

DEFERRAL, SUSPENSION AND CANCELLATION POLICY

Policy Name	Deferral, Suspension and Cancellation Policy
Quality Area	International Student Services — Quality Area 9
National Code 2018	Standard 9
ESOS Act	Education Services for Overseas Students Act 2000
Version	2.0
Last Reviewed	May 2026
Approved By	Chief Executive Officer

1. Purpose

This policy provides a documented process for assessing, approving and recording a deferral of the commencement of study, temporary suspension of study, or cancellation of enrolment for students at SKILLS CLICK PTY LTD. It includes requirements for maintaining documentary evidence on the student's file in accordance with the National Code of Practice 2018 (Standard 9) and the ESOS Act 2000.

2. Scope

This policy applies to all students enrolled at SKILLS CLICK PTY LTD. SKILLS CLICK PTY LTD may only enable students to defer or temporarily suspend their studies, or grant a leave of absence, through formal agreement in certain limited circumstances as outlined in this policy.

3. Definitions

Deferral: means to delay the commencement of a course before it has started.

Suspension: means to temporarily pause enrolment after a course has commenced.

Cancellation: means the cessation of enrolment in a course.

Misbehaviour: conduct by a student that is unacceptable in accordance with the Student Handbook and Student Code of Conduct.

Compassionate or Compelling Circumstances: circumstances beyond the control of the student that have an impact on the student's course progress or wellbeing, including but not limited to:

- Serious illness or injury, where a medical certificate states the student was unable to attend classes.
- Bereavement of a close family member such as a parent or grandparent (supported by a death certificate where possible).
- Major political upheaval or natural disaster in the home country requiring emergency travel that has impacted the student's studies.
- A traumatic experience, including involvement in or witnessing of a serious accident, or being the victim of a serious crime (supported by police or psychologist reports).
- Inability to begin studying on the course commencement date due to a delay in receiving a Student Visa.

4. Provider-Initiated Deferral, Suspension or Cancellation

SKILLS CLICK PTY LTD may initiate a deferral or temporary suspension of a student's enrolment on the following grounds:

- Compassionate or compelling circumstances; or
- Misbehaviour by the student.

In addition, SKILLS CLICK PTY LTD may cancel a student's enrolment on the following grounds:

- Serious misbehaviour by the student.
- Failure to comply with the Student Agreement in relation to course progress and attendance, including failure to respond to any formal warning issued by SKILLS CLICK PTY LTD.
- Non-payment of course fees in accordance with the Student Agreement and Payment Schedule.

Before initiating any deferral, suspension or cancellation, SKILLS CLICK PTY LTD will provide formal written notification to the student. The student will have 20 working days to access the internal Complaints and Appeals process. The deferral, suspension or cancellation cannot take effect until that process is completed, unless extenuating circumstances relating to the welfare of the student apply.

Where the student is under 18 years of age, a copy of the formal notification will be provided to the parent or legal guardian.

At the conclusion of the Complaints and Appeals process, if the deferral, suspension or cancellation is upheld, SKILLS CLICK PTY LTD will notify the Department of Home Affairs (DHA) via PRISMS as required under the ESOS Act.

5. Misbehaviour

To ensure all students have an equal opportunity to benefit from their training, any student displaying dysfunctional or disruptive behaviour may be asked to leave the session and/or the course. Examples of unacceptable behaviour include but are not limited to:

- Continuous interruption of the trainer or fellow students.
- Smoking in non-smoking areas.
- Disrespectful conduct toward other students or staff.
- Harassment or use of offensive language.
- Sexual harassment.
- Acting in an unsafe manner that places themselves or others at risk.
- Refusing to participate in required group activities.
- Continued unexplained absence or repeated late arrival.

6. Student-Initiated Deferral, Suspension or Cancellation

In accordance with the National Code 2018, students may, through formal agreement with SKILLS CLICK PTY LTD, be granted a deferral, temporary suspension or leave of absence on the following grounds:

- Compassionate or compelling circumstances; or
- Delay in receiving a Student Visa.

Deferral

Applications for deferral must be submitted prior to the course commencing. Students must complete a Course Withdrawal / Amendment Form with supporting evidence and submit it to the Administration office by email, mail or in person. Once the request has been processed, the student will receive written notification of the outcome. If

approved, an updated Confirmation of Enrolment (CoE) and Student Agreement will be issued. SKILLS CLICK PTY LTD will notify DHA via PRISMS as required under the ESOS Act.

Suspension

Applications for suspension must be submitted at least 10 working days prior to the requested suspension date. Students must complete a Course Withdrawal / Amendment Form with supporting evidence and submit it to the Administration office. Applications received with less than 10 working days' notice will not be processed, except in emergency situations at the discretion of SKILLS CLICK PTY LTD. Once processed, the student will receive written notification of the outcome. SKILLS CLICK PTY LTD will notify DHA via PRISMS as required under the ESOS Act.

Cancellation

Applications for cancellation must be submitted by completing a Course Withdrawal / Amendment Form with supporting evidence and submitting it to the Administration office. Once processed, the student will receive written notification of the outcome. If approved, a Letter of Release will be issued and SKILLS CLICK PTY LTD will notify DHA via PRISMS as required under the ESOS Act. If the request is denied, the student may appeal in accordance with the Complaints and Appeals Policy.

7. Guidelines and Implications

Students should be made aware of the following implications of deferral, suspension or cancellation:

- Students may only temporarily suspend enrolment for a maximum period of six months.
- Should enrolment be suspended for 28 days or longer, the student may be required to return to their home country unless special circumstances exist.
- Deferral, suspension or cancellation of enrolment may affect the student's Student Visa.
- If enrolment is suspended for more than six months, the student's visa may be cancelled by DHA.
- Students will be advised in writing of all implications before any action is finalised.

8. Roles and Responsibilities

All documentation relating to deferral, suspension or cancellation will be held on the student's file. Any discussions between the student and staff will be recorded as minutes on the student's file and noted in the Student Management System.

9. Reporting Process

Provider-Initiated

- Staff member completes and submits a DSC Form with supporting evidence to the Administration office.
- Administration staff record the DSC Form in the Miscellaneous Requests Register and forward it to the Operations Manager.
- The Operations Manager assesses the request and evaluates supporting evidence, taking into account the student's current academic progress.
- The Operations Manager notifies the student of the decision and the right to appeal under the Complaints and Appeals Policy.
- If the deferral, suspension or cancellation is upheld after the Complaints and Appeals process, SKILLS CLICK PTY LTD notifies DHA via PRISMS as required.
- Administration staff place all documents on the student's file and record the outcome in the Student

Management System.

Student-Initiated

- The student completes and submits a Course Withdrawal / Amendment Form with supporting evidence to the Administration office.
- Administration staff record the form in the Miscellaneous Requests Register and forward it to the Operations Manager.
- The Operations Manager assesses the request, evaluates supporting evidence and considers the student's academic progress.
- The Operations Manager responds in writing to confirm the decision.
- The student has the right to appeal the decision under the Complaints and Appeals Policy.
- Administration staff place all documentation on the student's file and record the outcome in the Student Management System.

10. National Code Reference — Standard 9

This policy is governed by Standard 9 of the National Code 2018. Key requirements include:

- Registered providers may only enable students to defer or suspend studies through formal agreement in certain limited circumstances.
- The provider must have documented procedures for assessing, approving and recording deferrals and suspensions, including keeping documentary evidence on the student's file.
- The provider can only defer or suspend enrolment on grounds of compassionate or compelling circumstances, or misbehaviour by the student.
- The provider must inform the student that deferring, suspending or cancelling enrolment may affect their Student Visa.
- The provider must notify DHA via PRISMS as required under section 19 of the ESOS Act.
- Where suspension or cancellation is provider-initiated, the student must be informed and given 20 working days to access the internal Complaints and Appeals process before any action takes effect, unless extenuating welfare circumstances apply.

Any complaints or concerns in relation to this policy should be directed to the Chief Executive Officer at info@skillsclick.edu.au or (03) 9995 2359.