

## Procedure for Deferring/Suspending a student's enrolment, reporting for non-commencement.

### DEFINITIONS:

**Defer or suspend enrolment** - to temporarily put studies on hold (adjourn, delay, postpone). Providers do this by notifying the Department of Education, through PRISMS of the deferment or suspension of enrolment. A student may request a temporary deferment or suspension to their enrolment on the grounds of compassionate or compelling circumstances. A provider may also initiate suspension of a student's enrolment due to misbehaviour of the student. (AEI definition)

**Deferment** – A request received from the student, prior to the commencement of the course, to temporarily postpone the commencement of such course. (Student initiated deferment of enrolment).

**Suspension** – When the enrolment of a student in the course of study is suspended for a period of time, after which the student may recommence the course (College initiated suspension of enrolment).

### INTERNAL PROCEDURE

1. **Student has a Visa Granted and requests a deferral of course commencement date where the end date of the course is affected.**
  - 1.1 Student/agent provides a completed deferral form request plus supporting documentation.
  - 1.2 Minimum one-week (seven days) notice has to be given for the request to be processed.
  - 1.3 The request will be assessed by the Administrative Coordinator and Academic Manager.
  - 1.4 The Student Services Officer will notify the student/agent in writing of the College's decision within seven days after receiving the completed application form and supporting documentation.  
(See [Deferral Approval Letter](#) and [Deferral Refusal Letter](#) for sample letters).
  - 1.5 Student Services Officer/Admissions Officer to save all soft copy information related to the deferral including email correspondence, supporting documentation and completed form in the student's folder in the 'LL Server' as well as in the 'eBecas Documents Store' plus a diary note needs to be created with related information and final decision.
  - 1.6 Student Services Officer/Admissions Officer to update eCOE accordingly and record it in eBecas. Please see *PRISMS deferring/suspending student enrolment user guide* [R:\STUDENT SERVICES\D - COMPLIANCE\ProviderUserGuide \(5\).PDF](#)
  - 1.7 Student Services Officer/Admissions Officer to **update enrolment details reflecting the new commencement and end date.** (See [Enrolments Procedure](#))
  - 1.8 Student Services Officer/Admissions Officer to **amend the eCOE and 'Letter of Offer/Acceptance and send it to the student/agent.** (See [Enrolments Procedure and eCOE Prodecure](#))
  - 1.9 If the student is unhappy and would like to appeal the decision made by Language Links, please refer to the Complaints and Appeals Policy and Procedure in 'Student Handbook' or 'Language Links website'.

Please note: *Compassionate and compelling circumstances are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing* (extract from PRISMS Provided User Guide) located at: [R:\STUDENT SERVICES\D - COMPLIANCE\ProviderUserGuide \(5\).PDF](R:\STUDENT SERVICES\D - COMPLIANCE\ProviderUserGuide (5).PDF).

2. **Student has a Visa Granted and requests a deferral of course commencement date where the end date of the course is not affected (course not extended).**

- 2.1 Student/agent provides a completed deferral form request and select deferral without course extension.
- 2.2 Minimum one-week (seven days) notice has to be given for the request to be processed.
- 2.3 The request will be assessed by the Admissions Officer and Administrative Coordinator and in the case of a Refund, a completed Refund Cancellation Form will be requested and assessed by the Finance Officer.
- 2.4 The Student Services Officer will notify the student/agent in writing of the College's decision within seven days after receiving the completed application form and supporting documentation.  
(See [Deferral Approval Letter](#) and [Deferral Refusal Letter](#) for sample letters).
- 2.5 Student Services Officer/Admissions Officer to save all soft copy information related to the deferral including email correspondence, supporting documentation and completed form in the student's folder in the 'LL Server' as well as in the 'eBecas Documents Store' plus a diary note needs to be created with related information and final decision.
- 2.6 Student Services Officer/Admissions Officer to **update enrolment details reflecting the new commencement and end date.** (See [Enrolments Procedure](#))
- 2.7 Student Services Officer/Admissions Officer to **amend the 'Letter of Offer/Acceptance and send it to the student/agent.** (See [Enrolments Procedure and eCOE Procedure](#))
- 2.8 The provider is not required to do an SCV for this student as long as they commence on the new expected date.

Please note: *If the provider becomes aware that the expected start date for the student has changed to a date in the future, and agrees that the delay will not impact on the end date of the CoE, then the provider is not required to do an SCV for this student as long as they commence on the new expected date.* (extract from PRISMS Provided User Guide) located at: [R:\STUDENT SERVICES\D - COMPLIANCE\ProviderUserGuide \(5\).PDF](R:\STUDENT SERVICES\D - COMPLIANCE\ProviderUserGuide (5).PDF)

3. **Non-commencement of student studies.**

A student does not – has not or will not - commence their course when expected.

- 3.1 The report in PRISMS must be completed by the Student Services Officer/ Admissions Officer within 14 days after the expected commencement date, where the student is under 18 years of age and within 31 days for a student above 18 years of age.  
Student Services Officer/ Admissions Officer to **notify the student of our intentions to cancel the eCOE for non-commencement within seven days of the proposed start date and if no compassionate or compelling circumstances are presented SCV is created after 28 days of the proposed start date.** (See '[Intention to Report to the Department of Home Affairs for Non-Commencement Letter](#)' for sample letter).
- 3.2 *The CoE must have a status of 'Approved', 'Studying', 'Visa Granted', 'Cancelled' or 'Finished' for you to start a course variation for non-commencement. In the SCV Comments field, try to indicate whether a visa*

was granted to the student, whether the student arrived in Australia and other relevant information. Once you have completed the SCV the CoE status will change to 'Cancelled' and DIBP will be sent the reason code applied (extract from PRISMS Provided User Guide) located at: [R:\STUDENT SERVICES\D - COMPLIANCE\ProviderUserGuide \(5\).PDF](R:\STUDENT SERVICES\D - COMPLIANCE\ProviderUserGuide (5).PDF).

- 3.3 If no Deferral or Suspension or appealing processing is initiated by the student Student Services/Admissions Officer to cancel eCOE accordingly and record it in eBecas. Please see [PRISMS deferring/suspending student enrolment procedures](#).
- 3.4 Student/agent to be notified of the cancellation of the eCOE.
- 3.5 Refund Policy Applies

Please find below links for related extracts from PRISMS, ESOS ACT and current legislation. [R:\STUDENT SERVICES\D - COMPLIANCE\ProviderUserGuide \(5\).PDF](R:\STUDENT SERVICES\D - COMPLIANCE\ProviderUserGuide (5).PDF)  
[Deferment, suspension or cancellation of study during enrolment /Explanatory guide for Standard 13 Education Services for Overseas Students Regulations 2001](#)