



Deferral, Suspension and Cancellation Policy

Policy and Procedure Document

WEG-POL-DSC-001 | Version 2026.v01

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✓ ACTIVE — CURRENT

Applicable Standards: National Code 2018 Standard 9 (Deferring, Suspending or Cancelling a Student's Enrolment) | ESOS Act 2000 | Outcome Standards 2.7 and 2.8



Document Control

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Version	2026.v01	Status	✓ Active — Current
Effective Date	17 March 2026	Review Date	17 March 2027
Document Owner	RTO Manager	Approved By	Abhay Kumar, Director of Operations
Audience	(S&T;) Students and Staff	Confidentiality	Public
Applicable Standards	NC 2018 Std 9 ESOS Act 2000 OS 2.7 OS 2.8	Applies To	All international students enrolled in CRICOS-registered courses at Wyatt Education Group

Version History

Version	Date	Author	Changes	Approved By
2026.v01	17 March 2026	Abhay Kumar	Initial release — aligned to National Code 2018 and 2025 ASQA Outcome Standards.	Abhay Kumar, Director of Operations

Wyatt Education Group acknowledges the Traditional Owners and Custodians of Country throughout Australia and acknowledges their continuing connection to land, waters and community. We pay our respects to the people, the cultures and the Elders past, present and emerging.

1. Purpose

This policy sets out the circumstances under which Wyatt Education Group may defer, suspend, or cancel an international student's enrolment, and the obligations and rights of students in each scenario. This policy is issued in accordance with **National Code 2018 Standard 9** and the **ESOS Act 2000**.

2. Scope

This policy applies to all international students enrolled in a CRICOS-registered course at Wyatt Education Group (CRICOS 04130B). It does not apply to domestic students, whose enrolment conditions are governed by separate internal procedures.

3. Definitions

Term	Definition
Deferral	A postponement of the student's course commencement date to a later agreed date, before the student has commenced their studies.
Suspension	A temporary interruption to a student's enrolment after commencement, during which the student is not enrolled or attending classes.
Cancellation	The permanent termination of a student's enrolment at Wyatt Education Group.
Student-initiated	A request made by the student for deferral, suspension, or cancellation.
Provider-initiated	An action taken by Wyatt Education Group against the student's wishes, typically due to a breach of conditions.
CoE	Confirmation of Enrolment — the electronic document issued through PRISMS that supports a student's visa application or continuation.

Important — Visa Implications: Any deferral, suspension, or cancellation of enrolment must be reported to the Department of Home Affairs via **PRISMS**. This may affect the student's visa status. Students are strongly advised to seek independent immigration advice from a registered migration agent before requesting or accepting any change to their enrolment status.

4. Student-Initiated Deferral

A student may request a deferral of their course commencement where genuine compelling circumstances exist. Wyatt Education Group will consider student-initiated deferral requests in the following circumstances:

- **Compassionate or compelling circumstances** — serious illness, bereavement, natural disaster, or other circumstances beyond the student's control

- **Visa processing delays** — where the student's visa has not been granted in time for the original commencement date
- **Financial hardship** — documented and unexpected financial difficulty that prevents commencement

Deferral Process

Step	Action	Timeframe
1	Student submits written deferral request to the RTO Manager with supporting documentation.	Before commencement date.
2	RTO Manager assesses the request against this policy.	Within 5 business days.
3	Student notified in writing of outcome — approved, refused, or conditional.	Within 5 business days.
4	If approved, new commencement date agreed and CoE updated in PRISMS.	Within 2 business days of approval.
5	Student notified of visa implications and advised to seek immigration advice.	At time of notification.

5. Student-Initiated Suspension

A student may request a temporary suspension of their enrolment (leave of absence) after commencement where compassionate or compelling circumstances exist. Requests will be considered for periods of **up to 12 weeks** unless exceptional circumstances apply.

Grounds for student-initiated suspension include:

- Serious illness or injury supported by medical documentation
- Death or serious illness of an immediate family member
- Significant trauma — ongoing effects of a traumatic event
- Natural disaster or major political upheaval in the student's home country

Course Progress Note: A suspension will affect the student's course progress and may require an extension of their CoE. The student must ensure their visa remains valid for any extended study period. Wyatt will update PRISMS accordingly.

6. Provider-Initiated Suspension and Cancellation

Wyatt Education Group may initiate suspension or cancellation of a student's enrolment in the following circumstances. Provider-initiated action requires the student to be given a formal written warning and an opportunity to respond before any action is taken, except where the student's safety or wellbeing is at immediate risk.

Ground	Action	Reporting to PRISMS
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Unsatisfactory course progress (after intervention)	Suspension or Cancellation	Required — NC Std 8
Unsatisfactory attendance (below 80% after intervention)	Suspension or Cancellation	Required — NC Std 8
Failure to pay tuition fees by due date	Suspension or Cancellation	Required
Breach of student conduct or academic integrity	Suspension or Cancellation	Required
Student provided false or misleading information	Cancellation	Required
Student visa cancelled by Department of Home Affairs	Cancellation	Required

Provider-Initiated Process — Mandatory Steps

- 1 Written warning:** Student issued a formal written warning outlining the breach, required remediation, and consequences of non-compliance. Minimum 20 working days to respond.
- 2 Student response:** Student is given a genuine opportunity to respond in writing or in person.
- 3 Outcome decision:** RTO Manager reviews the response and makes a written determination.
- 4 Appeal right:** Student is notified of the decision and their right to appeal under WEG-POL-CAP-001 before any PRISMS reporting occurs. Enrolment is maintained during the appeal process.
- 5 PRISMS reporting:** Only after the internal appeal process is concluded (or the appeal period has lapsed without lodgement) does Wyatt report the cancellation/suspension via PRISMS.

7. Student-Initiated Cancellation

A student may voluntarily cancel their enrolment at any time by providing written notice to the RTO Manager. The following applies:

- Refund of fees will be calculated in accordance with **WEG-POL-REF-001 — Refund Policy**
- Wyatt will report the cancellation to the Department of Home Affairs via PRISMS
- The student's CoE will be cancelled — this will affect their student visa
- The student is strongly advised to seek registered migration agent advice before cancelling

8. Right of Appeal

All provider-initiated suspension and cancellation decisions may be appealed by the student under **WEG-POL-CAP-001 — Complaints and Appeals Policy**. The student's enrolment status will be maintained

during the internal appeal process where it is lawful and safe to do so. If the internal appeal is unsuccessful, the student may seek external review through the **Overseas Students Ombudsman (OSO)** at no cost: ombudsman.gov.au/complaints/overseas-students | 1300 362 072.

9. PRISMS Reporting Obligations

Wyatt Education Group is required to report all changes to a student's enrolment status via PRISMS in accordance with the ESOS Act 2000 and National Code 2018. The RTO Manager is responsible for ensuring all PRISMS notifications are made accurately and within the required timeframes.

Event	PRISMS Action	Timeframe
Student-initiated deferral approved	Update CoE commencement date	Within 2 business days
Student-initiated suspension approved	Update CoE — record suspension period	Within 2 business days
Provider-initiated suspension (after appeal)	Report suspension	Within 2 business days of appeal conclusion
Enrolment cancelled (any reason)	Report cancellation — CoE cancelled	Within 2 business days of appeal conclusion
Enrolment reinstated after appeal	Update CoE status	Within 2 business days

10. Related Documents

Document	Code	Purpose
Complaints and Appeals Policy	WEG-POL-CAP-001	Appeal rights for suspension/cancellation decisions.
Refund Policy	WEG-POL-REF-001	Fee refund on cancellation.
Student Support Policy	WEG-POL-SSP-001	Intervention and support before action.
Transfer Policy	WEG-POL-TRF-001	Transfer as alternative to cancellation.

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