EVANTAA INSTITUTE

PROGRESS & COMPLETION

Deferment, Suspension & Cancellation

Policy & Procedure

Pausing, postponing or ending your enrolment — and what it means for your visa.

VERSION	EFFECTIVE	PROVIDER
3.0	June 2026	RTO 45866 · CRICOS 04025C

1. Purpose

The purpose of this policy is to outline the circumstances in which a student can defer, suspend or cancel their enrolment with Evantaa Institute and where Evantaa Institute can initiate the suspension or cancellation of the student's enrolment.

This policy and procedure ensure Evantaa Institute's compliance with Standard 9 of the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018. This policy also supports compliance with the Outcome Standards for Registered Training Organisations 2025, particularly Standard 2, by ensuring that students are treated fairly, supported in compassionate and compelling circumstances, and provided with clear processes for deferment, suspension, cancellation, and appeals.

2. Policy

Deferral and suspension of studies

- Deferral and suspension of studies will be granted only in compassionate or compelling circumstances, as outlined below. The circumstances listed are examples of what may be considered compassionate or compelling circumstances, and each case will be assessed on its individual merits.
- Compassionate or compelling circumstances are generally beyond the student's control and affect the student's course progress or well-being. 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
- 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, which has impacted the student's studies
- a traumatic experience that has impacted the student, which could include involvement in, or witnessing of, a serious accident or being the victim of a serious crime. Such cases supported by police or psychologists' reports
- where Evantaa Institute is unable to offer a prerequisite unit
- inability to begin studying on the course commencement date due to delay in receiving a student visa

- When determining whether compassionate or compelling circumstances exist, Evantaa Institute considers documentary evidence provided to support the claim, and stores copies of these documents in the student's file.
- A retrospective deferment or suspension may be justified if the student was unable to contact Evantaa Institute because of a circumstance such as being involved in a car accident.
- Where a student-initiated deferral or suspension of enrolment is granted, Evantaa Institute will suspend enrolment for an agreed period of time, to a maximum of 6 months. If the deferral is required for longer than 6 months, the student's application will be reassessed. If the suspension period has expired and the student does not return, the student's enrolment will be cancelled.

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 the Evantaa Institute Course Transfer Policy and Procedure.
- Evantaa Institute may also initiate suspension or cancellation of a student's enrolment on the grounds of the student's misbehaviour or non-payment of fees.
- Cancellation of the student's enrolment due to unsatisfactory course progress or attendance will be handled as per Evantaa Institute Course Progress and Attendance Monitoring Policy and Procedures.

Visa status (International students only)

- Deferment, suspension or cancellation of a student's visa may affect the student's visa. When a student's enrolment is deferred, suspended or cancelled, Evantaa Institute will notify the Department of Education via PRISMS of the change in enrolment status.
- Where a student accesses the Complaints and Appeals process, Evantaa Institute will not notify the Department of Education via PRISMS until the internal appeals process is complete. Where the student chooses to access an external appeals process, the Department of Education will still be notified via PRISMS.
- Students are referred to the Department of Home Affairs website (Department of Home Affairs or Helpline (131 881) for information and their local office for advice on how the potential change to enrolment status may impact their visa.
- Regardless of whether the suspension of enrolment is the result of a student's request for suspension or a suspension imposed by Evantaa Institute, the period
- of suspension of enrolment (as entered in PRISMS) will not be included in attendance monitoring calculations.

- Where Evantaa Institute initiates the suspension or cancellation of a student's enrolment, the student will be notified of this intention and will be informed that they have 20 working days to access Evantaa Institute's Complaints and Appeals Policy and Procedure, unless extenuating circumstances relating to the welfare of the student apply. Such circumstances may include where the student refuses to maintain approved care arrangements (only for students under 18 years of age), is missing; has medical concerns, severe depression of psychological issues which lead the provider to fear for the student's wellbeing;
- has engaged or threatens to engage in behaviour that is reasonably believed to endanger the student or others; or is at risk of committing a criminal offence.
- Students may choose to access an external appeal process as per Evantaa Institute's Complaints and Appeals Policy and Procedure. In the case of an external appeal, Evantaa Institute is not required to wait for the outcome of the external appeal before notifying the Department of Home Affairs of the change to the student's enrolment status.
- In relation to suspension, Evantaa Institute will continue to provide learning opportunities to students during the appeals process and students to continue to attend class so as not to deny them learning opportunities or disadvantage their subsequent studies should the appeals process find in their favour. The only exclusion to this will be in the case of a student who has breached the student's code of conduct and is a risk to his/herself or to the safety of others.
- Evantaa Institute provides information about its Deferral, Suspension and Cancellation Policy and Procedure on their website, in the Student Handbook and at orientation.
- Students may access all relevant forms for deferral or suspension through Evantaa Institute via email or by direct request.
- Appropriate records of the assessment of the student's application for deferment, suspension or cancellation will be kept in the student's file. Where a student is suspended or their enrolment cancelled due to misbehaviour, documentary evidence of this decision will also be kept.

3. Procedures

Student-Initiated Deferral of Enrolment 1.1 Processing the Application

- Students are provided with a deferral form upon request by the Administration Department.
- Administration staff assist students in completing the form where required.

1.2 Assessing the Request and Responding to the Student

- The RTO Manager, with support from the Administration Department, considers the reasons for the request and approves cases that fall within compassionate and compelling circumstances as defined in this policy.
- The Administration Department notifies the Department of Education via PRISMS that the student will be deferring their enrolment.

- Where the deferral is approved and affects the end date of the CoE, the student is informed of the changes and requested to confirm their decision.
- Upon confirmation, the Administration Department creates a new CoE through PRISMS and issues it to the student with the updated commencement date.
- Where the deferral does not affect the CoE end date, the Administration Department records the deferral in PRISMS without issuing a new CoE.
- All decisions are communicated to the student in writing within 10 working days of receiving the application.
- Where the request is refused, the student is informed in writing of the reasons and their right to access the Complaints and Appeals process within 20 working days. The refusal is recorded in PRISMS, and the CoE is cancelled.
- Students are advised to contact the Department of Home Affairs to understand any impact on their visa.
- Refunds, where applicable, are processed by the Administration Department in accordance with Evantaa Institute's Fees and Refunds Policy and Procedure.

Student-Initiated Suspension of Enrolment 2.1 Processing the Request

- Students are provided with the Application for Deferral or Suspension Form by the Administration Department.
- Administration staff assist students in completing the form where required.
- Students are required to submit their request in writing to Evantaa Institute at least ten (10) working days prior to the requested suspension date.
- Retrospective applications may be accepted where the student was unable to notify Evantaa Institute due to exceptional circumstances.

2.2 Assessing the Request and Responding to the Student

- The RTO Manager, supported by the Administration Department, assesses the request based on compassionate and compelling circumstances.
- The Administration Department notifies the Department of Education via PRISMS of the suspension.
- Where the suspension does not affect the CoE end date, the suspension is recorded in PRISMS without issuing a new CoE.
- Where the suspension affects the CoE, a new CoE is created and issued along with an updated written agreement.
- Where the return date is unclear, the Administration Department delays issuing a new CoE until the student confirms their return.
- If the student does not return, Evantaa Institute records this as a cancellation and notifies the Department of Education via PRISMS.

- Where the request is refused, the student is informed in writing of the reasons and their right to access the Complaints and Appeals process.
- All decisions are communicated in writing within 10 working days of receiving the application.

Student-Initiated Cancellation of Enrolment (Withdrawal) 3.1 Assessing the Request

- The Administration Department provides the student with the Application for Withdrawal Form via the Evantaa Institute website or directly upon request.
- Administration staff assist students in completing the form where required.
- The RTO Manager arranges a meeting with the student to discuss the reasons for withdrawal.
- All decisions are communicated to the student in writing.

3.2 Processing the Withdrawal

- The Administration Department completes a course variation report in PRISMS, resulting in the CoE being cancelled.
- Relevant details, including reason and date of cancellation, are recorded.
- Refunds are processed in accordance with Evantaa Institute's Fees and Refunds Policy and Procedure.
- Financial records are updated accordingly by the Administration Department.
- Relevant staff are informed of the cancellation.
- The student is advised in writing that their enrolment has been cancelled and that the Department of Home Affairs has been informed.
- The cancellation is recorded in aXcelerate.
- All documentation is maintained in the student’s file.

Provider-Initiated Suspension or Cancellation of Enrolment 4.1 Suspension of Student

- The RTO Manager informs the student in writing of the suspension due to misbehaviour.
- Students are required to continue attending classes unless otherwise directed due to safety concerns.
- The Administration Department notifies the Department of Education via PRISMS within 14 days of the suspension.
- The RTO Manager investigates the circumstances leading to the suspension.

4.2 Decision and Implementation

- The RTO Manager determines the appropriate outcome, which may include issuing a warning, requesting a formal apology, charging for damages, or proceeding with suspension or cancellation.
- Where cancellation is proposed, the student is issued a Notice of Intention to Cancel Enrolment and informed of their right to access the Complaints and Appeals Policy and Procedure.

- Where the student accesses the internal appeals process, no PRISMS reporting occurs until the process is complete.
- Where the outcome confirms cancellation, the Administration Department notifies the Department of Education via PRISMS.

4. Variations

Evantaa Institute reserves the right to modify this policy as necessary to comply with legislative changes or organisational needs.

Document Control

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