

## Deferral, Suspension & Cancellation Policy

(Including Overseas Student Requirements)

### 1. Purpose

The purpose of this policy is to ensure that Contempo College manages student requests for **deferral, suspension, and cancellation of enrolment** in a manner that is:

- Fair, transparent, and consistent
- Compliant with the **Standards for RTOs 2025**
- Compliant with the **National Code of Practice 2018 (Standard 9)**
- Compliant with the **ESOS Act and Regulations**
- Supportive of student welfare, while protecting regulatory integrity

### 2. Legislative and Regulatory Framework

This policy is informed by and complies with:

- Standards for Registered Training Organisations (RTOs) 2025
- Education Services for Overseas Students (ESOS) Act 2000
- ESOS Regulations 2019
- National Code of Practice for Providers of Education and Training to Overseas Students 2018 (Standard 9)

### 3. Scope

This policy applies to:

- All students enrolled at Contempo College
- Domestic and overseas students
- All staff responsible for student administration and compliance

Additional requirements apply to overseas students under the National Code and ESOS framework.

### 4. Definitions

#### **Deferral:**

A temporary delay to the commencement of a course before the student starts.

#### **Suspension:**

A temporary pause in a student's enrolment after course commencement.

#### **Cancellation:**

Termination of a student's enrolment before course completion.

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## 5. Deferral, Suspension & Cancellation – General Principles

Contempo College ensures that:

- Decisions are documented and evidence-based
- Students are informed of the implications of decisions
- Procedural fairness and natural justice are upheld
- Overseas students are advised of visa implications where applicable

## 6. Student-Initiated Deferral or Suspension

### 6.1 Grounds for Approval

Deferral or suspension may be approved when:

- Compassionate or compelling circumstances exist
- The student provides supporting documentary evidence

Examples include:

- Serious illness or injury
- Bereavement of a close family member
- Trauma or significant personal hardship
- Unavoidable legal or political events
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### 6.2 Application Process

Students must:

- Submit a written request
- Provide supporting evidence where required

Requests are assessed by the Campus Manager or delegate.

## 7. College-Initiated Suspension or Cancellation

Contempo College may initiate suspension or cancellation due to:

- Unsatisfactory course progress or attendance
- Non-payment of fees
- Academic misconduct
- Breach of student code of conduct

Students are notified in writing and provided an opportunity to respond.

## 8. Overseas Students – Specific Requirements

### 8.1 Visa and PRISMS Implications

For overseas students:

- Deferrals, suspensions, and cancellations are reported through **PRISMS** where required
- Students are advised that changes may impact their student visa

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## 8.2 Complaints and Appeals Access

Overseas students are provided access to the **Complaints & Appeals process** before:

- Any cancellation takes effect
- Any reporting to PRISMS occurs

The student's enrolment is maintained until internal (and external, if accessed) appeals are completed, unless serious misconduct applies.

## 9. Compassionate and Compelling Circumstances

Compassionate or compelling circumstances are:

- Beyond the student's control, and
- Impact the student's ability to commence or continue their studies

Each case is assessed individually.

## 10. Records and Evidence

Contempo College maintains records of:

- Requests for deferral, suspension, or cancellation
- Evidence provided by the student
- Decision outcomes and communications
- PRISMS reporting confirmations

Records are retained securely in accordance with the Document & Records Management Policy.

## 11. Roles and Responsibilities

- **Principal Executive Officer (PEO)**
  - Ensures decisions align with ESOS obligations and provider integrity
- **Campus Manager**
  - Assesses requests and makes decisions
  - Ensures PRISMS reporting compliance
- **Staff**
  - Advise students accurately on options and implications

## 12. Monitoring, Review and Continuous Improvement

This policy is reviewed through:

- Analysis of deferral and cancellation trends
- Complaints and appeal outcomes
- Internal audits
- Regulatory updates

Improvements are recorded in the **Continuous Improvement Register**.

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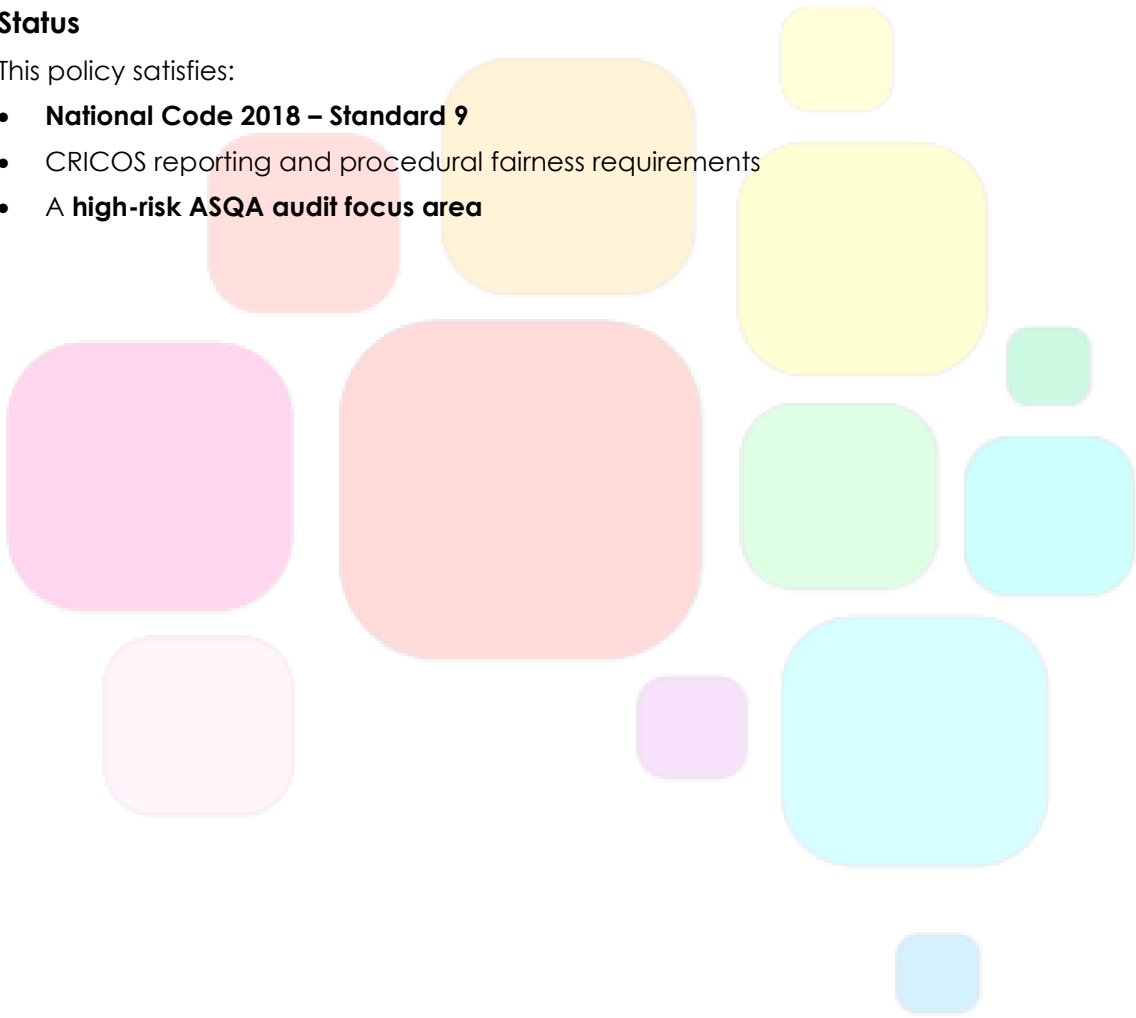
### 13. Related Policies

- Student Admission & Enrolment Policy
- Overseas Student Course Progress, Attendance & Intervention Policy
- Fees, Charges, Refunds & Provider Default Policy
- Complaints & Appeals Policy
- Governance, Risk & Compliance Policy

### 14. Status

This policy satisfies:

- **National Code 2018 – Standard 9**
- CRICOS reporting and procedural fairness requirements
- A **high-risk ASQA audit focus area**



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