

Deferral, Suspension and Cancellation Policy & Procedure

January 2026

Students (*International and Domestic Students – where applicable*)

1. Application Process

Students seeking to defer, suspend, or cancel their enrolment must complete the Defer, Suspend, Cancellation Application Form (available from Reception or the RTO Manager).

- Completed applications must be submitted to Student Services, addressed to the CEO / RTO Manager.
- Applications must be submitted at least 10 business days before the requested effective date.
- A formal written response will be provided within 5 business days of receipt.

2. Student-Initiated Deferment or Suspension of Studies

TACIS may approve a deferment or temporary suspension of enrolment only on the following grounds:

- Compassionate or compelling circumstances, or
- Student misbehaviour (provider-initiated).

Acceptable Compassionate or Compelling Circumstances

(*not exhaustive – documentary evidence required*)

- Unavailability of units in the enrolled course
- Delay in student visa grant (international students only)
- Serious illness or injury (medical certificate required)
- Bereavement of close family members (death certificate required)
- Traumatic events (e.g. serious accident or crime – police report required)
- Major political upheaval requiring emergency travel (international students only)
- Natural disaster requiring emergency travel (international students only)

Students may defer or suspend studies for up to one study period (one term).

The CEO / CEO will meet with the student to assess the application and supporting evidence.

A written decision will be issued within 5 business days.

3. International Students – Attendance and Visa Implications

- Periods of approved suspension (student-initiated or provider-initiated) are not

included in attendance monitoring calculations.

- Deferment, suspension, or cancellation may affect a student visa.
- Students will be referred to the Department of Home Affairs (DHA) website or helpline (131 881) for visa advice.
- TACIS will notify DESE via PRISMS of any approved deferment, suspension, or cancellation.

4. Student-Initiated Cancellation of Enrolment

a. Transfer to Another Provider

Students wishing to transfer to another provider must:

- Follow the **Student Transfer Policy**, and
- Submit the required release documentation.

b. Return to Home Country

Students cancelling enrolment to return home must:

- Submit the Defer, Suspend, Cancellation Application Form, and
- Provide supporting evidence (e.g. airline ticket and departure date).

TACIS will update PRISMS within 10 business days of receiving complete documentation.

If a cancellation request is refused, the student will:

- receive written reasons; and
- have 20 working days to access the internal Complaints and Appeals process.

Refunds (if applicable) will be processed in accordance with the Refund Policy.

5. Provider-Initiated Suspension or Cancellation

TACIS may suspend or cancel enrolment due to:

a. Misbehaviour

Including academic or non-academic misconduct.

- The CEO will meet with the student to discuss the matter.
- TACIS will issue a Notice of Intention to Suspend or Cancel, allowing 20 working days to appeal.
- Where there is an immediate risk to safety or the learning environment, suspension or cancellation may take effect immediately.

In cases involving suspected criminal behaviour, TACIS will:

- notify police where appropriate; and
- provide relevant information to DHA.

b. Non-Payment of Fees

- Two written reminders will be issued.

- Flexible payment options may be offered where genuine financial hardship exists.
- If non-payment continues for one month from the first warning, a Final Intention to Report letter will be issued.
- The student may then be reported to DESE/DHA via PRISMS.

6. Procedural Fairness

Students are treated as **not at fault** until:

- they admit responsibility; or
- findings are supported by credible evidence.

All investigations are conducted fairly, confidentially, and objectively.

7. Provider-Initiated Deferment of Commencement

Commencement may be deferred by TACIS due to **compassionate or compelling circumstances**, supported by evidence.

8. Non-Commencement Reporting (International Students)

TACIS may report students for non-commencement via PRISMS where:

1. The student does not commence by the start date
→ reported 14 days after course commencement, resulting in CoE cancellation.
2. The student fails to return after a scheduled break
→ reported 14 days after expected return date, including between packaged courses.

9. PRISMS Recording – eCoE Outcomes

PRISMS outcomes may include:

1. **Deferment or suspension without changing eCoE end date**
 - Student remains recorded as “studying”.
2. **Deferment or suspension affecting eCoE end date**
 - Original eCoE cancelled.
 - New eCoE issued with revised end date (when return date is known).
3. **Permanent cancellation of enrolment**
 - Student eCoE status recorded as “cancelled”.