



Deferring, Suspension or Cancellation of Enrolment Policy

1. Purpose

This policy outlines how ALACC manages the deferral, suspension, or cancellation of enrolment for overseas students, either initiated by the student or the College. ALACC ensures compliance with the Education Services for Overseas Students (ESOS) Act 2000 and the National Code of Practice (Standard 9) to safeguard the integrity of the student visa program and student welfare.

An overseas student's enrolment may be deferred, suspended, or cancelled:

- **By the student**, due to compassionate or compelling circumstances.
- **By ALACC**, for breaches of visa conditions, misbehaviour, non-payment of fees, failure to meet course progress or attendance requirements, or other grounds in line with this policy.

2. Scope

This policy applies to all overseas students enrolled in CRICOS-registered courses at ALACC.

ALACC will:

- Maintain a **documented process** for assessing, approving, and recording deferments, suspensions, or cancellations.
- Notify overseas students **in writing** of any intention to suspend or cancel enrolment and provide **20 working days** to access ALACC's internal complaints and appeals process, unless health or safety risks apply.
- Refer students to the Department of Home Affairs (DHA) for advice on the **impact on their visa**.
- Maintain up-to-date enrolment information in **PRISMS** and ensure all records are retained in the student file.

3. Procedure



a. Student-Initiated Deferrals or Suspensions

Students may apply to defer the commencement or temporarily suspend their enrolment due to compassionate or compelling circumstances, including:

- Serious illness or injury (evidence required, e.g., medical certificate)
- Bereavement of close family member (death certificate if possible)
- Political unrest or natural disaster in home country
- Traumatic experience (e.g., crime or serious accident, with police or psychological reports)
- Course unavailability (e.g., prerequisite not offered or failed)
- Visa processing delays

Process:

- Application must be submitted in writing with supporting evidence.
- ALACC will assess the application using professional judgement and maintain documented evidence of decisions.
- If approved, the change is reported in PRISMS.

b. Provider-Initiated Deferral, Suspension or Cancellation

ALACC may initiate suspension or cancellation based on:

- Misconduct (academic or general)
- Non-payment of fees
- Breach of visa, course progress, or attendance requirements

Process:

- Student is issued a **Notice of Intention to Suspend/Cancel** with **20 working days** to appeal.
- If no appeal is lodged or the appeal is unsuccessful, the change is reported in PRISMS.
- For health or safety risks, ALACC may act immediately but must document and justify the decision.

No appeal opportunity is required where the student:

- Is missing or experiencing serious psychological issues



- Is at risk of harming themselves or others
- Engages in or threatens criminal behaviour

4. PRISMS and Confirmation of Enrolment (CoE) Impacts

Depending on the action taken, ALACC will:

1. **Maintain CoE** with notice recorded in PRISMS – no change to end date.
2. **Cancel and reissue CoE** if the deferment/suspension affects the course end date.
3. **Cancel enrolment** permanently – CoE status is updated to 'Cancelled'.

Suspension periods are **excluded from attendance monitoring**.

5. Legislation and Standards

- *ESOS Act 2000*
- *National Code of Practice for Providers of Education and Training to Overseas Students 2018 – Standard 9*
- *Migration Act 1958* (as it relates to visa compliance)

6. Supporting Documentation

- Student Request Forms and Evidence
- PRISMS Notifications
- Internal Complaints and Appeals Records
- Written Communications with Students

7. Document Control



Policy:	Deferring, Suspension or Cancellation of Enrolment Policy
Policy owner:	CEO / Director of Studies
Reviewed by:	Compliance Team
Approval authority:	Dr Janet Lawrence, D.Ed., FACN CEO/Director of Studies
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Next review:	April 2027
Summary of changes:	This policy has been updated to align with the new 2025 standards, with clearer procedures for student- and provider-initiated deferrals, suspensions, and cancellations.