deferring, suspending, or cancelling the enrolment of overseas students in accordance with National Code 2018 Standard 9 and the ESOS Act 2000.

2. Definitions

Deferral: A postponement of the commencement of a course before the student has begun studying.

Suspension: A temporary interruption to the enrolment of a student who has commenced their course.

Cancellation: The permanent ending of a student's enrolment with RTO 45156.

3. Important note — visa implications

Deferral, suspension, and cancellation of enrolment have significant implications for an overseas student's visa. When RTO 45156 reports a change in a student's enrolment status in PRISMS, the Department of Home Affairs (DHA) may take action in relation to the student's student visa. RTO 45156 advises all students of this risk before taking any action under this policy and recommends that students seek advice from a registered migration agent (mara.gov.au) before requesting or consenting to a deferral, suspension, or cancellation.

4. Grounds for deferral

RTO 45156 may grant a deferral of course commencement on the following grounds:

Student-initiated deferral:

- Serious illness or injury (supported by medical documentation)
- Death of an immediate family member (supported by documentation)
- Natural disaster or major emergency directly affecting the student
- Compelling personal circumstances beyond the student's control

Provider-initiated deferral:

- The course cannot commence as scheduled due to circumstances beyond our control
- The student does not yet meet visa entry requirements (with consent and time to rectify)

RTO 45156 does not unreasonably refuse a student-initiated deferral where genuine grounds are demonstrated.

5. Grounds for suspension

RTO 45156 may grant or initiate a suspension of a student's enrolment on the following grounds:

Student-initiated suspension (compassionate and compelling grounds):

- Serious illness or injury preventing participation (supported by medical documentation)
- Bereavement — death of an immediate family member
- Major political unrest or natural disaster in the student's home country
- Traumatic experience significantly affecting the student's wellbeing or studies
- Other circumstances the CRICOS Manager determines are compassionate and compelling

Provider-initiated suspension:

- Misconduct by the student (following a misconduct investigation process that gives the student an opportunity to respond)
- Academic misconduct (plagiarism, cheating) where the outcome of the misconduct process is suspension
- The student has not paid fees as agreed and has been given written notice and an opportunity to pay



6. Grounds for cancellation

RTO 45156 may cancel a student's enrolment on the following grounds:

Student-initiated cancellation:

- The student voluntarily withdraws from the course

Provider-initiated cancellation:

- The student fails to meet academic progress requirements after intervention and support (Standard 8 process exhausted)
- The student's attendance is non-compliant and all intervention steps have been completed without improvement
- The student has not paid fees despite written notice and a reasonable opportunity to pay
- Serious and repeated misconduct by the student (following a fair misconduct process)
- The student is found to have provided fraudulent documentation to obtain enrolment

7. Process — student-initiated deferral or suspension

1. Student submits a written request to the CRICOS Manager with supporting documentation
2. The CRICOS Manager assesses the request within 5 business days
3. The student is notified in writing of the decision and the reasons
4. If approved: the new course commencement or return date is agreed and the CoE is updated in PRISMS
5. If declined: the student is advised of their right to appeal under GOV-POL-003

8. Process — provider-initiated suspension or cancellation

Where RTO 45156 initiates a suspension or cancellation, the student must be given an opportunity to respond before a decision is made:

1. The CRICOS Manager notifies the student in writing of:
 - The reason for the proposed action
 - The evidence or basis for the decision
 - The student's right to respond within 20 business days
 - The student's right to access the complaints and appeals process
 - The potential visa implications of the proposed action
 - The contact details for the Overseas Student Ombudsman
2. The student is given 20 business days to respond and may include supporting documentation
3. The CRICOS Manager reviews the response and makes a final decision
4. The student is notified in writing of the final decision and the reasons
5. If the decision is to proceed with suspension or cancellation, the student is informed that the decision will be reported to DHA via PRISMS
6. The student is reminded of their right to appeal before the report is made to DHA

9. Appeals

A student may appeal any deferral, suspension, or cancellation decision under GOV-POL-003 Complaints & Appeals Policy. RTO 45156 does not report the decision to DHA via PRISMS until:

- The appeals process is complete, or
- The student has chosen not to appeal, or
- The 20-business-day response period has expired without a response

10. PRISMS reporting

Once a decision is final and all appeal rights are exhausted or waived, the CRICOS Manager updates PRISMS within the timeframe required by the ESOS Act. All DSC actions are recorded in the DSC Register (CRICOS-REG-003).

11. CoE end date and course duration

Where a deferral or suspension is approved, the CoE end date may be extended to accommodate the additional time. The extended CoE must accurately reflect the new expected completion date. Students are advised to check their visa expiry date and seek migration advice if the new CoE end date approaches their visa expiry.



12. Refunds

Refund entitlements on cancellation or deferral are governed by the written agreement (which must comply with the ESOS Act minimum requirements), FIN-POL-002 Refund Policy, and the ESOS Act Tuition Protection Service provisions.

13. Related documents

- CRICOS-POL-001 Overseas Student Enrolment Policy
 - CRICOS-REG-001 PRISMS Data Management Register
 - CRICOS-REG-003 DSC Register
 - GOV-POL-003 Complaints & Appeals Policy
 - FIN-POL-002 Refund Policy
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