PIONEER COLLEGE
RTO: 45763 CRICOS: 03956A

Deferral, Suspension and Cancellation

Policy and Associated Procedures

September 2026

Pioneer Education Institute Pty Ltd t/a Pioneer College

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1. Purpose and Scope

1.1 This policy and associated procedures outline Pioneer College's (hereafter referred to as 'Pioneer') approach to managing the enrolment of international students, specifically deferrals, suspensions and cancellations, and ensuring all required information about enrolments is entered into PRISMS.

1.1.1 This policy and associated procedures meet the requirements of Standard 9 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

1.1.2 This policy ensures that any changes made to a student's enrolment status is done so in a fair, consistent and transparent manner.

1.1.3 This policy applies to all international students enrolled in, or about to enrol in Pioneer, as well as all units of competencies and training products under the scope of registration.

2. Related Documents

Deferral, Suspension, Withdrawal, Transfer (DSWT) Form

Course Transfer Policy and Associated Procedures

Student Enrolment and Completion Policy and Associated Procedures

Fees and Refunds Policy and Associated Procedures

Complaints and Appeals Policy and Associated Procedures

3. Related Legislation

3.1 *Education Services for Overseas Students (ESOS) Act 2000*, specifically the *National Code 2018*

3.2 *National Vocational Education and Training Regulator (NVETR) Act 2011*, specifically the *2025 Standards for Registered Training Organisations (RTOs)*

This policy and associated procedures will contribute to Pioneer complying with other requirements such as included in the:

- *ELICOS Standards 2018*
- *Equal Opportunity Act 1984 (WA)*
- *Privacy Act 1988*

4. Definitions

Deferral	A temporary postponement of the commencement of a course, often initiated by a student before the course officially begins.
Suspension	A temporary cessation or postponement of operations, either for the RTO or the student due to specific circumstances. **Involuntary:**

	A forced break from studies, generally activated by the RTO due to misconduct or breach of agreement. **Voluntary:** Student's decision to take a leave of absence from studies for a period of time.
Cancellation	The formal termination of an arrangement, either being the RTO's overall scope of registration or the student's enrolment.
Compassionate or Compelling Circumstance	Instances that are beyond the control of the student's and impact their wellbeing. This can include family emergencies, serious illness or death of a family member.
Misconduct	Any behaviour that is unacceptable or fails to comply with the requirements of the RTO.

5. Policy Statements

5.1 Student-Initiated Deferral or Suspension or Cancellation

5.1.1 International students can defer or suspend their studies. Pioneer allows the deferral or suspension of studies where evidence of compassionate or compelling circumstances can be provided by students.

5.1.2 Evidence of compassionate or compelling circumstances will be considered as part of the decision about suspension or cancellation.

5.1.3 Deferrals and leave of absences will be approved for up to 12 months. However, following this the student's enrolment will be cancelled.

5.1.4 International students may withdraw from their course at any time. Where an international student has not already completed six months of their principal course of study, their application will be assessed as per Pioneer's Course Transfer Policy and Associated Procedures. International students are entitled to a refund as per Pioneer's Fees and Refunds Policy and Associated Procedures.

5.2 Provider-Initiated Suspension or Cancellation

5.2.1 A student's enrolment may be cancelled or suspended by Pioneer in a range of circumstances:

5.2.1.1 Misbehaviour (i.e., not abiding by the Student Code of Conduct).

5.2.1.2 Not paying course fees.

5.2.1.3 Not meeting course progress and attendance requirements.

5.2.2 Not paying course fees and not meeting course progress and attendance requirements will be managed as documented in the Fees and Refunds and Course Progress and Attendance Policy and Associated Procedures.

5.2.3 Any student who breaches the Code of Conduct as applicable to expected behaviour will be immediately suspended. Their case will be considered during the period of suspension and the student may then be reinstated or have their enrolment cancelled.

5.2.4 Where any of the above circumstances apply, the student will be contacted in regard to the intended suspension or cancellation and the reasons for this.

5.2.5 Students will be able to access the Complaints and Appeals Policy and Procedure to appeal the decision within 20 working days of receipt of the decision.

5.2.6 A provider-initiated suspension or cancellation will not take effect, and will not be reported, until the internal appeals process is complete, unless the student's health or wellbeing, or the wellbeing of others, is likely to be at risk.

5.2.7 Students are advised to contact the DHA to seek advice on their student visa.

6. Procedures

6.1 Process Deferrals

6.1.1 Provide Deferral, Suspension, Withdrawal, Transfer (DSWT) Form to students who request deferral.

6.1.2 Assess Deferral, Suspension, Withdrawal, Transfer (DSWT) Form and supporting evidence to confirm that compassionate or compelling circumstances exist.

6.1.3 Complete assessment and advise student of outcome within 5 working days of receipt.

6.1.4 Where the application for deferral is approved, advise the student in writing of such.

6.1.5 Where the application is not approved, advise the student in writing of such indicating the reasons, any refunds due and advising them of their right to appeal the decision within 20 working days.

6.1.6 For approved deferrals, report a student course variation (SCV) on PRISMS within 31 days of the request being approved and according to the instructions provided in the PRISMS user guide.

6.1.7 Issue the updated CoE to the student.

6.2 Process Student-Initiated Suspension of Enrolment

6.2.1 Provide Deferral, Suspension, Withdrawal, Transfer (DSWT) Form to students who request suspension.

6.2.2 Assess Request for Deferral, Suspension, Withdrawal, Transfer (DSWT) Form and supporting evidence to confirm that compassionate or compelling circumstances exist.

6.2.3 Complete assessment and advise student of outcome within 5 working days of receipt.

6.2.4 Where the application for suspension is approved, advise the student in writing of such.

6.2.5 Where the application is not approved, advise the student in writing of such indicating the reasons, any refunds due and advising them of their right to appeal the decision within 20 working days.

6.2.6 For approved suspensions, report a student course variation (SCV) on PRISMS within 31 days of the request being approved and according to the instructions provided in the PRISMS user guide.

6.2.7 Issue the updated CoE to the student.

6.3 Process Student-Initiated Cancellation of Enrolment

6.3.1 Provide Deferral, Suspension, Withdrawal, Transfer (DSWT) Form to students who request to withdraw. Ensure that this is only provided to students who have completed more than six months of their principal course of study. Otherwise, the student will need to complete a Release Application Form.

6.3.2 Review Deferral, Suspension, Withdrawal, Transfer (DSWT) Form to ensure all details have been provided.

6.3.3 Notify the student in writing within 5 working days of receipt of application of confirmation of their withdrawal and any refund as applicable as per Pioneer's Fees and Refunds Policy and Associated Procedures.

6.3.4 Record the student's withdrawal on the SMS.

6.3.5 Report Student Notified Cessation of Studies on PRISMS within 31 days of the withdrawal being processed and according to the instructions provided in the PRISMS user guide.

6.4 Manage Provider-Initiated Cancellation of Enrolment

6.4.1 Where a student misbehaves (i.e., they contravene the Student Code of Conduct), immediately investigate the incident.

6.4.2 Where the incident is considered serious to warrant further investigation, inform the student in writing of the suspension including the reasons why and the dates from which the suspension applies, as well as their right to appeal the decision within 20 working days of receiving the notice.

6.4.3 Further investigate the student's misbehaviour.

6.4.4 Inform any other relevant agencies of the issue concerning the student such as in the case of fraud or violence.

6.4.5 Where the investigation deems the student can be reinstated, advise the student in writing that their suspension is lifted.

6.4.6 Where the investigation deems the student's behaviour as so serious that they cannot be reinstated, advise the student and relevant agencies of the cancellation of their enrolment, including the reasons for the decision.

6.4.7 Record the student's withdrawal on the SMS.

6.4.8 If any decisions are disputed by the cancelled student after the final decision has been made, the student must arrange a dispute resolution meeting with the Pioneer CEO/PEO.

6.4.8.1 Once the meeting has been requested by the cancelled student, Pioneer will confirm the meeting arrangements within 14 business days.

6.4.9 Upon having the dispute resolution meeting, the cancelled student may request internal documents for review according to the Privacy Policy.

6.4.10 Report provider decision to cease enrolment for disciplinary reasons on PRISMS within 31 days of the withdrawal being processed and according to the instructions provided in the PRISMS user guide.

7. Policy Review

7.1 Policy review is undertaken by the CEO with input from relevant staff.

7.2 Policy reviews are identified by an annual review cycle, or through audit and continuous improvement activities. An earlier review may occur if legislative or regulatory changes occur, or if a significant incident or near miss occurs.

7.3 The CEO actions the changes and updates the policies and associated procedures manual accordingly.

7.4 The CEO communicates amendments to policies and associated procedures to all relevant staff via email and/ or staff meetings.

7.5 Changes will be recorded in the updated version control and Document History.

8. Responsibilities

8.1 The CEO/ PEO is responsible for, but not limited to:

8.1.1 Ensuring that deferral, suspension and cancellation decisions are compliant with legislation and regulatory requirements.

8.1.2 Overseeing high-risk or sensitive cases, such as permanent cancellations, welfare matters or cases involving serious misconduct.

8.1.3 Acting as the final internal authority for serious or escalated cases, or if circumstances change.

8.2 The Academic Manager/ Trainer Co-ordinator is responsible for, but not limited to:

8.2.1 Investigating student misbehaviour.

8.2.2 Making decisions regarding student misbehaviour and cancellation.

8.2.3 Reporting decisions on PRISMS regarding provider-initiated suspension and cancellation.

8.2.4 Determining whether academic progress or training plans will be impacted and assessing requests accordingly.

8.2.5 Providing recommendations on continuous improvement, where academic engagement is a factor, and communicating decisions made to relevant staff.

8.2.6 Reviewing evidence of compassionate or compelling circumstances to make informed decisions.

8.3 The Campus Manager is responsible for, but not limited to:

8.3.1 Assessing deferral requests and reporting deferrals on PRISMS.

8.3.2 Assessing suspension requests and reporting suspensions on PRISMS.

8.3.3 Processing withdrawals.

8.3.4 Assisting students in submitting complete applications and supporting evidence where required.

8.4 The Compliance Team is responsible for, but not limited to:

8.4.1 Monitoring adherence to internal procedures.

8.4.2 Identifying compliance risks or systemic issues and recommending continuous improvement actions.

8.5 Trainers and Assessors are responsible for, but not limited to:

8.5.1 Monitoring student engagement, attendance and progress, and reporting concerns to the Trainer Co-ordinator/ Academic Manager promptly.

8.5.2 Referring students to the Student Support Officer where issues arise that may lead to potential deferral, suspension or cancellation.

8.5.3 Assist students in understanding their obligations and requirements.

Any complaints or breaches in relation to this document should be reported to the Chief Executive Officer in person or by email to: ceo@pioneercollege.edu.au

Document History:

Version No.	Issue date	Nature of Amendment	Approved By
1.0	1 Jul 2025	*As per implementation of the Revised 2025 Standards for RTOs, all related documentation is reset to version 1.0 to reflect alignment with the updated regulatory framework.* Creation of Document.	CEO
1.1	21 Oct 2025	Document edited and contextualised.	CEO
1.2	15 Dec 2025	Minor formatting, changes to Table of Contents. Additional definitions added. Elaborated on Section 1.	CEO
1.3	16 Jul 2026	Review made. Minor updates to cover page.	CEO
1.4	03 Sep 2026	Minor changes have been made.	CEO

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