



Deferral, Suspension and Cancellation Policy

Purpose

This policy outlines the circumstances under which a student may defer, suspend or cancel their enrolment and the circumstances under which Xpert Solutions may initiate a suspension or cancellation of enrolment.

Xpert Solutions is committed to ensuring that enrolment variations are managed fairly, consistently and in accordance with: 2025 Standards for Registered Training Organisations; ESOS Act 2000; National Code 2018; PRISMS reporting requirements; Xpert Solutions aims to balance regulatory compliance with student wellbeing and academic success.

Definition

Deferral: Delay of course commencement before studies begin.

Suspension: Temporary interruption of studies after commencement.

Cancellation: Termination of a student's enrolment before course completion.

Compassionate or Compelling Circumstances: Circumstances beyond the student's control that have a significant impact on the student's ability to commence, continue or complete studies.

Provider-Initiated Action: Suspension or cancellation initiated by Xpert Solutions.

Self-Assurance: Ongoing monitoring and review activities used to ensure enrolment variation processes remain effective and compliant.

Policy

1. Deferral and suspension of studies

- Xpert Solutions recognises that students may experience circumstances affecting their ability to commence or continue studies. Where appropriate, students will be provided with support and alternative options before suspension or cancellation is considered. Deferral, suspension and cancellation decisions will:
 - be evidence based
 - be documented
 - be communicated in writing
 - consider student wellbeing
 - consider visa implications
 - comply with legislative requirements.
- Requests from students for deferral and suspension of studies will only be granted in compassionate or compelling circumstances which are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to:
 - serious illness or injury, where a medical certificate states that the student was unable to attend classes, like significant mental health issues; family violence; serious family responsibilities; unexpected financial hardship; critical incidents, and emergency situations affecting study participation

- bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies, like government travel restrictions;
- a traumatic experience that has impacted on the student which could include involvement in, or witnessing of a serious accident or witnessing or being the victim of a serious crime. Such cases supported by police or psychologists' reports
- where Xpert Solutions is unable to offer a pre-requisite unit
- inability to begin studying on the course commencement date due to delay in receiving a student VISA

The circumstances listed are example of what may be considered compassionate or compelling circumstances and each case will be assessed on its individual merits.

- When determining whether compassionate or compelling circumstances exist, Xpert Solutions considers documentary evidence provided to support the claim, and stores copies of these documents in the student's file.
- Before approving or refusing a deferral or suspension request, Xpert Solutions may consider whether:
 - additional learner support is appropriate
 - counselling or wellbeing support is required
 - LLND support may assist the student
 - accessibility or reasonable adjustment measures are required
 - alternative study arrangements are available.
- Students may be referred to services available under the Student Support Policy.
- A retrospective deferment or suspension may be justified if the student was unable to contact Xpert Solutions because of a circumstance such as being involved in a car accident.
- Where a student-initiated deferral or suspension of enrolment is granted, Xpert Solutions will suspend an enrolment for an agreed period of time - to a maximum of 12 months. If the deferral is required for longer than 12 months, the student's application will be re-assessed. If the suspension period has expired and the student does not return, the student's enrolment will be cancelled.

2. Provider initiated suspension or cancellation

- Xpert Solutions may suspend or cancel a student's enrolment including, but not limited to, on the basis of:
 - misbehaviour by the student (including plagiarism, collusion and cheating)
 - the student's failure to pay an amount he or she was required to pay the registered provider to undertake or continue the course as stated in the written agreement
 - Student breaches conditions of enrolment, which will occur in accordance with Standard 8 (Overseas student VISA requirements) and as specified in Xpert Solutions Course Progress Policy & Procedures.
 - fees remain unpaid
 - fraudulent documents are identified
 - student ceases participation without notification
 - regulatory requirements require cancellation
- Standards of behaviour required are outlined in the *International Student Handbook*.
- Where appropriate, warnings and support interventions should be considered prior to cancellation.



- Where Xpert Solutions suspends or cancels a student's enrolment, before imposing a suspension or cancellation Xpert Solutions will inform the student in writing of that intention and the reasons for doing so and advise the overseas student of their right to appeal through the provider's internal complaints and appeals process, in accordance with Standard 10 (Complaints and appeals), within 20 working days.
- Under no circumstances will the suspension or cancellation of the overseas student's enrolment under Standard 9.3 cannot take effect until the internal appeals process is completed, unless the overseas student's health or wellbeing, or the wellbeing of others, is likely to be at risk.

3. Student initiated cancellation of studies

- Students may initiate cancellation of their studies at any time during their course.
- Students who wish to withdraw within six months of their course to transfer to another provider will be processed as per Xpert Solutions Course Transfer Policy and Procedure.

4. Visa status

- Where a deferral, suspension or cancellation affects an international student's enrolment, Xpert Solutions will:
 - update PRISMS where required
 - advise the student to seek immigration advice
 - explain potential visa implications
 - provide information regarding Department of Home Affairs resources.
- Xpert Solutions does not provide migration advice.

5. Complaints and appeals

- Where a student accesses the Complaints and Appeals process, Xpert Solutions will not notify DET via PRISMS 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. Where the student chooses to access an external appeals process, DET will still be notified via PRISMS.

6. Risk Assessment

- Before approving an enrolment variation, Xpert Solutions may consider:
 - academic progress
 - attendance
 - course duration impacts
 - visa implications
 - welfare concerns
 - support requirements
 - likelihood of successful return to study.
- Assessment outcomes must be documented.

7. Return to Study

- Students returning following suspension must:
 - confirm intention to recommence
 - update contact details
 - participate in re-engagement activities if required



- review any revised study plan.

- Additional support may be offered where required.

8. Records

- Xpert Solutions maintains records relating to:
 - applications
 - supporting evidence
 - assessments
 - approvals and refusals
 - student correspondence
 - PRISMS actions
 - appeals
 - support referrals
 - return-to-study activities.
- Records must be securely maintained according to record retention requirements.

9. Publication

- This policy is provided to students in the *International Student Handbook*, which is provided to students prior to or upon commencement of a course, and also via Xpert Solutions' website at www.xpert.edu.au.

10. Continuous Improvement and Self-Assurance

- Xpert Solutions reviews deferral, suspension and cancellation processes through:
 - internal audits
 - complaints and appeals outcomes
 - student feedback
 - PRISMS reporting reviews
 - enrolment variation trends
 - critical incident reviews.
- Outcomes are recorded in the Continuous Improvement Register