



# Deferral, Suspension and Cancellation of Enrolment/Studies Policy

## 1. Purpose

This policy outlines the conditions under which a student may request and/or be granted a deferral, a leave of absence or withdrawal from a Western Sydney University International College (WSUIC) course, or be suspended or have their enrolment cancelled due to misbehaviour.

## 2. Scope

This policy applies to all students enrolled in WSUIC courses.

## 3. Definitions:

### *'Appeals Committee'*

The Appeals Committee is responsible for the impartial hearing of appeals from WSUIC students in relation to academic and non-academic matters.

### *'Confirmation of Enrolment (CoE)'*

Confirmation of Enrolment refers to a letter issued by a higher education provider to confirm a student's enrolment in an approved course or packaged course.

### *'CRICOS'*

Refers to the Commonwealth Register of Institutions and Courses for Overseas Students. This is a searchable database, run by the Australian Government, which lists all Australian education providers (and their courses) for people studying in Australia on student visas. The CRICOS database operates under the Education Services for Overseas Students (ESOS) legislative framework.

### *'Deferral of Studies'*

Refers to the postponement of studies at WSUIC prior to commencing the WSUIC program that may be initiated either by the student or WSUIC.

### *'Immigration'*

Refers to the Department of Home Affairs; the Australian government agency responsible for issuing students with visas.

### *'Intention to Report Letter'*



Refers to the written notice issued to a student who has been assessed by WSUIC as not meeting course progress or attendance requirements in accordance with WSUIC policies.

*'Leave of Absence'*

Refers to a student's temporary break from study/temporary withdrawal from a course.

*'Letter of Offer'*

Refers to the letter issued by WSUIC Admissions to students who have been assessed as having qualified for entry to WSUIC programs. The information in the letter include but are not limited to: fees, course dates and the process to accept the offer.

*'PRISMS'*

Refers to the Provider Registration and International Student Management System, an Australian Government database established to record information about overseas students studying in Australia. Through PRISMS, certain Australian Government agencies can monitor student compliance with visa conditions and provider compliance with the Education Services for Overseas Students Act 2000 (ESOS Act).

*'Suspension of Studies'*

Refers to either a forced break from studies initiated by WSUIC because of a student misconduct, Unsatisfactory Course Progress or a voluntary break from studies initiated by the student.

#### **4. Policy Statement**

Students can defer commencement of their course or temporarily suspend their enrolment once they have commenced studies in certain limited compassionate and compelling circumstances. Deferral, suspension or cancellation of enrolment may affect the student's visa.

#### **5. Procedure**

##### **5.1 Student-Initiated Deferral or Suspension of Enrolment**

5.1.1 Students may formally apply to defer their studies if they are unable to commence their course on the commencement date or default start date as specified in the Letter of Offer and CoE; or request voluntary suspension of their studies if they are unable attend their course for a specified period of time under approved grounds such as compassionate or compelling circumstances.

5.1.2 Compassionate or compelling circumstances include situations beyond the student's control and which are likely to have an impact upon the student's course progress or well-being and include but are not limited to the following:

5.1.2.1 Serious illness or injury, where a medical certificate states that the student



- will be unable to attend classes
- 5.1.2.2 Death or illness of close family member such as parents, or grandparents (where possible a doctor's or death certificate), WSUIC will also recognise the death of siblings, children, spouses, uncles and aunts but documentary proof of both the death and relationship must be provided
  - 5.1.2.3 A major political upheaval or natural disaster in the student's home country requiring emergency travel
  - 5.1.2.4 A critical incident (see WSUIC Critical Incident Policy)
  - 5.1.2.5 A traumatic experience (supported by police or psychologist's reports) such as involvement in or witnessing a serious accident or witnessing or being the victim of a serious crime
  - 5.1.2.6 Delay in receiving student visa.
- 5.1.3 If a student defers or suspends their studies for any other ground not stated above, the student must provide compelling documentary evidence to support their request.
- 5.1.4 Students are to be informed of the circumstances and consequences regarding deferment or suspension of enrolment and that successful applications may affect their student visa. These include but are not limited to:
- 5.1.4.1 The need to extend their course leading to a student course variation and student visa extension
  - 5.1.4.2 Any applicable administration fees that may apply as per the WSUIC Student Fees and Refund Policy.
- 5.1.5 Students must contact Immigration regarding the effect any deferment or suspension of studies may have on their student visa prior to formally lodging an application to defer or voluntarily suspend their studies.
- 5.1.6 *Extension of Duration of Studies*
- 5.1.6.1 Students who are granted suspension of their studies may require an extension to the duration to complete their course, if the suspension results in an inability to complete the course requirements as specified on the CoE due to:
    - i. Compassionate or compelling circumstances as specified in this policy
    - ii. An intervention strategy for students who were not achieving satisfactory progress or
    - iii. An approved deferment or suspension of studies.
  - 5.1.6.2 Where the suspension or deferment has resulted in a variation to the student's enrolment, or in a Leave of Absence, which impacts on the student's expected duration of study as per National Code Standard 9, record of the variation and the reasons are maintained on the student file. WSUIC will



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report the student via PRISMS and/or issue a new CoE when the student can only account for the variation by extending the expected duration of study.

- 5.1.6.3 Except in circumstances specified above, the expected duration of study specified in the student's CoE must not exceed the course duration.
- 5.1.6.4 WSUIC will advise the student to contact Immigration for guidance on how this impacts their visa or to obtain a new visa.

*5.1.7 Process for Student-Initiated Deferral of Enrolment*

- 5.1.7.1 A student applying for a deferral needs to make a formal request in writing to WSUIC Admissions Team before their course is scheduled to commence. The request should also include a copy of the receipt for the payment of the deferral fee as outlined on the letter of offer.
- 5.1.7.2 Once the request has been received and the payment confirmed the WSUIC Admissions Team will review the request in line with the conditions governing deferral of entry (see Section 5.1.8).
- 5.1.7.3 If the request is approved, the WSUIC Admissions Team will update the student management system/s, update the admissions and enrolment lists and related documentation and advise the student of the acceptance of the deferral request and confirm the revised course information relating to commencement of studies and enrolment. This would normally be completed by email. Copies of all communication and supporting documentation will be included in the student's file.
- 5.1.7.4 If the request for deferral is denied, the WSUIC Admissions Team will advise the student by email outlining the reasons why their request has not been approved. Copies of all communication and supporting documentation will be included in the student's file.

*5.1.8 The Deferred Entry option is available:*

- 5.1.8.1 Only in respect of the course to which the student requesting deferral has been admitted (i.e. deferred entry is non-transferable from one course to another)
- 5.1.8.2 Only within available study periods, (i.e. the normal course timetable, no special entry arrangements are available)
- 5.1.8.3 On the provision that the student will accept unconditionally any course changes that WSUIC implements during the period of deferral and
- 5.1.8.4 For a period of deferral of not more than twelve calendar months unless otherwise approved by the WSUIC Admissions Manager or the Director of Marketing and Admissions.

*5.1.9 Commencing Following Deferred Entry*



A deferred entry student commencing study in their deferred course must follow the procedures outlined in their confirmation of deferred entry.

#### *5.1.10 Change of Course*

5.1.10.1 A deferred entry student who wishes to commence in a course that is not their deferred course will submit, without prejudice to their deferred entry approval, an application for admission in respect of the proposed new course in accordance with the processes and timelines prescribed by the WSUIC Admissions Manager.

5.1.10.2 For the purposes of clarity, “without prejudice” means that the deferred entry option, terms and conditions remain open to the student concerned.

#### *5.1.11 Revocation of Deferred Status*

5.1.11.1 The WSUIC Admissions Manager and/or Director of Marketing and Admissions may revoke a student’s deferred entry or may refuse admission or, if already offered admission, revoke the offer of admission, if the student provides any information that is false or misleading.

5.1.11.2 The WSUIC Course Convenor and/or Academic Director may revoke a student’s deferred entry should WSUIC decide to phase out the course prior to the deferred student enrolling in the course, or demonstrate that, for reasons beyond its control, it will not be possible for the applicant to complete the course in an appropriate timeframe should the entry be deferred. In either case, WSUIC will take all reasonable steps to provide the deferred student with an alternative course to enrol in, subject to the student meeting the entry requirements of the new course.

5.1.11.3 Deferral of commencement of study is valid for the issued offer only, including relevant liability, campus, and course details. An applicant who defers the commencement of their studies and subsequently applies for another course or wishes to transfer to another location may not transfer their deferred status to the newly issued offer, but must apply for deferral separately.

#### *5.1.12 Leave of Absence (LOA)*

5.1.12.1 Students may apply for one or more periods of LOA over the duration of their course. Application for LOA must be made with WSUIC Student Services who will contact Western Sydney University (WSU) and make an appointment for the student to see the WSU Student Welfare Officer. LOA must have a definite start date and must be for a period not exceeding one study session.



- 5.1.12.2 To be eligible to apply for Leave of Absence (LOA), a student must be currently enrolled in a course of study at WSUIC and have been an enrolled student on the census date in their first semester.
- 5.1.12.3 When an application for LOA is submitted prior to the census date for a study period with a start date prior to the census date, the student will be considered to have withdrawn prior to census date from all enrolled units in that study session.
- 5.1.12.4 The student meets with the WSU Student Welfare Officer to discuss the reason for the request for LOA. The student is then asked to complete the WSU Discontinuation or Break from Studies form (Sections 1, 2A and 3) outlining the reason/s as discussed.
- 5.1.12.5 If the request relates to a personal matter then supporting documentation should be attached to the form together with a personal statement signed by the student. The WSU Student Welfare Officer contacts the relevant WSUIC Course Convenor or Academic Director and requests a revised course completion date taking into account the length of time that the student has requested for the LOA. The WSU Student Welfare Officer signs Section 2A of the form and forwards all documentation to the WSU International Student Welfare Coordinator to process, a copy is also sent to WSUIC Admissions Team
- 5.1.12.6 If the request relates to an academic matter, the WSU Student Welfare Officer forwards the form to the relevant WSUIC Course Convenor or Academic Director for review and requests that they confirm a revised course end date. The WSUIC Course Convenor signs section 2A of the form and returns it to the WSU Student Welfare Officer who forwards it to the WSU International Student Welfare Coordinator to process, copying into the email the WSUIC Admissions Team
- 5.1.12.7 Unless approved in exceptional circumstances by the WSUIC Course Convenor or Academic Director, a LOA will not be approved if the applicant has outstanding work in the course (e.g. unfinished or unmarked assessments, or deferred grades) or has sanctions against their student record.
- 5.1.12.8 When considering applying for LOA it is the responsibility of the student:
- i. To seek appropriate academic counselling before suspending their studies
  - ii. To be aware of the potential impact of the absence on their ability to successfully complete the course (including any implications for unit currency and course completion limits) and
  - iii. To be aware of the consequences that suspending their studies may have on their status as a student (for example, meeting visa requirements).



- 5.1.12.9 The authority to approve LOA rests with the WSU International Student Welfare Coordinator in consultation with the WSUIC Student Services Manager and/or Academic Director where the student. In determining whether the request for leave should be approved or rejected, the WSU International Student Welfare Coordinator should consider any or all of the following:
- i. The reason provided by the student for the application
  - ii. The student's assessed capacity to successfully resume studies and complete the course after the period of leave
  - iii. The student's academic record
  - iv. Any past applications for leave and the potential duration that the student will have taken to complete the course (relevance of study for the granting of the award)
  - v. evidence of the academic counselling that has occurred.
- 5.1.12.10 On approval of the LOA, the WSU International Student Welfare Officer advises the student by email, signs the WSU Discontinuation or Break from Study form and emails it Student Services [WSUIC@westernsydney.edu.au](mailto:WSUIC@westernsydney.edu.au) to request the WSUIC Student Services Team to update the CoE.
- i. The WSUIC Student Services Officer records the LOA details on PRISMS and the student file in the student management system, and issues a CoE to cover the remaining period if the course end date is affected. If the student's CoE has finished, the Admissions Officer requests the student to complete the WSUIC Academic Extension CoE Request Form.
  - ii. The WSUIC Student Services Officer contacts WSU International Admissions and requests a revised Bachelor offer as the LOA will have impact on the Bachelor start date. Once generated, WSU International Admissions emails the revised WSU offer to the student's email account.
  - iii. The student, upon receiving the revised Bachelor offer completes the Acceptance Form and CoE Request Form and sends it back to WSU International Admissions, who then issues a revised Bachelor CoE and emails it to the student. All related documentation and relevant communications are included in the student's file.
  - iv. LOA should generally only be approved for a maximum of one study period.
  - v. The WSU International Student Welfare Officer may attach conditions to the student's return to study, for example a requirement to repeat a unit already passed. Any conditions must be notified in writing to the student and a record of the conditions





retained on the student's file.

- vi. WSUIC Admissions Team will advise the student to contact Immigration for guidance on how this impacts their visa or to obtain a new visa.

#### 5.1.12.11 Maintaining Continuity of Enrolment for Approved LOA

- i. A student on an approved LOA will be considered to have maintained their enrolment in their course and WSUIC will retain their rights as an enrolled student.
- ii. Failure to recommence studies at the end of the period of LOA or to meet any conditions imposed will result in a failure to maintain continuity of enrolment and therefore loss of the student's place in the course. In this case the student will lose all rights and privileges of a continuing student and will be required to apply for re-admission into the course (or another course).
- iii. Notwithstanding the above, a student who does not re-enrol in the next study period after the approved LOA, may be permitted to remain in the course and enrol in units that form part of the course without applying for re-admission if the break in enrolment following the approved LOA is for a period of no greater than one study session. This decision is at the discretion of the WSUIC Academic Director.

#### 5.1.12.12 Variations to Course During LOA

- i. It is a condition of any approved LOA that the student accepts that unit and course variations may occur during the LOA and that the content or availability of some units may have changed on return. This may result in a need to alter enrolment or course progress plans.
- ii. A possible consequence is that the student may be required to agree to transfer to a later version of the course and may need to undertake additional or alternate units in order to complete the new version of the course. Approval of the LOA is conditional on the student accepting these consequences.

#### 5.1.12.13 Rejecting or Varying LOA Application

If the WSU International Student Welfare Officer rejects an application for LOA or varies the period applied for, full reasons for this decision must be documented and provided to the student. A record of the decision must also be retained on the student's file.

#### 5.1.12.14 Revocation of LOA

The WSU International Student Welfare Officer may revoke a student's LOA and have their enrolment cancelled if the student provides any information that is false or misleading.



**5.1.12.15 Right of Appeal – LOA Application**

- i. Any student aggrieved by a decision not to grant LOA or to vary the period approved, may lodge an appeal through the published appeals process.
- iii. The WSUIC Appeals Committee will examine the documentation of the original reasons for decision and may seek the views of the relevant participants determining the matter.
- iv. The decision of the WSUIC Appeals Committee is final until/unless the student undertakes external appeal.

**5.2 Provider-Initiated Deferral, Suspension or Cancellation of Enrolment**

5.2.1 Students are subject to provider-initiated deferral, suspension or cancellation of enrolment for:

*5.2.1.1 Failure to commence by default start date with no formal request for deferment*

New students commencing studies are provided with a formal start/commencement date and default start date on their Letter of Offer and PRISMS generated CoE. If a student does not commence by the default start date or fails to formally request a deferred start date, they will automatically be reported on PRISMS for non-commencement at the cessation of the default start date.

*5.2.1.2 Provider deferral of the commencement of a course*

New students may be subject to provider-initiated deferment of the commencement of a course if WSUIC has due cause for not commencing a new course. In this case, the student will be:

- i. Offered enrolment in another WSUIC course or
- ii. Provided assistance to enrol in the same course with another CRICOS registered provider or
- iii. Given a refund

The provider-initiated deferment/cancellation will be reported in PRISMS under provider default.

*5.2.1.3 Academic and/or non-academic misconduct and/or unsuccessful academic progress*

Provider-initiated suspension or cancellation of enrolment of current students based on academic and/or non-academic misconduct, unsuccessful academic progress or failure to comply with conditions of student visa will be issued with an Intention to Report Letter after all strategies have been exhausted and:

- i. The student did not achieve successful academic progress, or



- ii. The student did not comply with student visa conditions, or
- iii. The degree of non-academic misconduct was deemed very serious.

*5.2.1.4 Failure to comply with student visa conditions*

*5.2.2 Provider-Initiated Cancellation of Course*

- 5.2.2.1 In the event that WSUIC is unable to deliver a course due to poor student numbers or a significant academic, campus or teacher related issue, the WSUIC Academic Director informs the WSUIC Admissions Manager and the Director of Marketing and Admissions of the course cancellation via email.
- 5.2.2.2 The WSUIC Admissions Manager sends the list of students affected to the relevant WSUIC Course Convenor.
- 5.2.2.3 On receipt of the list of affected students, the WSUIC Course Convenor notifies the WSUIC Admissions Manager of alternative course options for each student if any are available.
- 5.2.2.4 The WSUIC Admissions Team in consultation with the WSUIC Marketing Team advises the student's agent and the student via email of the course cancellation and, as per the National Code 2018, provides the following options:
  - i. A refund of all the course money they paid to date or
  - ii. Alternatively, they may be offered enrolment in an alternative course by WSUIC at no extra cost to student.
- 5.2.2.5 If the student chooses an alternative course, the WSUIC Admissions Team organises a new offer and forwards it to the student by email.
- 5.2.2.6 If the student chooses the refund option, the WSUIC Admissions Team obtains the student's bank account details for refund and forwards the information to the Western Sydney University and/or Navitas Finance unit.
- 5.2.2.7 The Western Sydney University and/or Navitas Finance unit refunds fees to the student's bank account within two weeks of course commencement date and notifies the student when the refund is completed.
- 5.2.2.8 All documentation and relevant communication are uploaded into the student's file.
- 5.2.2.9 The WSUIC Student Management System and PRISMS are updated to reflect the cancellation and or course amendments.

*5.2.3 Provider-Initiated Exclusion, Suspension or Cancellation of Enrolment*

- 5.2.3.1 The student is advised in writing by the WSUIC Academic Director and/or the WSU Student Welfare team that their enrolment is to be suspended or cancelled.
- 5.2.3.2 The WSUIC Academic Director will confirm suspension or cancellation via email to the WSUIC Admissions Team.
- 5.2.3.3 If the student has been excluded or suspended:
  - i. The WSUIC Admissions Officer records the exclusion or suspension on PRISMS and the student's file in the WSUIC Student Management



System and issues a CoE to cover the remaining semester if the course end date is affected. If the student's CoE has finished, the Admissions Officer requests the student to complete the WSUIC Academic Extension CoE Request form.

- ii. The Admissions Officer contacts WSU International Admissions and requests a revised Bachelor offer as exclusion or suspension will have impact on the Bachelor start date. Once generated, WSU International Admissions emails the revised WSU offer to the student's email account.
- iii. When they receive the revised Bachelor offer, the student completes the Acceptance form and CoE request form and sends it back to WSU International Admissions who then issues a revised Bachelor CoE and emails it to the student. All related documentation and relevant communications are uploaded to the student's file.
- iv. Class lists and the student's revised enrolment/pattern of study are updated by the Course Convenor to reflect the exclusion or suspension timelines as appropriate.

5.2.3.4 If the student has had their enrolment cancelled:

- i. The WSUIC Admissions Officer records the cancellation on PRISMS and the student's file in the WSUIC Student Management System.
- ii. Class lists are updated by the Course Convenor to remove the student from future enrolment, student portal access and student email is cancelled and the student ID card is requested to be returned.
- iii. Students may request any certificates or academic recognition that has been awarded and upon receipt of this request the appropriate documents are prepared and posted to the student's home address either in Australia or their home country as agreed with the student. An administrative fee may be charged for this action.

5.2.4 *Advising students of Suspension/Cancellation of Enrolment*

When the student is advised in writing that their enrolment is to be suspended or cancelled, the advice must include the reasons for doing so and must inform the student of their right to appeal.

5.2.5 *Right of Appeal – Suspension/Cancellation of Enrolment*

5.2.5.1 The student is given 20 working days to access the WSUIC complaints and/or appeals process.

5.2.5.2 If the student accesses the complaints and/or appeals process, the suspension or cancellation of the student's enrolment will not be reported on PRISMS until both internal and external complaints and appeals processes are completed unless extenuating circumstances relating to the welfare of the student, staff or student body applies.

**6 Quality and Compliance**

- 6.1 This policy is reviewed periodically (at a minimum every two years) to ensure regulatory compliance, operational currency, the identification of continuous improvement opportunities and risk identification and mitigation. This review is reflected in WSUIC's and Risk Management Framework.
- 6.2 This policy will be available on the WSUIC website for students and the WSUIC SharePoint site for staff access.
- 6.3 Emails will be issued to all staff to inform and update them on any changes to the policy and/or procedures and guidelines.
- 6.4 New staff will receive policy information during the induction process where it relates to their position.

**7. Related Forms and Documents**

- ❓ WSUIC Discontinuation or Break from Studies Form
- ❓ Confirmation of Enrolment (CoE)

**8. Related Policies, Procedures, Guidelines and Legislation**

- ❓ POL 36 WSUIC Student Fees and Refund Policy
- ❓ POL 11 WSUIC Critical Incident Policy
- ❓ POL 08 WSUIC Academic Progress Policy
- ❓ RULE 01 WSUIC Misconduct Rule
- ❓ [WSU The College Academic Pathway Programs Foundation Studies Progression and Unsatisfactory Academic Progress Policy](#)
- ❓ [Western Sydney University Progression and Unsatisfactory Academic Progress Policy](#)
- ❓ Western Sydney University Enrolment Policy
- ❓ ESOS National Code 2018 Standard 9 Deferring, suspending or cancelling the overseas student's enrolment; Standard 10 Complaints and appeals
- ❓ Higher Education Standards Framework (HESF) 2021 Domain 2.4 Student Grievances and Complaints



### Approval and Amendment History

<b>Approval Authority:</b>	Western Sydney University International College Academic Board
<b>Policy Owners:</b>	Manager of Quality and Student Administration
<b>Approval Date:</b>	1/11/2016
<b>Date for Next Review:</b>	30/07/2026

### Amendments

Revision Date	Version	Summary of changes
1/11/2016	1	New policy developed
28/06/2019	1.1	Updated section 3 for consistency in definitions of terminologies in other policies Reformatted all sections Re-ordered sections for greater clarity: sections 6 to 9 are replaced by section 5 (procedure) Updated quality and compliance section with revised statement Updated section 8 with relevant National Code standards and HESF 2015 domain Added WSU where it refers to Welfare Support Removed reference to TRIM (replaced with student management system)
31/07/2019	2	amend the DSCEP to clarify that the scope of the DSCEP relates to the enrolment in “WSUIC course/s”; and reviewed section 5.1.12.9 for consistency.
18/06/2021	2.1	Amendment to responsible personnel for LoA to reflect currency Inclusion of unsatisfactory course progress.
04/04/2023	2.2	Change to policy owner from Academic Director to Manager Student Services and Administration
30/07/2024	2.3	Addition of new Sub- Clause 5.2.4