

Department	Vocational Education & Training	
Quality Controlled Document No. & Title	ESOS_9.0	Deferment, Leave from Studies, Suspension or Cancellation of Enrolment Policy and Procedure
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Policy Overview

Hampton College understands that there may be circumstances, whilst overseas students are enrolled in Hampton College course(s), where a student's enrolment may need to be deferred, suspended or cancelled, or the student wishes to apply for temporary leave from their studies.

1.0 Deferment, Leave from Studies, Suspension and Cancellation

1.1 Deferment: A request, initiated by a student, prior to the commencement of study of their course to temporarily postpone their studies.

1.2 Leave from Studies: A request, initiated by a student, to be granted temporary leave from their studies after the commencement of their course.

1.3 Suspension: The enrolment of a student in their course of study is suspended for a period of time, after which time the student may recommence their course.

1.4 Cancellation: A student's Confirmation of Enrolment (CoE) is cancelled. Students who have their CoE cancelled must reapply to Hampton College if they wish to continue their course.

2.0 Conditions for Deferment, Leave from Studies, Suspension and Cancellation

2.1 Specific circumstances may include, but are not limited to:

- a) Compassionate or compelling circumstances. For example, student illness, family issues such as a bereavement in the family, and circumstances beyond a student's control such as where a government imposes restrictions due to a pandemic.
- b) A student does not meet the course progress and/or attendance requirements, as required under Hampton College's Overseas Student Visa Requirements Policy.
- c) A student engages in conduct which is unacceptable, poses a danger to themselves or others, is unlawful, or brings Hampton College into disrepute.
- d) A student does not pay required Hampton College fees and charges, of which they were informed prior to enrolment.

2.2 For the purposes of implementing this policy, Hampton College understands that 'compassionate and compelling circumstances' may include, but are not limited to, where a student:

- a) has not been issued with a study visa in time to start their course on the course start date;
- b) experiences medical and health related issues which affect the student's ability to participate in training and assessment;
- c) suffers a bereavement of close family members such as parents or grandparents;
- d) is subject to major political upheaval or a natural disaster in home country requiring emergency travel and this has impacted on the student's studies;
- e) suffers a traumatic experience affecting their ability to undertake training and/or assessment;
- f) is unable to start or continue their studies as a result of government restrictions imposed in response to a global pandemic;
- g) was unable to be offered a pre requisite course/unit by Hampton College.

In all cases, responsibility lies with the student to provide the necessary evidence to support their application.

2.3 Students who apply for deferral solely on the basis of financial difficulties, Deferral due to lack of funds, Hampton College will not accept such circumstances as 'compassionate or compelling'. It is a condition of an overseas student's study visa that they have access to funds to cover the tuition fees and cost of living for the duration of their student visa.

3.0 Making an Application for Deferment or Leave from Studies

3.1 Students intending to defer, or wishing to apply for leave from their course, must do so by completing Hampton College's Application for Deferment of Course or Leave from Studies Form.

3.2 Where a student applies for leave from studies, then approval can only be given where there are compassionate or compelling circumstances.

3.3 Hampton College shall process all applications within 10 working days of receiving the application. The student shall be notified of the outcome of their application in writing, and which must include Hampton College's reason(s) where an application is denied.

3.4 Where a student's application is denied, the student may appeal Hampton College's decision by accessing Hampton College's Internal Appeals process, as specified in Hampton College's Complaints and Appeals Policy and Procedure. All applications for appeals must be lodged within 20 working days of the student receiving written notification of Hampton College's decision.

3.5 The application process will require students to contact Immigration in order to determine if their study visa will be affected, should their application be approved. For example, Immigration may advise the student if they are required to leave the country while on approved leave. The application process requires students to provide evidence that they have corresponded with Immigration in relation to their application. Hampton College will report the change to the overseas student's enrolment under section 19 of the ESOS Act.

3.6 Hampton College's RTO Manager and Student Support and Careers Manager (SSCM) shall be informed of any decision to approve course deferral or grant leave from studies. The RTO Manager and SSCM, where appropriate, shall consult with the student's trainer(s) to ensure that strategies are implemented to support the affected student. The RTO Manager shall complete a STAR report and save this in the student's file.

3.7 In all cases, the RTO Manager, SSCM and the student's trainer(s) shall ensure that the granting of leave, shall not impact adversely on a student's ability to complete their course within their nominated course duration period. Where this is unavoidable, then the student may be required to contact Immigration regarding their study visa, and Hampton College may need to issue a new Confirmation of Enrolment (CoE).

4.0 Suspension and Cancellation of Enrolments

4.1 Hampton College may decide to suspend or cancel a student's enrolment where the student:

- a) is determined to be in breach of Hampton College's academic honesty policies;
- b) engages in conduct which represents a danger to themselves and/or others;
- c) engages in conduct which does not allow other students to participate effectively in their course;
- d) does not meet Hampton College's course attendance and/or progress requirements;
- e) breaches the conditions of their study visa;
- f) is determined to have been deceptive and/or dishonest when providing information to Hampton College, in particular where that information was provided as part of the student's enrolment process;
- g) engages in any conduct which is unlawful;
- h) engages in conduct which brings Hampton College into disrepute; and/or
- i) is determined to be in breach of Hampton College policies such as bullying, harassment etc.

4.2 In all cases the RTO Manager shall, when considering any decisions regarding suspension of a student, or cancellation of a student's enrolment:

- a) notify Hampton College's CEO, in writing, of the possible suspension or cancellation, and whether there may be a possibility to external persons, entities or authorities may be involved;
- b) use Hampton College's Student Suspension and Cancellation Report to record all processes undertaken, comprehensive details of any investigation(s), and the list of documents, or other evidence, pertaining to the matter at hand;
- c) consult with Hampton College's SSCM and the student's trainer(s);
- d) conduct a thorough investigation of all circumstances pertaining to related incident(s);
- e) maintain comprehensive and thorough records of all matters pertaining to the investigation, which may include records of interviews and review of documents;
- f) prior to informing the student(s) of the outcome of the investigation, provide a written report, with recommendations, to the Hampton College CEO;
- g) ensure that all records are kept in the student's file, and retained for a period of no less than 7 years after the student has completed their course, or is no longer enrolled with Hampton College;
- h) use professional judgement to assess each case on its individual merits
- i) after all avenues of appeals, available to the student, are exhausted, report student via PRISMS to Immigration that the student's enrolment is suspended, or cancelled.

4.3 Suspension cannot take effect until the internal appeals process is completed unless extenuating circumstances relating to the welfare of the student or other students apply. The appeal period shall apply in all cases unless the overseas student's health or wellbeing, or the wellbeing of others, is likely to be at risk. Hampton College shall keep attach evidence to support this to the RTO Manager's Student Suspension and Cancellation Report.

5.0 Reporting Requirements

Provider Registration and International Student Management System (PRISMS)

5.1 Hampton College shall notify the Department of Education through PRISMS where a student has received approval to defer their studies, or Hampton College has decided to suspend the overseas student's enrolment for a period without affecting the end date of the CoE. There will be no change to the CoE on PRISMS – the overseas student will still be listed as studying. However, the notice of deferment or suspension will be recorded in PRISMS. If Hampton College initiates a suspension or cancellation of the overseas student's enrolment, before imposing a suspension or cancellation the registered the Institute will:

- 5.1.1 inform the overseas student of that intention and the reasons for doing so, in writing
- 5.1.2 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
- 5.1.3 inform the overseas student of the need to seek advice from Immigration on the potential impact on their student visa if the suspension or cancellation of the overseas student's enrolment takes place, and
- 5.1.4 report changes to an overseas student's enrolment under section 19 of the ESOS Act.

5.2 Hampton College shall notify the Department of Education through PRISMS where a student has received approval to defer their studies, or Hampton College has decided to suspend the overseas student's enrolment for a period which will affect the end date of the CoE. The original CoE will be cancelled on PRISMS and Hampton College may create a new CoE with a more appropriate end date. If Hampton College is unable to determine when the overseas student will return, it can choose not to create a new CoE at that point, but to wait until the overseas student has notified Hampton College of the intended date of return before creating a new CoE.

5.3 Hampton College shall notify the Department of Education through PRISMS when it has decided to permanently cancel (terminate) an overseas student's enrolment. Once this process is complete, the overseas student's CoE status will be listed as 'cancelled'. Regardless of the reason, if an overseas student's enrolment is suspended, the period of suspension of enrolment (as entered in PRISMS) should not be included in attendance monitoring calculations.

5.4 The Database Manager will be responsible for maintaining records in the Provider Registration and International Student Management System (PRISMS). PRISMS is a secure database owned and maintained by the Department of Education, Skills and Employment for the purposes of administering the Education Services for Overseas Students Act 2000 (ESOS Act). PRISMS provides means for education and training providers to comply with legislative requirements by:

- issuing bona fide Confirmations of Enrolment (CoE) as 'evidence of enrolment' in a registered full-time course, as required for the issuing of a student visa by the Department of Home Affairs;
- reporting changes in course enrolment, particularly where study ceases (for example due to non-compliance), or the duration of the study changes; and,
- facilitating the monitoring of student compliance with visa conditions as well as provider compliance with the ESOS Act. <https://prisms.education.gov.au/Logon/Register.aspx>

Where Hampton College's designated Registration Signatory Delegate is not familiar in the use of PRISMS, the Institute shall provide the Delegate with a copies of the following:

- ESOS_11.1 PRISMS Provider User Guide_2022
- ESOS_11.2 How To Manage Student Transfers in PRISMS
- ESOS_11.3 SCV_Quick Reference Guide
- ESOS_11.4 CRICOS Administrator Guide
- ESOS_11.5 Quick Reference Guide_Procedures Required
- ESOS_11.6 Quick Reference Guide_Record Keeping
- ESOS_11.7 Education Services for Overseas Students (TPS Levies) Act 2012

The following procedures and administrative tasks aim to ensure compliance with regards to entering and managing data in the PRISMS system. Primary responsibility for data entry, maintenance and management will be assumed by the Database Manager.

5.5 Visa Monitoring

The Database Manager shall:

Step 1: Action and monitor the data entry in PRISMS to administer the visa refusal and defaults.

Step 2: Maintain, in a spreadsheet, records of the VISA actions.

Step 3: SSCM will be provided with records of data entries and, where required, will communicate with student to inform them of any issues and verify the data.

To ensure the RTO meets its reporting obligations, where a student visa is refused, the following reporting process shall be implemented:

5.6 Default Recording Process – Visa refusal

- a) Database Manager is notified of student visa refusal.
- b) Database Manager shall notify the SSCM who will liaise with the student advising them of the visa refusal and shall provide the student with necessary forms that need to be completed. The forms include Course Withdrawal form and ESOS refund policy.
- c) “Offshore” or “Onshore” visa:
 - If “Offshore” the SS will initiate the default recording process and shall notify the SSCM.
 - If “Onshore” student will be notified of their visa application outcome, and the SSCM will determine whether or not they have right to enrol in a course.
 - In case of “Onshore” student, if the student decides to appeal, the default process is stopped and student visa details and Appeal documents are stored in student file.
 - If the student decides not to appeal the visa decision, SS will initiate the default recording procedure and r respectively stakeholders (Accounts department, Agent, Marketing Department) are notified.
- d) Upon receiving the completed Withdrawal Form and Fee Refund Application Form, the required data shall be entered on PRISMS by the Database Manager.

S.No.	Student Name	Date Of Birth	CoE Code	Course Code	Visa Action	Action Date	CoE Status	SS Contact	Method	Current Visa	Remarks
1	Example A	01,08,1992	AVC11234	0000000A	Ceased	23,09,2023	Studying	05,10,2023	Email	Bridging A	Full study rights
2	Example B	26,09,1990	XYZABC01	0000000B	Refused	28,09,2023	Studying	09,10,2023	Email	Subclass 485	Full study rights
3											
4											
5											
6											

Snapshot of VISA Actions Spreadsheet

To ensure the RTO meets its reporting obligations, where a student does not commence studies, the following reporting process shall be implemented:

5.7 Non-Commencement of Studies

- a) After the orientation day, the SSCM will provide the Database Manager a list of students who will commencing their course in which they have enrolled. The required data shall be entered on PRISMS by the Database Manager
- b) Where a student does not attend orientation day, and has not notified the RTO, the SSCM shall notify the student via email, advising the student that they have 7 days in which to contact the SSCM to arrange an individual orientation session, in order to finalise their enrolment. Failure of a student to finalise their enrolment as by the stated date, the RTO shall initiate the following non-commencement process, and the required data shall be entered on PRISMS by the Database Manager.
 - **Step 1:** Once the start date of the course passes and the student services officer will then send an email to the student titled “Intention to Report (ITR) on non-commencement” and are given 20 working days to appeal/finalise their enrolment.
 - **Step 2:** If a student wishes to change their course start date, then the student would need to apply for deferral in writing along with the evidence of the reasons for requesting a deferral of their enrolment.
 - **Step 3:** A reminder email shall be sent to the student, and their agent if applicable, prior to reporting of the student on PRISMS.
 - **Step 4:** The student who has not commenced or deferred until the 20th working day from the date of the email, will then be reported on PRISMS as non-commencement.

5.8 PRISMS Data Variation Analysis

To ensure the data reporting is within the required timeframes, the RTO will be conducting a regular analysis of course variation data extracted from PRISMS.

Process:

- Database Manager generates the “Student Course variation” report from PRISMS.
- The report is analysed by the Database Manager and possible errors in reporting are identified and rectified.
- The Database Manager shall email a report to the SSCM and the RTO Manager for review.
- Once reviewed, and the errors, if any, have been rectified, the Database Manager shall finalise the data entry on PRISMS.

PRISMS Variation Analysis Calendar (2025/2026)

S. No	Date	Person Responsible	Expected date of completion
1	22-Jul-25	• PRISMS Administrator- Report Generation and analysis • Consultant- Further Review • Rectification (if any) Database Manager to email report to SSCM	29-Jul-25
2	19-Aug-25	• PRISMS Administrator- Report Generation and analysis • Consultant- Further Review • Rectification (if any) Database Manager to email report to SSCM	26-Aug-25
3	18-Sep-25	• PRISMS Administrator- Report Generation and analysis • Consultant- Further Review • Rectification (if any) Database Manager to email report to SSCM	25-Sep-25
4	22-Oct-25	• PRISMS Administrator- Report Generation and analysis • Consultant- Further Review • Rectification (if any) Database Manager to email report to SSCM	29-Oct-25
5	17-Nov-25	• PRISMS Administrator- Report Generation and analysis • Consultant- Further Review	25-Nov-25

S. No	Date	Person Responsible	Expected date of completion
		SSCM- Rectification (if any) Database Manager to email report to SSCM	
6	12-Dec-25	- PRISMS Administrator- Report Generation and analysis - Consultant- Further Review - Rectification (if any) Database Manager to email report to SSCM	19-Dec-25
7	22-Jan-26	- PRISMS Administrator- Report Generation and analysis - Consultant- Further Review - Rectification (if any) Database Manager to email report to SSCM	29-Jan-26
8	20-Feb-26	- PRISMS Administrator- Report Generation and analysis - Consultant- Further Review - Rectification (if any) Database Manager to email report to SSCM	27-Feb-26
9	22-Mar-26	- PRISMS Administrator- Report Generation and analysis - Consultant- Further Review - Rectification (if any) Database Manager to email report to SSCM	29-Mar-26
10	23-Apr-26	- PRISMS Administrator- Report Generation and analysis - Consultant- Further Review - Rectification (if any) Database Manager to email report to SSCM	30-Apr-26
11	23-May-26	- PRISMS Administrator- Report Generation and analysis - Consultant- Further Review - Rectification (if any) Database Manager to email report to SSCM	30-May-26
12	23-Jun-26	- PRISMS Administrator- Report Generation and analysis - Consultant- Further Review - Rectification (if any) Database Manager to email report to SSCM	30-Jun-26

5.9 PRISMS Reconciliation Schedule

To ensure the data accuracy and integrity throughout the RTOs Student Management System and PRISMS, the RTO shall conduct data reconciliation process as follows:

- Step 1: Database Manager downloads reports from PRISMS and WISENET and performs a data comparison analysis.
- Step 2: Once the analysis is performed, Database Manager will a report to the SSCM and the RTO Manager for review and verification.
- Step 3: Once any rectifications of the data are completed, the SSCM or the RTO Manager shall notify the Database Manager via email to finalise data entry on PRISMS.

PRISMS Reconciliation (2025)

S. No.	Date	Person Responsible	Expected Date of Completion	Remarks
1	5 February 2025	· Report Generation- PRISMS Administrator	19 February 2025	SSCM and RTO Manager will administer the process.
		· Data rectification (if any)- SSCM		
2	6 May 2025	· Report Generation- PRISMS Administrator	20 May 2025	
		· Data rectification (if any)- SSCM		
3	19 August 2025	· Report Generation- PRISMS Administrator	2 September 2025	
		· Data rectification (if any)- SSCM		
4	23 October 2025	· Report Generation- PRISMS Administrator	6 November 2025	
		· Data rectification (if any)- SSCM		