



Deferral, Suspension and Cancellation Policy

(Aligned with RTO Standards 2025)

1. Purpose of the policy

This policy outlines the conditions under which Mid City College may allow a student to defer commencement, temporarily suspend, or have their enrolment cancelled, ensuring compliance with regulatory and legislative requirements as per RTO Standards 2.1, 2.2, 2.3 & 2.4 and CRICOS: Standards 6: Student support and Standard 9: Deferring, suspending or cancelling the overseas student's enrolment. Mid City College will advise international students to contact the Department of Home Affairs for guidance on maintaining visa conditions during any enrolment changes.

2. Scope

This policy applies to all **students** enrolled in any qualification or course delivered by the Mid City College, as well as staff responsible for the administration of student enrolments.

3. Policy Statement

Mid City College ensures that deferral, suspension, or cancellation of enrolment is managed fairly, transparently, and in accordance with the **Standards for RTO Standards 2025 (Aligned to the revised RTO Standards Framework), National Code 2018, and ESOS Act 2000**.

The Mid City College supports students by maintaining accurate and timely reporting in **PRISMS** and providing clear communication regarding their enrolment status.

4. Definitions

- **Deferral:** A postponement of the commencement of studies by a student prior to the start date.
- **Suspension:** A temporary halt to studies after commencement, initiated by either the student or the Mid City College.
- **Cancellation:** The termination of a student's enrolment before course completion, initiated by either the student or the Mid City College

5. Acceptable Reasons for Deferral or Suspension

5.1 Student-Initiated Deferral or Suspension

Students may request reasonable adjustments in line with the Access and Equity Policy. These will be assessed without disadvantage to the student.

The Mid City College may approve deferral or suspension of enrolment in limited compassionate or compelling circumstances, which include but are not limited to:

- Serious illness or injury (with supporting medical certificate).
- Bereavement of a close family member.
- Major political upheaval or natural disaster affecting the student's home country.
- Traumatic experiences or other exceptional personal circumstances beyond the student's control.
- Delay in receiving a student visa or COE processing due to external factors.
- Course progression requirement changes.
- Significant family issues supported by evidence.
- Impact from COVID-19-like events (future-proof).

5.2 MID CITY COLLEGE-Initiated Suspension or Cancellation

Mid City College may immediately suspend a student where serious misconduct poses an immediate risk to staff,

Document Name:	Pol -017 Deferral Suspension and Cancellation Policy and Procedure 6.0	Created Date:	21/10/2021
Document No:	Version No: 6.0 Nov 2025	Last Modified Date:	21/11/2025
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students, or campus safety.

The Mid City College may initiate a suspension or cancellation of a student's enrolment due to:

- Misconduct as outlined in the **Student Code of Conduct**.
- Non-payment of tuition fees or breach of payment agreements.
- Failure to meet attendance, academic, or progress requirements.
- Breach of visa conditions (for international students).
- Providing false or misleading information to the Mid City College.

6. Process for Deferral, Suspension or Cancellation

6.1 Student-Initiated (CRICOS)

- Students must submit a Deferral/Suspension Request Form with supporting evidence.
- The Mid City College **will acknowledge receipt of the request within 2 business days**.
- The Mid City College will assess the request **within 5 business days** of receiving complete evidence (maximum 10 working days).
- The student will be notified **in writing** of the outcome **within 2 business days** of the decision being made.
- If approved, the Mid City College will:
 - update the student's enrolment in the SMS **within 1 business day**, and
 - **report the change in PRISMS within 10 days** of the decision, in accordance with National Code Standard 8.19.
 - The student will receive PRISMS confirmation **within 2 business days** of reporting.
- Fee refund eligibility resulting from approved suspension or cancellation will be assessed according to the Mid City College Refund Policy

6.2 MID CITY COLLEGE-Initiated (CRICOS)

- The Mid City College will issue a **Notice of Intention to Suspend or Cancel Enrolment (NOI)** **within 2 business days** of identifying a breach or concern.
- The student is given **20 working days** to access the internal appeals process.
- If the student appeals, the enrolment status will not be reported in PRISMS until the appeal is finalised (unless safety/welfare issues exist).
- The Mid City College will notify the student **within 2 business days** of the outcome. Once the decision is final, the Mid City College will:
 - implement the enrolment change in the SMS **within 1 business day**, and
 - **report the suspension or cancellation in PRISMS within 10 days** of the final decision (mandatory under National Code Standard 8.19).
 - The student will receive confirmation of PRISMS reporting **within 2 business days**.

7. Reporting in PRISMS

All approved deferrals, suspensions, and cancellations for international students will be reported in PRISMS **within 10 days of the decision**, as required under Standard 8.19 of the National Code.

- Reason codes in PRISMS will accurately match the nature of the enrolment change.
- The Mid City College will notify students **within 2 business days** after PRISMS reporting is completed.
- The Mid City College will also submit mandatory training activity data to NCVER in accordance with AVETMISS/NVETR obligations.

8. Impact on Confirmation of Enrolment (CoE)

- The CoE duration will be adjusted to reflect the new course completion date if the deferral or suspension extends the study period.

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- Mid City College will inform students in writing that deferring, suspending or cancelling enrolment may affect their student visa, and it is the student's responsibility to contact the Department of Home Affairs.
- Students are responsible for contacting the Department of Home Affairs regarding any visa implications arising from changes to enrolment status.

9. Record Keeping

- All documentation, correspondence, and evidence relating to deferral, suspension, or cancellation will be retained in the student's file for a minimum of **7 years**.
- Records will include approval letters, appeal outcomes, and PRISMS confirmation reports.
- All records will be stored securely in accordance with the Privacy Act 1988 and Mid City College's Privacy and Confidentiality Policy.

10. Appeals

- Students have the right to appeal any decision relating to deferral, suspension, or cancellation of enrolment under the **Complaints and Appeals Policy**.
- Appeals must be lodged within **20 working days** from the date of notification.
- The appeal process will be conducted in a fair, confidential, and timely manner, and students will receive written outcomes.
- If the internal appeals process does not resolve the matter, international students will be referred to the Overseas Students Ombudsman (OSO) for external appeal options as required under National Code Standard 10.

11. Responsibilities

- **Student Services Officer:** Receives and processes requests, updates PRISMS.
- **Training Manager:** Reviews and approves/declines requests.
- **CEO:** Ensures overall compliance with reporting and legislative obligations.

12. Notification

Notification and Timeframes (Expanded – Audit Ready)

Mid City College ensures all enrolment changes are communicated and reported **promptly and consistently**. The following timeframes apply:

Action	Deadline / Timeframe	Responsible
Acknowledge receipt of student request	Within 2 business days	Student Services
Assess request & make decision	Within 5 business days (max 10 working days)	Student Services / CEO
Issue decision outcome letter to student	Within 2 business days of decision	Student Services
Internal implementation of decision (SMS update)	Within 1 business day	Student Services
PRISMS reporting – all enrolment status changes	Within 10 days of decision (mandatory NC Standard 8.19)	Student Services / PEO
Notify student of PRISMS update	Within 2 business days of PRISMS action	Student Services

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Action	Deadline / Timeframe	Responsible
NOI for provider-initiated suspension/cancellation	Within 2 business days of issue arising	Student Services
Student appeal period	20 working days	Student
Final decision after appeal	Within 2 business days of appeal outcome	CEO

13. Related Documents

- Complaints and Appeals Policy
- Student Code of Conduct
- PRISMS Reporting Procedure
- Student Handbook
- ESOS Act 2000 and National Code 2018

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Development & Approval Information

Policy Author:	Sunil Baby
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Approval Body:	Director
Policy Status:	<input type="checkbox"/> New Draft <input type="checkbox"/> Updated Draft <input checked="" type="checkbox"/> Current
Key Stakeholders:	CEO Student Support Officer Admission Officer
Date Approved:	November 2025
Approved by:	CEO
Date of next review:	November 2026

Version History		
Version	Date	Details
2.1	21/10/2021	Original Draft
2.2	10/12/2023	Updated
3.0	10/12/2024	Approved by CEO
4.0	02/05/2025	Updated to Standards RTO 2025
5.0	10/10/2025	Approved by CEO
6.0	21/11/2025	Updated and Approved by CEO