



Deferral, Suspension, Withdrawal and Cancellation Procedures 2026

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Part 1 Purpose and application

1.1 Purpose

- (1) These procedures specify the circumstances in which students enrolled in University of Sydney Preparation Programs (USPPs) may have their enrolment deferred, suspended, withdrawn or cancelled. The policy complies with the requirements of the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (The National Code).

1.2 Start date

- (1) This policy commences the day after the day on which it is registered

1.3 Application

- (1) These procedures apply to students enrolled in the USPPs delivered on behalf of The University of Sydney by Navitas Australia Pty Limited (CRICOS Provider Code: 01682E) trading as Taylors College Sydney (the College), and to staff of the College. It specifies the circumstances in which students may have their USPP enrolment deferred, suspended, withdrawn or cancelled.

Part 2 Deferral, Suspension, Withdrawal and Cancellation

2.1 Deferral of Enrolment

- (1) Students who have been admitted to the College and/or granted a student visa, but have not yet commenced studies, may apply to Admissions (taylorsadmissions@navitas.com) for a delay in the start of their studies on the grounds of compassionate or compelling circumstances (see policy).
- (2) The request to defer an offer must be in writing and include sufficient supporting evidence to enable Admissions to determine whether the circumstances justify deferment. Admissions will consider all evidence provided in support of a claim of compassionate or compelling circumstances, determine each case on its own merits, and keep copies of these records in the SMS.
- (3) In cases where a visa application has been lodged or issued, and before making an application for deferment, students should refer to the Department of Home Affairs (DHA) website <http://www.homeaffairs.gov.au/>, for advice on how the potential change to their enrolment status may impact on their visa. Deferment of an offer will affect the end date of a student's eCoE, and potentially impact a packaged offer of courses. In this situation, students must contact the DHA for advice.
- (4) If a student is under 18 years of age, and the University has taken responsibility under the ESOS Act and Migration Regulations for approving the student's accommodation, support and general welfare arrangements, Admissions must receive written approval from a parent and/or legal guardian and caregiver in advance of a proposed deferment.
- (5) If a student in receipt of a packaged offer receives approval to defer their offer, a new eCoE will be issued to confirm the revised packaged offer, subject to the same entry requirements into the principal USPP course and course quotas.
- (6) Students will be advised by Admissions of the outcome of their application to defer their studies within 10 working days, or as soon as practicable, after the submission of a request to defer.

2.2 Suspension of enrolment

- (1) Prior to making an application to suspend their studies, students should refer to the Department of Home Affairs (DHA) website <http://www.homeaffairs.gov.au/> for advice on how the potential change to their enrolment status may impact their visa.
- (2) Students who have commenced their studies may apply to suspend their enrolment if there are compassionate or compelling circumstances (see policy). The application for suspension must be in writing, using the Suspension Request Form, and include sufficient supporting evidence to enable the College to assess whether the circumstances justify a suspension. The College will consider all evidence provided in support of a claim of compassionate or compelling circumstances, determine each case on its own merits, and keep copies of these records in the SMS.

- (3) Students will be contacted by the College and be advised of the outcome of their application to suspend their enrolment within 10 working days or as soon as practicable upon submission of an application to suspend enrolment.
- (4) The provisions of the Refunds Policy and Procedures apply if a student suspends their studies and the College is holding unspent tuition fees in credit.
- (5) In certain instances of student non-academic misconduct, the College may suspend or cancel a student's enrolment for a specified period of time. Please refer to the Student Misconduct Policy and Procedures for full details.
- (6) If a student's enrolment is suspended, the suspension period will not be used for the purpose of calculating attendance and progress.
- (7) The period of suspension must be recorded in the SMS and PRISMS. Students who do not return at the end of their suspension period, or who do not request an extension will have their enrolment cancelled and will be reported to DHA when their eCoE is cancelled.
- (8) The PRISMS record of suspension for student misconduct, or for compassionate or compelling circumstances, will reflect the student's study status as required for student visa conditions. The College will only cancel and reissue an eCoE if the suspension period will not allow a student to complete the course/program within the timeframe shown on the eCoE. If the suspension will not affect the end of the course/program, the eCoE will not be cancelled and will still have the eCoE status 'studying'.
- (9) If the student is under 18 years of age, and the University has taken responsibility under the ESOS Act and Migration Regulations for approving the student's accommodation, support and general welfare arrangements as specified in the University of Sydney's Under 18 International Students Policy 2025 and Under 18 International Students Procedures 2025, the College must receive written approval from a parent/legal guardian and caregiver in advance of the proposed commencement date of the requested suspension of studies. This must include sufficient information about the student's proposed arrangements during the suspension of studies to enable the College to make an informed decision in relation to the suitability of these arrangements.

2.3 Cancellation of Enrolment

- (1) In certain instances of student academic or non-academic misconduct, the College may exclude a student by cancelling their enrolment for a specified period of time or expel the student from the College permanently. Please refer to the Student Misconduct Policy and Procedures for full details.
- (2) The College may cancel a student's enrolment for unsatisfactory attendance. Please refer to the Attendance Policy and Procedures for full details.
- (3) The College may cancel a student's enrolment for unsatisfactory course progress. Please refer to the Monitoring Course Progress Policy and Procedures for full details.
- (4) The College may cancel a student's enrolment for non-payment of USPP course fees. The College will do this by sending the student a notice of enrolment cancellation, and inform the student that they have 20 working days to appeal the

decision to cancel their enrolment by accessing the internal appeal process (Phase 3) under the Student Complaints and Appeals Policy and Procedures. Please refer to the Student Complaints and Appeals Policy and Procedures for full details of the appeals process and the subsequent enrolment cancellation process. Please refer to the Student Terms and Conditions for full details of the sanctions applicable for non-payment of course fees.

- (5) Students remain liable for all fees incurred prior to the cancellation of their enrolment. This includes fees incurred by students who commence their USPP and do not return to complete their studies. Unpaid fees may be referred to a debt collection agency and students will be liable for any costs incurred by the College in recovering outstanding fees, if applicable.
- (6) Student visa holders reported to DHA with a cancellation of their eCoE will break their subsequent package of study with the University of Sydney. The University of Sydney will be advised accordingly and will take any necessary action in respect of an eCoE for the University of Sydney course.

2.4 Withdrawal of Enrolment

- (1) Before having completed at least six months of the principal course of study (at the University of Sydney) applicable to their student visa, students who seek to withdraw from their USPP course to transfer to another Australian education provider should apply to the University of Sydney in the first instance by referring to the [International Student Change of Provider Policy 2025](#)
- (2) Students remain liable for all fees incurred prior to the withdrawal of their enrolment. This includes fees incurred by students who withdraw from their USPP after commencing studies. Unpaid fees may be referred to a debt collection agency and students will be liable for any costs incurred by the College in recovering outstanding fees, if applicable.
- (3) All notifications of withdrawal from enrolment must be made in writing, using the Withdrawal Form. The College will advise the DHA of the withdrawal as required via PRISMS, and for student visa holders, cancel the eCoE.
- (4) If the student visa holder is under 18 years of age:
 - (a) the written notification requesting enrolment withdrawal must be submitted by the student's parent(s) and/or legal guardian(s) and caregiver;
 - (b) the student's caregiver (or sponsoring agency if applicable) in Australia must be informed;
 - (c) and the student is not transferring to another provider, a return flight ticket to the student's home country must be submitted to the College as evidence that the University of Sydney no longer needs to be responsible for the student's welfare arrangements (the cancellation of the eCoE and the Confirmation of Appropriate Accommodation and Welfare (CAAW) will occur when it is confirmed on VEVO that the student is offshore; and
 - (d) if the student intends enrolling with another provider and has been approved to withdraw from their USPP course, and they have been granted a release from the University of Sydney, the University must maintain responsibility for the welfare arrangements of the student until such time as the other provider accepts responsibility for approving the care arrangements, to avoid any gap periods.

Part 3 Refunds

- (1) Students who withdraw their enrolment, or have it cancelled due to compassionate and compelling circumstances, may be entitled to a refund of unspent pre-paid USPP course tuition fees and certain non-tuition fees, if permitted under the Refund Policy and Procedures.

Part 4 Definitions

Admissions	means the Taylors College Sydney Admissions team.
Appeal	means the request by a student for a review of a decision made by the College: • about an outcome of a complaint by a student or about a student • to cancel an enrolment • in response to a Notice of Intention to Report (NIR) • in response to a request by a student to suspend their enrolment • in response to a student's application for special consideration • as a result of a misconduct finding and/or penalty.
Cancellation of enrolment	means terminating a course enrolment, which is initiated by the College (for example, on the basis of student misconduct or due to unsatisfactory course progress)
Caregiver	means a person engaged by a student's parents or legal guardians to provide support and welfare services to the student in Australia, while on a student visa.
Compassionate or compelling circumstances	means circumstances generally beyond a student's control which have a significant impact upon a student's course progress or wellbeing. (See policy)
Deferment /Deferral	means postponing the commencement of a new course or program (not for continuing students), and may be initiated by the student or the College.
Department of Home Affairs (DHA)	means the Australian Government department responsible for issuance of student visa and provision of student visa services (www.homeaffairs.gov.au).

National Code	means the <u>National Code of Practice for Providers of Education and Training to Overseas Students 2018</u> made under subsection 33(1) of the <u>Education Services for Overseas Students (ESOS) Act 2000 (Cth)</u> , which outlines nationally consistent standards for the conduct of registered providers and the registration of their programs.
Notice of Enrolment Cancellation (NEC)	means the notification from the College to a student, stating the College's intention to cancel the student's enrolment for one of the following reasons: • unsatisfactory attendance • unsatisfactory course progress • misconduct (academic or non-academic) • non-payment of USPP course fees.
Notice of Intention to Report (NIR)	means the notification from the College to a student, stating the College's intention to report the student to the DHA for not meeting enrolment conditions associated with their student visa.
Package Offer	means letters of offer and corresponding eCoEs issued to a student for two or more programs of study. Completion of earlier programs at a certain level of attainment is a requirement for progressing to the next program.
Principal Course	means the main course of study to be undertaken by an overseas student. If the student visa has been issued for multiple courses of study (a 'package' of courses), the principal course would normally be the final course of study that leads to the highest qualification in the 'package'. Where a student visa has been issued for only one course, that course is the student's principal course of study.
Suspension	means temporarily putting a commenced course on hold, and may be initiated by the student (for example, a leave of absence) or by the College.
Withdrawal	means a request to cease a course enrolment that is initiated by the student, effective on the date when the student makes a formal written request.

Part 5 Notes

Recissions and replacements

This document replaces the following, which are rescinded as from the date of commencement of this document:

- (1) USPP Deferment Suspension Withdrawal or Cancellation of Enrolment Policy and Procedures

Deferral, Suspension, Withdrawal and Cancellation Procedures 2026

Date adopted	24 March 2026
Date amended	24 March 2026
Approver:	USPP Board of Studies
Owner:	College Director
Review date:	At least once every 5 years from the date of commencement.
Rescinded documents	USPP Deferment Suspension Withdrawal or Cancellation of Enrolment Policy and Procedures
Related documents	<u>Competition and Consumer Act 2010 (Cth)</u> <u>Corporations Act 2001 (Cth)</u> <u>Higher Education Standards Framework (Threshold Standards) 2021</u> <u>National Code of Practice for Providers of Education and Training to Overseas Students 2018 (the National Code)</u> <u>National Standards for Foundation Programs Privacy Act 1988 (Cth)</u> <u>Cancellation Form Enrolment Cancellation Form (Phase 3)</u> <u>Suspension Form</u> <u>Withdrawal Form</u> <u>Academic Integrity Policy and Procedures</u> <u>Attendance Policy and Procedures</u> <u>Refund Policy</u> <u>Refund Procedures</u> <u>Monitoring Course Progress Policy and Procedures</u>

[Progression and Exclusion Policy and Procedures](#)

[Records Management Policy and Procedures](#)

[Student Code of Conduct](#)

[Student Complaints and Reviews Policy and Procedures](#)

[Student Disability Policy and Procedures](#)

[Student Learning Assistance Policy and Procedures Student](#)

[Misconduct Policy and Procedures](#)

[Student Privacy Policy Student Support Procedures](#)

[University of Sydney Change of Provider Policy 2025](#)

[University of Sydney Under 18 International Students Policy 2025](#)

[University of Sydney Under 18 International Students Procedures 2025](#)

Part 6 Amendment history

Register Version	Approved by	Clause	Amendment	Commenced
1	USPP Board of Studies	Whole Document	New template	24 March 2026