

Deferral, Suspension, Withdrawal and Cancellation Policy

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Part 1 Purpose and application

1.1 Purpose

- (1) This policy and its 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students enrolled in University of Sydney Preparation Programs (USPPs) may have their enrolment deferred, suspended, withdrawn or cancelled.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) This Policy applies 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 Tylors 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 It specifies the circumstances in which students may have their USPP enrolment deferred, suspended, withdrawn or cancelled.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 General principles

2.1 Student-initiated deferrals, suspensions or cancellations

- (1) Students may initiate a deferral prior to commencing their course, a suspension after commencing their course, or withdraw from enrolment.
- (2) Students may suspend their enrolment for up to two semesters or for the duration of mandatory military service. Students who do not return after two semesters or after completing their mandatory military service must reapply for admission to a USPP course.
- (3) Students must refer to the procedures of this policy for information on how to request to defer/postpone the commencement of a new student enrolment, suspend an ongoing student enrolment or to withdraw prior to commencement. Agents acting on behalf of students will be referred to this policy and its procedures.
- (4) The College may agree to defer a new student enrolment or suspend a student's continuing enrolment under certain limited compassionate or compelling circumstance. Compassionate or compelling circumstances are generally those beyond the control of the student which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to:
 - (a) serious illness or injury of a student, which must be evidenced by a medical certificate from an AHPRA registered practitioner, stating that the student was unable to attend classes. In exceptional circumstances, or where the student is offshore, other medical evidence may be accepted at the College's sole discretion;
 - (b) death or serious illness of a close family member such as a parent or grandparent. This requires a supporting document such as a death certificate which is written in English or is translated into English by a NAATI accredited translator or appropriate; or
 - (c) major political upheaval or natural disaster in the home country requiring emergency travel by the student that is, or is likely to have, an impact on the student's ability to continue or commence their studies; or
 - (d) a traumatic experience where a student is a victim of, or a witness to, a serious accident or crime, and these experiences have impacted on the student. In this case, a hospital report, police report or an AHPRA registered health practitioner's report should be provided. In exceptional circumstances, or where the student is offshore, other medical evidence may be accepted at the College's sole discretion; or
 - (e) inability to begin studying on the course commencement date due to delay in receiving a student visa; or
 - (f) the student's visa being cancelled by the Department due to reasons other than breaching student visa conditions.

2.2 Provider-initiated deferrals, suspensions or cancellations

- (1) The College may initiate the suspension or cancellation of the enrolment of a student for reasons not limited to:
 - (a) academic and/or non-academic misconduct;
 - (b) failure to pay required USPP course fees; or
 - (c) unsatisfactory USPP course progress and/or attendance requirements.
- (2) Before the College initiates a suspension or cancellation, the College must:
 - (a) send the student, and their parents/legal guardian(s) and caregiver if aged under 18, a written notice of intention to suspend or a notice of enrolment cancellation, setting out the reasons for the College's decision; and
 - (b) advise the student of their right to access the College's internal review process through the Student Complaints and Reviews Policy and Procedures, within 20 working days.
 - (c) The College will generally not suspend or cancel a student enrolment until the completion of any internal and external reviews made under the Student Complaints and Reviews Policy and Procedures, unless the College has supporting evidence and reasonable grounds to determine that a student's health or wellbeing, or the wellbeing of others, is likely to be at risk.
- (3) Where a student's health or wellbeing, or the wellbeing of others, is likely to be at risk, the College may immediately implement a deferral, suspension, or cancellation of enrolment without first allowing the student 20 working days to access the internal complaints and reviews process or waiting for that process to be completed; however, the student is still be given access to the internal reviews process after the action is taken, and if the outcome is in the student's favour, the decision must be reversed immediately, the student notified, and any required corrective action taken. Applicable situations may include, but are not limited to, when the student:
 - (a) refuses to maintain approved care arrangements, if they are under 18 years of age;
 - (b) is missing;
 - (c) has medical concerns, severe depression or psychological issues which lead the provider to fear for the student's wellbeing;
 - (d) has engaged in or threatens to engage in behaviour that is reasonably believed to endanger the student or others; or
 - (e) is at risk of committing a criminal offence.
- (4) When the College processes a deferral, suspension, or cancellation request, the College will:
 - (a) inform the student of the need to seek advice from the Department of Home Affairs (DHA) regarding the potential impact on their student visa; and
 - (b) report the change to the student's enrolment to the DHA in PRISMS, consistent with the College's compliance obligations under the ESOS Act.



- (5) A Notice of Intention to Suspend or Notice of Enrolment Cancellation will be sent to the student's email (College email address and personal email address) listed in the SMS. Parent(s)/legal guardian(s) and the caregiver will also be contacted for students under the age of 18. If no reply is received, a phone call will be made to the student's phone number listed in the Student Management System. If no appeal is made against the suspension or cancellation under the Student Complaints and Reviews Policy and Procedures, a notification confirming completion of the process is sent to the student, or their parent(s)/legal guardian(s) and the caregiver (where applicable).

Part 3 Records Management

- (1) Records in association with this policy will be kept in accordance with the Records Management Policy and Procedures. Confidential documents related to the implementation of the policy will be maintained according to relevant privacy requirements.

Part 4 Definitions

Review	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 • on a grade outcome • 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.
College Director	means the most senior staff member for the College (or their delegate).
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.
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.

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.

**University of Sydney
Preparation Programs
(USPP)**

means the non-award pathway programs offered by the University of Sydney and delivered by Navitas Australia trading as Taylors College Sydney. They include the University of Sydney Foundation Program and the High Achievers Preparation Program (HAPP).

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 - 20240614

Deferral, Suspension, Withdrawal and Cancellation Policy 2026

Date commenced	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 - 20240614
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</u> <u>Privacy Act 1988 (Cth)</u> <u>Cancellation Form</u> <u>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> <u>Progression and Exclusion Policy and Procedures</u> <u>Records Management Policy and Procedures</u>

[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 BoS	Part 2 (2.1) [4]	added compassionate or compelling reasons for student-initiated deferral and suspension of their enrolment	20260324
		Part 2 (2.2) [3]	added situations where the college may take immediate actions with post-action review rights	
		Policy name	Policy name changed to: <i>Deferral, Suspension, Withdrawal and Cancellation Policy 2026</i>	