



## Student Deferral, Suspension and Cancellation of Enrolment Policy

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### 1. Purpose

This policy sets out how OneGlobe manages student deferral, suspension and cancellation of enrolment, and how these changes are recorded in PRISMS.

It ensures enrolment changes are managed fairly, documented properly, and reported to the relevant government authority through the Provider Registration and International Student Management System (PRISMS).

This policy supports compliance with the ESOS Act, the National Code 2018, CRICOS requirements and the Higher Education Standards Framework 2021.

### 2. Scope

This policy applies to:

- all prospective and current OneGlobe students; and
- all staff involved in student enrolment and related decisions.

### 3. Policy Statement

OneGlobe is committed to:

- providing clear, accurate and timely information about deferral, suspension and cancellation of enrolment;
- ensuring decisions are fair, transparent and non-discriminatory; and
- complying with all legal and regulatory requirements, including CRICOS requirements and Standard 9 of the National Code 2018.
- OneGlobe will only approve deferral, suspension or cancellation of enrolment in accordance with this Policy, the ESOS Act, National Code 2018 and applicable student protection requirements.
- Decisions relating to deferral, suspension or cancellation of enrolment will be evidence-based, documented, subject to procedural fairness and supported by appropriate records management and reporting processes.

- International students will be advised of the potential implications of any enrolment change on their student visa status and Confirmation of Enrolment (CoE).

This policy should be read with the Admissions Policy, Student Complaints Policy, Student Appeals Policy, Student Support Policy, Student Academic Misconduct Policy and Information to Students Policy.

OneGlobe maintains a documented process for assessing, approving and recording requests to defer the start of study or suspend study, including decisions and outcomes.

OneGlobe also maintains a documented process for assessing, approving and recording the suspension or cancellation of a student's enrolment, including evidence, correspondence, decisions, outcomes and appeals.

OneGlobe may withdraw or cancel an offer of admission or enrolment if:

- the offer was made on incomplete, incorrect or fraudulent information;
- the applicant does not provide required supporting documents;
- the applicant does not meet the conditions or processes stated in the Offer Letter;  
or
- the course is discontinued by OneGlobe or TEQSA.

### 3.1 Deferral or suspension of enrolment

An applicant who has received an Offer Letter or accepted an offer may request to defer enrolment for up to two years. The Dean is responsible for advising the applicant on the process and any conditions that apply.

OneGlobe may approve a deferral or suspension where compassionate or compelling circumstances may include:

- serious illness or injury;
- bereavement of a close family member;
- major political unrest or natural disaster;
- traumatic experience;
- inability to commence studies due to visa delay;
- other exceptional circumstances supported by evidence.

Supporting documentary evidence may be required before a request is approved.

### 3.2 Tuition fee refunds

OneGlobe will refund tuition and enrolment fees in line with legislation where a student defers or withdraws before the census date.

If a course is discontinued by OneGlobe or TEQSA, refunds will be provided in accordance with the ESOS Act 2000 and ESOS Regulations 2001.

OneGlobe may suspend or cancel a student's enrolment where:

- the student has provided fraudulent or misleading information;
- the student breaches student conduct requirements;
- the student fails to maintain satisfactory academic progress where required under applicable policies;
- the student fails to pay tuition fees or other approved charges;
- the student poses a risk to the safety or wellbeing of others;
- the student breaches conditions of enrolment; or
- other circumstances permitted under applicable legislation and institutional policies.

### 3.3 Recording and reporting

OneGlobe will keep records of student enrolment data, including all deferrals, suspensions and cancellations.

Where required under the ESOS Act and National Code, OneGlobe will report approved deferrals, suspensions and cancellations of enrolment through PRISMS within applicable regulatory timeframes.

### 3.4 Information to students

OneGlobe will make information about deferral, suspension and cancellation of enrolment available in the Offer Letter, Student Handbook and on the OneGlobe website.

Student enquiries about deferral, suspension and cancellation of enrolment will be handled promptly and accurately.

### 3.5 Implementation, monitoring and reporting

The Board of Directors delegates day-to-day implementation of this policy to the Academic Board and Dean, and compliance oversight to the CEO and Compliance Officer.



The Academic Board reports to the Board of Directors on matters relating to student deferral, suspension and cancellation of enrolment.

The Academic Board monitors trends relating to student deferrals, suspensions and cancellations as part of its oversight of student progression, retention and student success outcomes.

Significant compliance issues, appeals outcomes or systemic concerns will be reported to the Board of Directors through established governance reporting processes.

Records relating to student deferral, suspension and cancellation decisions will be retained in accordance with the Records Management Policy and will be available for regulatory review, quality assurance and compliance monitoring purposes.

#### 4. Definitions

Leave of Absence	An approved or required period away from study.
Admission	The process by which a student applies for and is granted entry to a OneGlobe course after meeting academic, English language and other entry requirements.
Confirmation of Enrolment (CoE)	An official document issued through PRISMS confirming that an international student has accepted an offer and paid the required fees, allowing them to apply for a student visa.
Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS)	The Australian Government register of providers and courses approved to deliver education to overseas students. OneGlobe must maintain CRICOS registration to enrol international students.
Deferral	An approved delay to the start of study, usually requested before the first census date, for personal, medical, compassionate or similar reasons.
Enrolment	The formal process by which a student registers in a course and units for a study period and becomes an active OneGlobe student.



Provider Registration and International Student Management System (PRISMS)	An Australian Government system used by CRICOS-registered providers to issue CoEs and report changes to international student enrolment under the ESOS Act.
Recognition of Prior Learning (RPL)	A process that assesses prior formal, non-formal or informal learning to determine whether it meets the requirements of a unit or qualification.
Re-enrolment	The process by which a current student confirms they will continue their course and selects units for the next study period within the required timeframe.
Suspension	A temporary approved break from study after a student has started their course, usually for academic, personal, compassionate or similar reasons.
Withdrawal	The formal ending of a student’s enrolment in a course or unit, either by the student or by OneGlobe for reasons such as non-compliance, non-payment or unsatisfactory progress.
Exclusion	Permanent cancellation of a student’s enrolment in their course and the termination of their rights and privileges as a student of OneGlobe, including their right to re-apply for admission.
Letter of Offer	An offer of admission made to an applicant who has applied for an award course and who meets all the requirements for entry.
Commencing student	Any student who is enrolled in an award course at OneGlobe for the first time.
Continuing student	A student who has been admitted to OneGlobe and has been enrolled in an award course for at least one teaching session, and whose enrolment in the course has not been cancelled.

## 5. Principles

- **Transparency:** Information about enrolment decisions is easy to access and clearly explained to students.
- **Equity:** Decisions are made fairly, consistently and in line with eligibility requirements.
- **Compliance:** Enrolment practices meet relevant laws, regulations and accreditation requirements.



- **Support:** Students receive guidance throughout the enrolment and decision-making process.

## 6. Procedure

### 6.1 Suspending or cancelling a student's enrolment

An applicant whose offer of admission or enrolment is withdrawn or cancelled for the reasons above will be notified in writing, including the reasons for the decision.

If OneGlobe initiates a suspension or cancellation of enrolment, it will first:

- inform the student in writing of the proposed action and the reasons for it; and
- advise the student of their right to appeal through OneGlobe's internal and external complaints and appeals processes within 20 working days.

Where OneGlobe approves or initiates a deferral, suspension or cancellation of enrolment, it will:

- advise international students to contact the Department of Home Affairs about any possible visa impact; and
- report the change to the student's enrolment through PRISMS as required under section 19 of the ESOS Act.

In line with Standard 9.3 of the National Code, a suspension or cancellation will not take effect until the internal complaints and appeals process is completed, unless the student's wellbeing or the wellbeing of others is likely to be at risk.

### 6.2 Tuition fee refunds

To request a refund due to deferral, leave of absence, a change of enrolment or withdrawal, a student must submit a Refund Request Form or seek help from a Student Administration Officer. Approved refunds will be paid to the original payment method unless the student requests otherwise.

No tuition fee refund is payable if a student:

- withdraws from a course without notifying OneGlobe;
- breaches the conditions of their student visa;
- defers or withdraws after the census date; or
- changes their enrolment after the census date.



## 7. Complaints and Appeal

Students may access OneGlobe's internal and external complaints and appeals processes in accordance with the Student Grievance and Appeals Policy.

Where OneGlobe initiates a suspension or cancellation of enrolment, the decision will not take effect until:

- the internal complaints and appeals process has been completed; or
- the student has chosen not to access the complaints and appeals process within the prescribed timeframe

unless there is a concern relating to the health, safety or wellbeing of the student or others.

## 8. Review

This policy will be reviewed every three years, or earlier if required by the Academic Board or Board of Directors.

## 9. Related Documents

- Student Enrolment Policy
- Student Grievance Policy
- Student Appeals Policy
- Admissions Policy and Procedure
- Credit Transfer and RPL Policy
- Student Support Framework
- Academic Progression Policy
- Records Management Policy
- Tuition fee refund policy
- Student Code of Conduct
- Student Handbook
- Critical Incident Management Policy
- Records Management Policy
- Compliance Policy

## 10. Related Legislation

- Education Services for Overseas Students Act 2000
- Education Services for Overseas Students Regulations 2019
- National Code of Practice for Providers of Education and Training to Overseas Students 2018
- Tertiary Education Quality and Standards Agency Act 2011



- Higher Education Standards Framework (Threshold Standards) 2021
- Privacy Act 1988

## 11. Version control

Version	Summary of changes	Approval Date	Review Date
1	Document Established	Board of Directors: Jul 25	Jul 28