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Deferral, Suspension, and Cancellation Policy and Procedures

Policy Overview

This policy outlines the conditions and procedures under which SGSCC students may defer, suspend, or cancel their enrolment. It ensures compliance with the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018), Education Services for Overseas Students (ESOS) Act 2000, and other relevant regulations.

SGSCC recognises that students may need to defer or suspend their studies due to personal, medical, or other compassionate and compelling reasons. The college also retains the right to suspend or cancel a student's enrolment under specific circumstances, such as non-payment of fees or breaches of college policies.

Purpose and Rationale

This policy aims to:

- Provide clear guidelines for students and staff regarding deferral, suspension, and cancellation of enrolment.
- Ensure compliance with regulatory requirements, particularly Standard 9 of the National Code 2018.
- Maintain transparency in the decision-making process.
- Support students facing genuine difficulties while upholding academic and administrative integrity.
- Outline the process for notifying government authorities, including PRISMS (Provider Registration and International Student Management System), in cases involving international students.

Procedures and Implementation:

1. Deferral of Enrolment:

A deferral refers to a student postponing their commencement date before the course starts.

Eligibility for Deferral

Students may apply for a deferral if they experience:

- Medical reasons (e.g., serious illness or injury, supported by a medical certificate).
- Compassionate or compelling circumstances (e.g., family emergencies, natural disasters, visa

delays).

- Other valid reasons as determined by SGSCC.

Deferral Process

Step 1 - Student Request: Submit a completed Deferral Request Form with supporting documents to SGSCC's Student Services.

Step 2 - Assessment: The request will be assessed by the Admissions team within 5 business days.

Step 3 - Decision Notification: The student will receive written notification of the outcome.

Step 4 - Reporting (International Students): If approved, SGSCC will update PRISMS to reflect the deferral and issue a new Confirmation of Enrolment (CoE) if required.

2. Suspension of Enrolment

Suspension refers to a temporary halt in studies after the student has commenced their course. A student or SGSCC may initiate a suspension.

Student-Initiated Suspension

Students may request a suspension due to:

- Medical conditions (medical certificate required).
- Personal circumstances that significantly impact their ability to study.
- Compassionate or compelling reasons.

College-Initiated Suspension

SGSCC may suspend a student's enrolment for reasons including:

- Breach of College Policies (e.g., misconduct, academic dishonesty, harassment, breach of student code of conduct).
- Non-payment of fees after repeated reminders.
- Failure to meet academic progress requirements.

Suspension Process

1. Student-Initiated Suspension

- Submit a Suspension Request Form with supporting documents.
- SGSCC reviews the request within 5 business days.
- If approved, the student receives a written confirmation.
- For international students, PRISMS is updated accordingly.

2. College-Initiated Suspension

- The student is issued a Notice of Intention to Suspend explaining the reason.
- The student has 20 working days to appeal.
- If no appeal is lodged or if the appeal is unsuccessful, the suspension is implemented.
- International students' details are updated in PRISMS.

3. Cancellation of Enrolment

SGSCC - St George & Sutherland Community College Inc.

127-129 Sutherland Road Jannali, NSW 2226

P: 02 9528 3344 • E: enquiries@sgscc.edu.au • W: sgscc.edu.au

RTO: 7091 • CRICOS Provider No: 03122K • NDIS Registered Provider: 4050004600 • ABN: 89 753 440 576

Cancellation refers to the termination of a student's enrolment, either voluntarily or by SGSCC.

Student-Initiated Cancellation

Students may request to withdraw from their course for reasons such as:

- Personal circumstances.
- Transfer to another provider.
- Financial difficulties.

College-Initiated Cancellation

SGSCC may cancel enrolment for reasons including:

- Non-payment of tuition fees.
- Serious breach of college policies, including academic misconduct.
- Failure to meet visa conditions (for international students).
- Providing fraudulent documents or misleading information.

Cancellation Process

1. Student-Initiated Cancellation

- Submit a Cancellation Request Form with reasons and supporting evidence.
- SGSCC reviews the request within 5 business days.
- The student is notified of the outcome.
- If an international student requests cancellation to transfer to another provider, they must provide evidence of enrolment with the new institution.

2. College-Initiated Cancellation

- The student receives a Notice of Intention to Cancel with reasons.
- The student has 20 working days to appeal.
- If no appeal is received or if the appeal is unsuccessful, cancellation is implemented.
- PRISMS is updated, and relevant authorities are notified for international students.

Appeals and Complaints

Students have the right to appeal any decision related to deferral, suspension, or cancellation. Appeals must be lodged within 20 working days of receiving the decision.

Appeal Process:

1. Submit a Formal Appeal Form to SGSCC's Complaints and Appeals Committee.
2. The appeal will be reviewed within 10 business days.
3. The student will receive written notification of the outcome.
4. If dissatisfied, the student may escalate the appeal to an external body such as the NSW Ombudsman or the Administrative Appeals Tribunal (AAT).

During the appeal process, international students remain enrolled unless the matter involves visa-related breaches.

Applicability and Responsibilities

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This Policy applies to:

- international students enrolled in SGSCC courses.
- staff involved in student admissions, enrolment management, and compliance.

Responsibilities

Stakeholder	Responsibilities
Students	Submit requests with valid reasons and supporting documents. Maintain communication with SGSCC regarding their enrolment status.
Student Services	Process deferral, suspension, and cancellation requests in a timely manner. Notify students of decisions and appeal rights.
International Program Manager/Sales Manager	Ensure PRISMS updates for international students. Maintain compliance with regulatory requirements.
SGSCC Management	Oversee policy implementation and handle escalated appeals.

References

This policy aligns with:

- Education Services for Overseas Students (ESOS) Act 2000
- National Code of Practice for Providers of Education and Training to Overseas Students 2018 – Standard 9
- Fair Work Act 2009 (for students in work placement programs)
- Privacy Act 1988 (for handling student information)