

Deferment, Suspension & Cancellation Policy and Procedure

1. Purpose

This policy Sets out when and how enrolment may be deferred, suspended or cancelled; how PRISMS is updated; evidence and timelines; and student rights (complaints/appeals).

2. Scope

This policy applies to all prospective, commencing and current students (domestic & international). Additional ESOS obligations apply to overseas students on student visas (CRICOS). Applies to all staff involved in admissions, student support and compliance.

3. Legislative & Regulatory Alignment

- Education Services for Overseas Students Act 2000 (ESOS Act)
- National Code of Practice for Providers of Education and Training to Overseas Students 2018 — Standards 7,8 and 9
- ESOS Regulations 2019
- Migration Act 1958 & Migration Regulations 1994 (incl. visa condition 8202)
- PRISMS reporting requirements
- National Vocational Education and Training Regulator Act 2011
- Standards for Registered Training Organisations (RTOs) 2025 (effective 1 July 2025)
- Privacy Act 1988

4. Definitions

For the purpose of this policy, compassionate or compelling circumstances is defined as: events beyond the student's control impacting progress/wellbeing (e.g., serious illness/injury, bereavement, major disaster, trauma).

5. Policy Statement

DNA Kingston Training may approve a deferment, temporary suspension, or cancellation of enrolment where permitted by applicable legislation and standards. For overseas students, any change to enrolment must be recorded in PRISMS and may affect the student's visa. Decisions are evidence-based, timely, and documented.

6. Principles

- Lawful & standards-aligned: Decisions comply with ESOS Act, National Code 2018 (Standards 7,8 & 9), and the 2025 Standards for RTOs.
- Evidence & records: All decisions are supported by documentary evidence and recorded in the student management system and PRISMS (if CRICOS).
- Timeliness: Actions are processed promptly and within required timeframes (e.g., non-commencement within 31 days; PRISMS updates as soon as practicable following decision).
- Natural justice: Students are informed in writing of proposed provider-initiated suspension/cancellation and given 20 working days to access internal complaints/appeals (unless extenuating circumstances apply).
- Welfare: Where applicable (e.g., under-18), welfare arrangements are considered before finalising a decision.

7. Student-Initiated: Circumstances & Evidence

Students may request one of the following actions with appropriate evidence:

| Action | Examples of Acceptable Circumstances (not exhaustive) | Evidence Required (examples) | Compliance Notes (PRISMS/Standards) |
|-----------------------|---|---|--|
| Defer (before start) | Compassionate/compelling reason preventing timely commencement (e.g., serious illness; bereavement; major disaster; visa/travel restriction outside student control). | Medical certificate; death notice; police/official report; government travel/visa correspondence. | CRICOS: Record in PRISMS. National Code 2018 Std 9; RTO Standards 2025 — student welfare & records. |
| Suspend (after start) | Temporary inability to engage in studies (e.g., surgery; acute mental health episode; caring duties after accident; serious crime victim support). | Detailed medical/psych report stating impact on study; official caring/agency letters; police report. | CRICOS: PRISMS suspension (with/without end-date change). Maintain progress plans; NC2018 Std 9; RTO Standards 2025 (support/records). |
| Cancel (student) | Permanent withdrawal due to relocation; transfer to another provider following transfer requirements; personal circumstances preventing continuation. | Student withdrawal form; confirmation of acceptance elsewhere (if applicable). | CRICOS: Update PRISMS (CoE cancellation). Ensure transfer/fees/refunds handled per policy; NC2018 Std 7/9. |

Notes:

- Short absences managed without formal suspension must still safeguard course progress (National Code 2018 Standard 8).
- Where suspension affects expected course end date, adjust CoE end date in PRISMS (CRICOS).

8. Provider-Initiated: Grounds & Thresholds

DNA Kingston Training may initiate suspension or cancellation where justified, consistent with natural justice. Students are given written notice and 20 working days to access internal appeals, unless extenuating circumstances (e.g., health/safety risk) apply.

| Action | Grounds (examples) | Process & Evidence | Compliance Notes (PRISMS/Standards) |
|------------------------------|---|--|---|
| Suspend (provider-initiated) | Serious misconduct; threats to health/safety; academic integrity breach requiring temporary removal; non-payment of fees; persistent, documented non-engagement pending intervention. | Issue Intent to Suspend letter; allow 20 working days for internal appeal; gather incident reports, trainer statements, emails; implement interim support/safety plan. | CRICOS: PRISMS suspension. National Code 2018 Std 9; Standard 8 (progress & support); RTO Standards 2025 (fair, consistent processes; records). |
| Cancel (provider-initiated) | Serious or repeated misconduct; confirmed ineligibility to remain enrolled (e.g., non-payment per policy after due process); ongoing non-engagement despite intervention. | Intent to Cancel letter; 20 working days to appeal; evidence of warnings, support/intervention, invoices and notices, incident logs. | CRICOS: PRISMS cancellation. Observe complaints/appeals rights; ESOS/NC 2018 Std 9; RTO Standards 2025 (governance, learner protection). |

Decision safeguards: apply least-restrictive action; consider welfare (incl. U18 CAAW), equity and disability reasonable adjustments; document rationale.

9. International Students — Leave of Absence (>4 weeks)

A leave of absence for more than four (4) weeks for an overseas student can only be approved where compassionate or compelling circumstances exist and are evidenced. If approved, the enrolment is usually suspended in PRISMS for the period of absence. If the absence affects the expected course end date, a course extension may be required.

Examples of reasons that may be approved (subject to evidence):

- Serious illness or injury (medical certificate states the student is unable to study).
- Bereavement of an immediate family member (e.g., parent/guardian, grandparent) with supporting documentation.
- Major political upheaval or natural disaster requiring emergency travel, impacting study continuity.
- Traumatic event (serious accident; victim of a serious crime) supported by police/psychologist report.
- Serious caring responsibilities arising unexpectedly (supported by official evidence).
- Visa processing or travel restrictions outside the student's control that demonstrably prevent study/attendance.

Examples of reasons that are not ordinarily approved:

- Employment or work commitments, or financial reasons alone.
- Planned holidays/tourism or family events that can be scheduled outside teaching periods.
- Desire to change course/provider without meeting transfer requirements.
- Routine travel without compelling evidence, or lack of engagement without cause.

Note: A prolonged suspension may affect visa status. Students must seek advice from the Department of Home Affairs. Where an absence compromises course progress, the provider will implement/support an intervention strategy on return.

10. Roles & Responsibilities

- Administration Team: Receive applications; check completeness; diarise deadlines; ensure PRISMS updates for CRICOS students; maintain records.
- Trainers: Comment on academic impact; propose intervention/adjusted study plan if required.
- Compliance: Quality-checks evidence, ensures timeliness of PRISMS reporting, monitors trends, and prepares regulatory returns.
- College Manager: Approves/declines requests; signs provider-initiated actions; ensures consistent application of policy.

11. Procedure

1. Student submits request (Deferral & Suspension Form or Student Leave Application Form) with supporting evidence. For >4 weeks leave, specify dates and provide certified evidence.
2. Admin acknowledges receipt and checks completeness; requests further evidence if needed.
3. Trainers are informed to review impact on progress and propose plan (if applicable).
4. Decision maker (College Manager) approves/declines with reasons documented.
5. For CRICOS students: update PRISMS promptly with accurate SCV code and dates; issue written notice outlining visa implications and internal appeals process.
6. If provider-initiated: issue Notice of Intent to Cancel COE / Intent to Suspend Enrolment letter; allow 20 working days to access internal complaints and appeals (unless extenuating circumstances apply).
7. During any appeal: maintain learning access where appropriate; if class attendance is not suitable, provide alternative learning activities.
8. On finalisation: confirm outcome in writing, update aXcelerate/records, adjust timetable/fees where applicable, and file all evidence.

12. Evidence & Records

Maintain on the student file: application form; identity and visa details; dated evidence; academic comments; decision and rationale; PRISMS screenshots/transaction IDs; communications log; and any intervention strategy.

13. Timelines

Process applications as soon as practicable. Report non-commencement within 31 days per PRISMS requirements. Record defer/suspend/cancel decisions in PRISMS promptly after decision. Observe census/enrolment deadlines per program calendar.

14. Complaints & Appeals


Students may access DNA Kingston Training's Complaints & Appeals process. Where the provider initiates a suspension/cancellation, students have 20 working days to lodge an internal appeal. External appeals may be available; however, PRISMS reporting may proceed after internal appeals are concluded, consistent with legislation.

15. Privacy

All personal information is handled in accordance with the Privacy Act 1988 and the provider's privacy policy.

16. Forms & Documents

- Deferral & Suspension Form (Student)
- Student Leave Application Form
- Complaints & Grievances Form

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| <p>Kingston Training and Employment Pty Ltd</p>  <p>RTO 6811 CRICOS 02899B</p> | |
| Policy Title | Deferment, Suspension and Cancellation Policy & Procedure |
| Policy Renewal | Every 2 years |
| Responsibility | Compliance Manager |

Record of updates and changes

| Version No. | Issue Date | Nature of Amendment |
|-------------|------------|--|
| 02 | July 2015 | Updated government department names |
| 03 | March 2016 | Document reformatted |
| 04 | Oct 2018 | Major update on Policy Purpose, Policy Scope and Policy Content. |
| 05 | July 2020 | Department of Home Affairs |
| 06 | June 2021 | New student management system |
| 07 | June 2022 | General review |
| 08 | Oct 2025 | Updated to align with RTO Standards 2025 |