

## Deferment, Suspension and Cancellation Policy & Procedure v2.0

<b>Document Owner</b>	Chief Executive Officer		
<b>Responsible Officer(s)</b>	Admissions Manager Director of Studies		
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<b>Related Documents</b>	<i>Student Code of Conduct</i> <i>Complaints and Appeals Policy</i> <i>Refund &amp; Withdrawal Policy &amp; Procedure</i> <i>Student Handbook</i> <i>ESOS Act and National Code 2018</i> <i>Standards for RTOs 2025</i>		
<b>Version</b>	<b>Authorised by</b>	<b>Approved</b>	<b>Effective Date</b>
2.0	Chief Executive Officer	20/05/2025	20/05/2025

### 1. Purpose

This policy outlines the circumstances under which students (both domestic and international) may have their enrolment with the Australian College of Business Intelligence Pty Ltd (ACBI) deferred, suspended, or cancelled. It ensures consistent and fair handling of these cases and meets regulatory requirements under the National Code 2018 (for international students) and general training standards (RTO Standards 2025) applicable to domestic students.

### 2. Scope

This policy applies to all students enrolled at ACBI, including both domestic students and international students holding a valid student visa, as well as staff responsible for processing enrolment variations.

### 3. Definitions

**Cancellation:** The termination of a student's enrolment prior to course completion.

**Compassionate and Compelling Circumstances:** Situations beyond the control of the student that affect their ability to commence or continue their studies (e.g. serious illness, bereavement, natural disaster). More information can be found [here](#) via the Commonwealth Ombudsman for Overseas Students.

**National Code 2018:** This document sets out the national standards and procedures for registered providers providing education and training to overseas students.

**PRISMS:** Provider Registration and International Student Management System – the Australian Government's system for managing international student enrolments.

### 4. Policy Statement

ACBI may grant a deferment, suspension, or cancellation of enrolment in the following circumstances:

- At the student's request, where there are compassionate or compelling reasons evidenced by supporting documents.

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- In cases where an international student is packaging with an ELICOS course, and is required to extend their English studies to meet the ACBI course entry requirements, deferment may also be considered at the discretion of the Admissions Team.
- Initiated by ACBI, due to student misbehaviour, non-payment of fees, or failure to meet academic progress or attendance requirements.

For student-initiated deferments and suspensions, the maximum term of deferment granted by ACBI is six (6) calendar months.

For international students, the enrolment variation will be recorded in PRISMS in accordance with the ESOS Act and the National Code 2018

For domestic students, the enrolment will be updated internally and recorded in the Student Management System (SMS) and reported to the relevant Government agency if the course is State or Federally funded (i.e. VET Student Loans, NSW Smart & Skilled, NSW Targeted Skills).

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## 5. Procedure

### Deferment (Prior to Commencement of Studies)

Students may request a deferment by completing the [Deferment Request Form for Commencing Students](#) before the course start date.

The student must provide a written explanation of the reason for deferment and upload relevant supporting documentation (e.g. medical certificate, travel documents).

Once the form has been submitted, the student will receive an outcome from ACBI's Admissions Team within 10 working days.

If approved, the student will receive a revised Letter of Offer and Acceptance Agreement detailing the changes to their enrolment. The student must return a signed copy of their revised Letter of Offer and Acceptance Agreement to finalise their deferment.

For international students, the revised electronic Confirmation of Enrolment (CoE) will be issued by ACBI and the student's PRISMS record will be updated with details of the deferment.

In cases where an international student is packaging with an ELICOS course, and is required to extend their English studies to meet the ACBI course entry requirements, a fee may be applied in line with the Schedule of Administrative Fees outlined on page three (3) of the Letter of Offer and Enrolment Acceptance Agreement and ACBI website.

### Suspension of Studies (Post-commencement)

Students must complete a [Enrolment Deferment/Suspension Request form](#) with evidence of compassionate or compelling circumstances where they are seeking to temporarily pause their studies after the course commencement date has passed.

The student must provide a written explanation of the reason for suspension of their studies and upload relevant supporting documentation (e.g. medical certificate, travel documents).

Once the form has been submitted, the student will receive an outcome from ACBI's Academic Team within 10 working days.

If approved, the student will receive a revised Letter of Offer and Acceptance Agreement detailing the changes to their enrolment. The student must return a signed copy of their revised Letter of Offer and Acceptance Agreement to finalise their deferment.

For international students, the student's PRISMS record will be updated with details of the suspension. A new CoE will only be issued if the student's course end date is affected.

### **Cancellation of Enrolment**

Students seeking to withdraw must formally notify ACBI in writing by submitting the [Enrolment Withdrawal Request form](#). Further information on the withdrawal process and applicable fees can be found in the Withdrawal & Refund Policy and Procedure available on the ACBI [website](#).

Cancellation of a student's enrolment initiated by ACBI may occur if the student:

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

For international students, where there is any deferral, suspension, or cancellation action taken, ACBI will:

- inform the overseas student of the need to seek advice from the Department of Home Affairs (DHA) on the potential impact their student visa,
- report the change to the overseas student's enrolment via PRISMS under section 19 of the ESOS Act.

### **Non-commencement of Studies**

In accordance with the ESOS Act and National Code 2018 (Standard 9), ACBI monitors CRICOS students for commencement of studies as per the start date on the Confirmation of Enrolment (CoE). If a student fails to commence on the scheduled date without an approved deferment or suspension, the following process is undertaken:

- First Warning is issued via email within 5 working days of the scheduled start date (i.e. Monday of Week 2), requesting immediate contact and clarification of intentions.
- Second Warning is issued 5 working days later (i.e. Monday of Week 3) if no response has been received and the student has still not commenced their studies.
- Final Warning is issued 6 working days later (i.e. Tuesday of Week 4), advising the student's CoE will be cancelled and reported in PRISMS for non-commencement of studies if no response is received within 5 working days. If no response is received, ACBI will proceed with cancellation within the timeframe permitted by PRISMS. All communication is documented,

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and the student is informed of their right to appeal in accordance with the Complaints and Appeals Policy.

### Unsatisfactory Course Progress

Where an overseas student has been assessed as not meeting satisfactory course progress or course attendance requirements, ACBI is obligated under section 19(2) of the ESOS Act to report this to the Department of Home Affairs (DHA). A report to DHA may have implications for the student's visa. Students are advised to seek advice from DHA regarding any impact on their visa status or requirements.

Before reporting, ACBI will issue the student with a written notice of Intention to Report, which:

- notifies the overseas student that ACBI intends to report the overseas student for unsatisfactory course progress and/or attendance,
- outlines the reasons for the intended report, and
- informs the student of their right to access ACBI's internal complaints and appeals process within 20 working days of receiving the notice.

ACBI 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 ACBI, or
- the student has chosen not to access the external appeals process (where applicable).

For detailed information on course progress and completion monitoring, students are referred to the ACBI Course Progress and Completion Policy, available on the ACBI [website](#).

### 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 two (2) weeks prior to the fee due date.
- If payment has not been received within five (5) days after the due date, a written First Warning Notice is issued advising the student of the outstanding amount and requesting immediate payment.
- If no payment is received within one (1) week after the due date, the College issues a formal Intention to Report (ITR) to the student in writing. This notice 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.

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- The student's enrolment will be maintained during the 20 working day appeal period. If the student lodges an internal appeal, their enrolment will continue until the appeal is fully resolved and the student has been notified in writing of the outcome.
- If the internal appeal is unsuccessful, and the student chooses to lodge an external appeal (e.g. via the Overseas Students Ombudsman), and if the matter involves the College's intention to report the student to the Department of Home Affairs, the student's enrolment will be maintained until the outcome of the external appeal is known.
- 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 finalised, 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.

## 6. Responsibilities

**Academic Team** – Assess and process suspension of studies requests and cancellation for unsatisfactory course progress.

**Admissions Team** - Assess and process deferment and withdrawal requests.

**CEO** – Approve policy updates and review appeals where appropriate.

**Director of Studies** – Review appeals relating to cancellation for unsatisfactory course progress.

**Fees Team** – Manage cancellation for non-payment of fees process.

**Student Support** – Assist students with location of forms/documentation and manage non-commencement process.

If a student or staff member is found to be in breach of this Policy, they may be subject to disciplinary action under the relevant Code of Conduct and Misconduct Procedure, which can be accessed from the ACBI's website.

## 7. Legislative Requirements

In developing this policy, ACBI acknowledges the following legislative requirements: Education Services for Overseas Students Act 2000 (Cth)

- Standards for RTOs 2025
- National Code of Practice for Providers of Education and Training to Overseas Students 2018, Standards 6, 7, 9, 10
- Ombudsman Act 1976 (Cth)

## 8. Version History:

Version	Date	Author	Reason	Sections
1.0	04 July 2018	Susan Briggs	Policy created based on release of National Code 2018	All
1.1	15 February 2022	Chaido Kiourkou	Policy reviewed by	All

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			ACBI Management Team	
2.0	21 May 2025	Sam Hartley	Review and changes to entire document to ensure alignment with RTO Standards 2025	All