



Deferral, Suspension, and Cancellation Policy

(Aligned with Standards for RTOs 2025, ESOS Act & National Code 2018)

1. Purpose

This policy outlines the conditions under which Mid City College may allow a student to defer commencement, temporarily suspend, or cancel enrolment, ensuring compliance with:

- Standards for RTOs 2025 (governance, student support, fair treatment, and record-keeping)
- ESOS Act 2000
- National Code of Practice for Providers of Education and Training to Overseas Students 2018 – Standard 9
- CRICOS registration obligations

Mid City College advises international students to contact the Department of Home Affairs regarding visa implications arising from any enrolment change.

2. Scope

This policy applies to:

- All students enrolled with Mid City College, including international students.
- All staff involved in enrolment administration and compliance.
- Where students are not subject to ESOS reporting, PRISMS-related requirements do not apply; however, principles of procedural fairness, notification, and record-keeping remain consistent.

3. Policy Statement

Mid City College manages deferral, suspension, and cancellation of enrolment **reasonably, transparently, and consistently**, ensuring students are informed of their rights and obligations and that all actions are supported by evidence and auditable records.

4. Definitions

- **Deferral:** Postponement of commencement before the course start date.
- **Suspension:** Temporary interruption of studies after commencement.
- **Cancellation:** Termination of enrolment before course completion.
- **Event date:** The **event date** is the **date the underlying change or incident took place** — for example:
 - the date a student **fails to commence** their studies by the **scheduled course start date on the CoE**,
 - the date a student **terminates/withdraws** from a course,
 - the date a **suspension or cancellation** of enrolment takes effect,
 - the date the final decision to report the student's progress is made, after interventions and appeals.
 - or the date a **provider default** occurs.

5. Acceptable Reasons for Deferral or Suspension

5.1 Student-Initiated

Deferral or suspension may be approved in **compassionate or compelling circumstances**, including but not limited to:

- Serious illness or injury (medical evidence required)
- Bereavement of a close family member
- Major political upheaval or natural disaster
- Traumatic personal circumstances
- Visa processing delays beyond the student's control
- Significant family issues supported by evidence

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- Pandemic-like or public health events

Requests are assessed in accordance with the Access and Equity Policy, without disadvantaging the student.

5.2 Provider-Initiated

Mid City College may suspend or cancel enrolment where:

- Serious misconduct poses an immediate risk to safety
- Tuition fees remain unpaid after due process
- Unsatisfactory attendance or course progress
- Disciplinary breaches
- The provider becomes aware of potential visa status issues
- False or misleading information has been provided
- In accordance with the Attendance Policy and Course Progress Policy.
- Failure to commence studies on the agreed start date without an approved deferment (non-commencement)

6. Process for Deferral, Suspension, or Cancellation

6.1 Student-Initiated deferment (before commencement of studies)

International students may apply to defer the commencement of their studies if they are unable to begin on the scheduled start date due to delays in visa processing. Students may also request a voluntary suspension of their studies if they are unable to attend their course for a specified period due to compassionate or compelling circumstances.

- To request a deferment, commencing students must complete the Deferment, Suspension, and Withdrawal Form before the course start date.
- A written explanation outlining the reason for the deferment must be provided, along with relevant supporting evidence such as medical certificates or travel documents.
- Once the request has been submitted, the Mid City Admissions Team will assess the application and notify the student of the outcome within 5 working days after all the supporting evidence is received.
- If the deferment is approved, the student will receive a revised Letter of Offer reflecting the updated enrolment details. The deferment will be finalised only upon receipt of a signed copy of the revised Letter of Offer.
- For international students, Mid City College will issue a revised electronic Confirmation of Enrolment (CoE) and update the student's PRISMS record to reflect the deferment.
- Students may be required to apply for a new student visa to continue their studies.
- The maximum period allowed for a deferment is six (6) months.
- A deferment does not entitle the student to any refund of fees or costs already paid.

6.2 Student-Initiated deferment (post-commencement of studies)

Students who wish to temporarily defer their studies after the course start date must fill out a Deferment, Suspension, and Withdrawal Form and submit evidence of compassionate or compelling circumstances.

- A written explanation outlining the reason for the Deferment must be submitted, together with relevant supporting evidence such as medical certificates or travel documents.
- Once the form has been lodged, the student will receive a decision from Mid City College within 5 working days.
- If the request is approved, the student will be issued a revised Letter of Offer reflecting the updated enrolment details.

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- The deferment will be finalised once the student returns a signed copy of the revised Letter of Offer.
- For international students, Mid City College will update the student's PRISMS record to reflect the suspension. A new Confirmation of Enrolment (CoE) will only be issued if the suspension affects the course end date.
- The maximum period permitted for a voluntary suspension of studies is six (6) months.
- A deferment does not entitle the student to any refund of fees or other costs already paid.

6.3 Cancellation of Enrolment

A student may withdraw from their course at any time. In these situations, the student's enrolment will be cancelled, and the procedures listed below will apply.

Students who wish to withdraw must formally notify Mid City College in writing by submitting a Deferment, Suspension, and Withdrawal Form along with the reason for withdrawal and supporting evidence.

Mid City College may also initiate the cancellation of a student's enrolment under the following circumstances:

- Failure to commence studies
- Failure to maintain satisfactory academic progress
- Failure to pay tuition fees
- Breach of the Student Code of Conduct
- Breach of visa conditions (international students only)

6.4 Non-Commencement of Studies

Where an international student fails to commence their studies on the scheduled start date stated on their Confirmation of Enrolment (CoE), Mid City College must act in accordance with section 19 of the ESOS Act 2000 and Standard 8 of the National Code 2018.

Non-commencement occurs when a student does not start training on the scheduled CoE commencement date (Day 0) and does not have an approved deferral or suspension in place. For PRISMS purposes, non-commencement is an objective event based on attendance, not on student communication or provider follow-up activities.

6.4.1 Event Date

- **Event Date (Day 0):** The scheduled course commencement date recorded on the CoE.
- This date **does not change**, regardless of:
 - Contact attempts
 - Welfare checks
 - Pending explanations
 - Future enrolment intentions

6.4.2 Immediate Monitoring and Welfare Actions (Internal Process)

If a student fails to attend on Day 0 without prior notice:

- Mid City College will attempt to contact the student via phone and email on **Day 0**
- Welfare checks will be conducted on **Day 1 and Day 2** to:
 - Confirm student safety
 - Identify any support or well-being concerns
- On **Day 3**, Mid City College may contact the student's:
 - Education agent, and/or

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- Emergency contact/next of kin (where appropriate)

These actions are **supportive and administrative** and **do not delay PRISMS reporting obligations**.

6.4.3 Internal Warnings (Administrative Only)

If the student remains absent and does not provide valid documented reasons:

- A first written warning must be issued within 2 calendar days of the event date
- A second notice (Intention to Report) must be issued within 2 calendar days of further absence. Following continued non-attendance

These warnings are internal management steps only and are **not required under ESOS** for non-commencement.

6.4.4 Confirmation of Non-Commencement (DNC)

A student is confirmed as **Did Not Commence (DNC)** where:

- The student has not attended any training from Day 0, and
- No approved deferral or suspension exists

Non-commencement is confirmed based on:

- Attendance records
- LMS access logs
- Trainer commencement reports

6.4.5 Mandatory PRISMS Reporting

- **Non-commencement must be reported in PRISMS within 31 calendar days of the event date (Day 0)**, as required by **section 19 of the ESOS Act 2000**
- Reporting must occur **regardless of**:
 - Student explanations
 - Compassionate or compelling circumstances
 - Pending responses
 - Ongoing welfare checks
 - Potential future enrolment or new CoE issuance

6.4.6 CoE Action

- The CoE will be **cancelled in PRISMS** using the reason: **“Did Not Commence (DNC)”**
- Non-commencement is reported because the student **did not start**, not because they failed to respond
For PRISMS purposes, **the event date remains the scheduled course commencement date**, and internal engagement activities **do not alter or extend the reporting timeframe**.

6.5 Unsatisfactory Course Progress

Where an overseas student is assessed as not meeting satisfactory course progress, Mid City College is required under Section 19(2) of the ESOS Act to report the matter to the Department of Home Affairs (DHA). Such reporting may affect the student's visa status, and students are strongly encouraged to seek advice from DHA regarding any potential visa implications. Before reporting, Mid City College will follow the process outlined below:

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- If a student fails more than 60% of units at any time or otherwise fails to meet course progress requirements, Mid City College will contact the student via email/phone within 2 working days for academic counselling.
- First warning will be issued in 2 days of no progress or response to missed counselling sessions.
- Second warning/ intention to report will be issued in 2 days, along with the intention after the First warning.
- The students must be informed that they have 20 working days from the event date to appeal to Mid City College.

Mid City College will only proceed to report the student in PRISMS if one or more of the following conditions apply:

- the student has not accessed the internal complaints and appeals process within the 20 working-day period,
- the student has withdrawn from the internal or external appeals process in writing,
- the internal and, if applicable, external appeals process has been completed, and the decision supports Mid City College, or
- The student has chosen not to access the external appeals process (where applicable).
- For detailed information, students must refer to the course progress and Intervention policy on the Mid City College website

6.6 Non-payment of Fees

If a student fails to pay their tuition fees or other required charges, the College reserves the right to cancel the student's enrolment and report this in PRISMS under section 19(2) of the ESOS Act. The following procedure applies:

- A reminder notice is issued to students four weeks before the fee due date, along with the invoice.
- If payment has not been received within 2 working days after the due date, a written First Warning letter is issued advising the student of the outstanding amount and requesting immediate payment.
- If no payment is received within 2 working days after the First warning letter, the College issues a formal Intention to Report (ITR) letter to the student in writing. This letter includes:
 - The reason for the intended cancellation (non-payment of fees),
 - The student's right to access the internal complaints and appeals process, and
 - A clear statement that the student has 20 working days to pay the outstanding fees or lodge a formal appeal.
- The students' enrolment will be maintained during the 20-working-day appeal period.
- If the student does not pay the outstanding amount or appeal within 20 working days, or if any appeal is unsuccessful and the matter is finalized, the College may cancel the student's Confirmation of Enrolment (CoE) in PRISMS for non-payment of fees. All communications and decisions will be documented in the student's file.

For detailed information, students must refer to the Fee Policy and Procedure on the Mid City College website.

7. PRISMS Reporting

- All deferrals, suspensions, and cancellations are reported in PRISMS within 31 calendar days from the event. PRISMS reporting occurs within 31 calendar days from the event, being:
- The expiry of the 20-working-day appeal period where no appeal is lodged, or
- The date the appeal outcome is finalised, where an appeal is lodged
- Where there is an immediate risk to student welfare or safety, PRISMS reporting may occur prior to the appeal period concluding, in accordance with the National Code.
- PRISMS reason codes accurately reflect the enrolment change.

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- Students are notified in writing within 2 business days after PRISMS reporting has been completed.
- Any decision to report to PRISMS before completion of the appeal period due to welfare or safety concerns must be approved by the CEO/PEO and documented in the student's file.

8. Confirmation of Enrolment (CoE)

- CoEs are adjusted to reflect revised completion dates.
- Students are advised that enrolment changes may affect visa status.
- Students are responsible for contacting the Department of Home Affairs.

9. Record Keeping

- All records are retained securely for **a minimum of 7 years**.
- Records include:
 - Requests and evidence
 - Decisions and appeal outcomes
 - PRISMS confirmations
- Records are stored in compliance with the **Privacy Act 1988**.

10. Appeals

- Students may appeal decisions under the Complaints and Appeals Policy.
- Appeals must be lodged within 20 working days.
- External appeal options include the Overseas Students Ombudsman, where applicable.

11. Responsibilities

Role	Responsibility
Admissions Team	Process requests, update SMS, and PRISMS
Training Assessor Head	Review and approve decisions.
CEO / PEO	Oversight and compliance assurance

12. Compliance Assurance

This policy aligns with:

- Standards for RTOs 2025 (fair treatment, governance, records)
- National Code 2018 – Standard 9
- ESOS Act 2000
and is subject to internal audits and compliance monitoring.
- Decisions may be delegated in accordance with the Delegations of Authority Policy, with ultimate accountability retained by the CEO/PEO.
- This policy is reviewed at least annually or following changes to ESOS or National Code requirements.

13. Extension of Course Duration (National Code Standard 9.2)

In accordance with **Standard 9.2**, Mid City College may only extend the duration of an international student's study where the student is unable to complete the course within the expected duration specified on the Confirmation of Enrolment (CoE) due to one or more of the following:

- Mid City College has implemented an approved intervention strategy for a student assessed as being at risk of not meeting satisfactory course progress.
- An approved deferment or suspension of study has been granted due to **compassionate or compelling circumstances**, supported by documentary evidence.
- Compassionate or compelling circumstances may include serious illness, bereavement, traumatic

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events, natural disasters, or other circumstances beyond the student's control.

14. PRISMS and CoE Outcomes

Where a deferment or suspension is approved under **National Code Standard 9**, one of the following outcomes will apply:

14.1 Outcome 1 – Suspension or Deferment With No Change to CoE End Date

Mid City College will record the deferment or suspension in PRISMS without changing the CoE end date.

- The student's CoE status remains “**studying**”.
- The suspension or deferment details are recorded in PRISMS and made available to the Department of Home Affairs for monitoring purposes.

14.2 Outcome 2 – Suspension or Deferment Affecting CoE End Date

Where the deferment or suspension impacts the expected course completion date:

- Mid City College will cancel the existing CoE in PRISMS.
- A new CoE may be issued with an adjusted end date when the student confirms their return to study.
- PRISMS reporting is completed **within 31 calendar days** from the event date.

14.3 Outcome 3 – Cancellation of Enrolment

Where the student fails to resume studies, continues non-attendance, or fails to provide evidence of compassionate or compelling circumstances, Mid City College may initiate cancellation of enrolment in accordance with:

- The Attendance Policy
 - The Course Progress Policy
 - The Complaints and Appeals Policy
- Once all procedural fairness and appeal rights are exhausted:
- The enrolment is cancelled in PRISMS.
 - The CoE status is updated to “cancelled”.
 - The event date is recorded as the student's last date of attendance or participation.
 - PRISMS reporting is completed within 31 calendar days from the event date.
 - For non-commencement, the event date is the scheduled course commencement date.

15. Student Notification

Mid City College ensures students are notified **in writing and promptly** at all key stages of deferment, suspension, or cancellation of enrolment, in accordance with the **National Code 2018 (Standard 9)** and the **Standards for RTOs 2025**.

Students will be notified as follows:

- **Acknowledgement of Request:**
Within **2 business days** of receiving a student-initiated request for deferment or suspension.
- **Decision Notification:**
Within **2 business days** of a decision being made, outlining:
 - The outcome and reasons
 - Any change to course duration or CoE
 - Visa implications
 - Right to appeal (where applicable)

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- **Provider-Initiated Action:**

Before any suspension or cancellation, students will be issued a **Notice of Intention to Suspend or Cancel**, including:

- Grounds for the decision
- Access to the internal complaints and appeals process
- A minimum of **20 working days** to respond

- **Post-Appeal Outcome:**

Students will be notified in writing within **2 business days** of the final appeal outcome.

- **PRISMS Confirmation:**

Students will be informed within **2 business days** after PRISMS reporting has been completed and advised to contact the **Department of Home Affairs** regarding any visa implications.

All notifications are issued via official Mid City College communication channels and retained in the student's file as evidence. Notifications may be provided via email, student portal, registered post, or other official Mid City College communication systems.

16. Notification and Timeframes

This section operationalizes the Student Notification requirements outlined above and must be read in conjunction with the Student Notification section. Mid City College ensures all enrolment changes are communicated and reported **promptly and consistently**. The following timeframes apply:

Action	Deadline / Timeframe	Responsible
Assess the request & make a decision.	Within 5 business days after the student submits all the evidence and supporting documents	Admissions Team / CEO
Issue a decision outcome letter to the student	Within 2 business days of the decision	Admissions Team
Internal implementation of the decision (SMS update)	Within 1 business day	Admissions Team
PRISMS reporting – all enrolment status changes	Within 31 calendar days from the event date.	Admissions Team / PEO
Notify student of PRISMS update.	Within 2 business days of PRISMS action	Admissions Team



Development & Approval Information

Policy Author:	Sunil Baby
Policy Owner:	CEO
Approval Body:	Director
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