

DEFERRAL, SUSPENSION AND CANCELLATION POLICY

1. Purpose

- 1.1 This document applies to the **Innovative Institute of Australia**, its courses, its clients (students) and its controlled entities (collectively "IIA", "Institute", "the Institute", "we", "us", "our").
- 1.2 This policy ensures that the Institute assesses student eligibility for deferral, leave of absence, suspension, or cancellation of enrolment in accordance with current legislation.

2. Definitions

- 2.1 An education agent refers to an entity (in or outside Australia) that
- i. Engages in any of the following activities in relation to a provider:
 - A. The recruitment of overseas students, or intending overseas students;
 - B. providing information, advice or assistance to overseas students, or intending overseas students, in relation to enrolment;
 - C. otherwise dealing with overseas students, or intending overseas students;and
 - ii. is not a permanent full-time or part-time officer or employee of the Institute.
- 2.2 CRICOS refers to the Commonwealth Register of Institutions and Courses for Overseas Students.
- 2.3 ESOS Act refers to the *Education Services for Overseas Students Act 2000 of the Commonwealth of Australia*.
- 2.4 National Code refers to the *National Code of Practice for Providers of Education and Training to Overseas Students 2018*.

- 2.5 Prospective student/applicant/client refers to a person who intends to become, or who has taken any steps towards becoming, an 'overseas student' or 'intending overseas student' as defined by the *ESOS Act*.
- 2.6 DHA refers to the Department of Home Affairs.
- 2.7 OSHC refers to the Overseas Student Health Cover.
- 2.8 eCoE refers to the electronic Confirmation of Enrolment.
- 2.9 2025 Standards for RTOs refers to the *National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025*.
- 2.10 Cancellation refers to the termination of a student's enrolment. The student CoE status will be listed as 'cancelled'.
- 2.11 Deferral/Deferment refers to a student-initiated request submitted before the commencement of studies to defer their start date temporarily.
- 2.12 Leave of Absence refers to a student-initiated request to defer studies after the course has commenced temporarily.
- 2.13 Suspension refers to a temporary suspension of a student's enrolment in a course, after which the student is permitted to resume their studies.
- 2.14 PRISMS refers to the Provider Registration and International Student Management System.

3. Policy

- 3.1 All students will be informed in writing that any deferment of studies, leave of absence, suspension, or cancellation of enrolment, regardless of the reason for reporting it to the Department of Education Australia, may impact their visa status.
- 3.2 Leave of absence

- i. All international students must submit appropriate supporting documentation before taking leave from their studies, in accordance with student visa requirements.
- ii. Students are encouraged to consult the Department of Home Affairs (DHA) for guidance on requesting leave and to understand any potential implications for their visa status.
- iii. The DHA permits a leave of absence for compassionate or compelling circumstances for a maximum duration of six (6) months. Leave extending beyond this period will result in the cancellation of the Confirmation of Enrolment (CoE) and may affect the student's visa.

3.3 Deferral of studies

- i. A student may defer or temporarily postpone their studies before the commencement of their course. The Institute may also initiate this process. The deferment is considered official once it is recorded in PRISMS and a revised start date is reflected on the Confirmation of Enrolment (CoE).
- ii. International students intending to defer their studies must notify the Institute before the official course commencement date.
- iii. Deferment will be approved only in cases where compassionate or compelling circumstances, as defined by the Institute, are demonstrated.
- iv. If a student wishes to take a break from studies without providing evidence of compassionate or compelling circumstances, they must formally withdraw and reapply when they are prepared to resume their studies.

3.4 Suspension of studies

- i. A student's enrolment may be suspended or temporarily postponed by either the Institute or the student. The suspension is considered official once it is recorded in PRISMS.

3.5 Suspension of studies initiated by a student

- ii. Students requesting to suspend their studies must be informed that suspensions are permitted only in cases of compassionate or compelling circumstances beyond their control.
- iii. Events such as weddings, as well as cultural or religious activities, do not constitute acceptable grounds for suspension of studies.
- iv. Any approved suspension resulting in a leave of absence must strictly correspond to the reason for which it was granted.

3.6 Suspension of studies initiated by the Institute

- i. The Institute reserves the right to suspend a student's enrolment under the following circumstances:
 - A. Compassionate or compelling circumstances, provided they are supported by appropriate evidence;
 - B. Disciplinary action resulting from a breach of the Institute's student code.
- ii. Students are made aware of the Institute's student code during the Pre-Enrolment and Orientation process.

3.7 Cancellation of enrolment

- i. The cancellation of an international student's enrolment signifies that they are no longer enrolled at the Institute. The cancellation is formalised once the student's Confirmation of Enrolment (CoE) is cancelled in PRISMS and they no longer possess a valid CoE for study at the Institute.

3.8 Cancellation of enrolment initiated by the student

- i. Cancellation of studies will not be approved unless all required supporting documentation has been provided and verified.
- ii. The provisions outlined in the Refund Policy will apply to any student-initiated cancellation process.

- iii. Cancellation due to non-commencement of studies may occur when a student is deemed, through inaction, to have failed to notify the Institute of their intention not to commence or continue with their studies. This determination may be made under circumstances such as:
 - A. The student fails to commence their course as scheduled and does not notify the Institute in writing.
 - B. The student takes an unauthorised break from study after a request for deferment, suspension, or leave of absence was denied.
 - C. The student does not return to their course after an approved holiday, deferment, suspension, or leave of absence and has not completed the course.
- iv. Enrolment cancellation due to transfer to another provider occurs when a student moves to a different education provider in accordance with the provisions of this policy.

3.9 Cancellation initiated by the Institute

- i. The Institute has the right to cancel a student's enrolment for the following reasons
 - A. Disciplinary Reasons: The student has breached the Institute's student code, resulting in disciplinary action.
 - B. Non-Compliance with Visa Conditions: The student demonstrates unsatisfactory academic progress or attendance, thereby breaching visa conditions.
 - C. Change in Visa Status: The student no longer holds a valid student visa due to a change in visa type or status, making them eligible for domestic enrolment or ineligible to study in Australia.
 - D. Non-Payment of Fees: The student fails to pay tuition fees as outlined in the signed International Offer and Acceptance Agreement.
 - E. Deceased Student: The student is deceased.

- F. Under-Enrolment: The student is intentionally under-enrolled (i.e., taking less than a standard study load) without valid justification, despite being advised otherwise by the Institute.
- G. Course Non-Delivery: The Institute is unable to deliver the registered course, in whole or in part, for any reason. In such instances, the International Student Fees Payment and Refund Policy provisions for Institute defaults will apply.

3.10 Student appeals

- i. Upon receiving notification of the Institute's intent to report a suspension or cancellation of enrolment, international students have 20 working days to access the Institute's complaints and appeals process, as outlined in the Complaints & Appeals Policy. This applies to cases involving:
 - A. Disciplinary action
 - B. Non-compliance with visa conditions
 - C. Non-payment of fees
- ii. If a student initiates the complaints and appeals process, the suspension or cancellation of their enrolment will not be implemented until the internal process has concluded, unless there are extenuating circumstances, supported by documented evidence, concerning the student's welfare.
- iii. If a student opts to pursue an external appeal, the Institute will proceed with cancelling the Confirmation of Enrolment (CoE) in PRISMS without awaiting the outcome, except in cases of unsatisfactory course progress or attendance—where cancellation must be deferred until the external appeals process is finalised.

4. Procedure

4.1 Responsibility

- i. The Admin Manager is responsible for implementing this policy and its procedures.

- ii. The Student Support Officer will maintain all application documentation for the suspension or cancellation of enrolment in the student's file. Notify the Department of Education via PRISMS of the decision to suspend or cancel the enrolment as a result of the student's request, only after the appeals period has passed. Where a student accesses the complaints and appeals policy and procedure within 20 working days, the student must not be reported until the process has finished.

4.2 Student initiated deferral or suspension

- i. Students may be able to temporarily defer the commencement of their studies or temporarily suspend their enrolment after commencement.
- ii. The Institute can only temporarily defer or suspend a student's enrolment due to exceptional, compassionate, or compelling circumstances. These circumstances could include, but are not limited to:
 - A. Serious illness or injury, where a medical certificate states that the student was/is unable to attend classes.
 - B. Bereavement of close family members such as parents or grandparents (Where possible, a death certificate should be provided);
 - C. Major political upheaval or natural disaster in the home country requiring emergency travel, and this has impacted the student's studies; or
 - D. A traumatic experience, such as involvement in, or witnessing of a serious accident; or witnessing or being the victim of a serious crime, and this has impacted the student (police or psychologists' reports should support these cases)
 - E. Where the Institute is unable to offer a prerequisite unit.
 - F. Inability to begin studying on the course commencement date due to a delay in receiving a student visa.
 - G. If an approved deferral of commencement of studies or the suspension of study has been approved in compliance with the Institute's policy & procedures.

- H. The above are only some examples of what may be considered compassionate or compelling circumstances. The Admin Manager will use their professional judgment to assess each case on its individual merits. When determining whether compassionate or compelling circumstances exist, the Institute will consider documentary evidence provided to support the claim. It should keep copies of these documents in the student's file.
- I. A student wishing to defer an enrolment must do so before the commencement of the course. Students must complete an 'Application to Defer, Suspend or Cancel enrolment' and submit it to the Student Support Officer. This application to defer must include in detail the 'compassionate or compelling circumstances' to support the temporary deferral of the start date of their studies.
- J. A student wishing to suspend their studies after commencement temporarily must complete an 'Application to Defer, Suspend or Cancel Enrolment' and submit it to the Student Support Officer. This application for suspension of study must include (in detail) the 'compassionate or compelling circumstances' to support the temporary suspension of studies.
- K. The Student Support Officer will:
 - a Review all applications for deferral or suspension and determine whether each is to be granted or rejected within 10 working days.
 - b Will ensure the student is informed in writing of the outcome of their application for deferral or suspension using the 'Letter of Notification'. This 'Letter of Notification' will also notify the student that the deferment or suspension may affect their student visa, and they are advised to contact the Department of Home Affairs regarding the status of their student visa.
 - c In the event of a student application being rejected, the written notification will also inform the student of their ability to access the complaints and appeals policy and procedure if they wish to appeal the decision.

- d Will maintain all documentation in relation to the deferral or suspension application in the student's file
 - e Notify the Department of Education via PRISMS of the decision to defer or suspend a student's enrolment as a result of the student's request.
- L. To process suspension, deferment, or cancellation requests further, the student must comply with the written agreement and all policies.

4.3 Student Initiated Cancellation

- i. Before completing 6 months of study in their principal course
 - A. Students wishing to transfer their enrolment before completing 6 months of study in their principal course must provide a letter of offer from an alternative provider, along with their application form, to the Student Support Officer. Please refer to the Transfer Between Providers Policy for further information.
- ii. After completing 6 months of study in their principal course
 - A. Students wishing to cancel their enrolment must complete an 'Application to Defer, Suspend or Cancel Enrolment' and submit it to the Student Support Officer.
 - B. The Student Support Officer will:
 - a. Maintain all application documentation for the cancellation of enrolment in the student's file
 - b. Notify the Department of Education via PRISMS of the decision to cancel the enrolment as a result of the student's request.
 - c. Ensure the student is informed in writing of the outcome of their cancellation application. This written notification will notify the student that the cancellation may affect their student visa and advise them to contact the Department of Home Affairs regarding their visas.

- C. Students will be required to refer to their written agreement and the Fees and Refund Policy for details of the refund arrangements.

4.4 Provider Initiated Deferral, Suspension or Cancellation of Enrolment

- i. The Institute may defer enrolment if the course is not being offered on the proposed date or at the proposed site, or for any other reason. In such cases, a refund shall be processed as required, or alternative courses shall be offered. Please see the Provider Default in the Fees and Refund Policy.
- ii. The Institute may suspend or cancel a student's enrolment if they have not paid fees as documented in their written agreement or have behaved inappropriately in an educational setting, such as through misbehaviour. Such actions may include, but are not limited to, acts of discrimination, sexual harassment, vilification or bullying, as well as acts of cheating or plagiarism. Such acts of misbehaviour will be classified into one of two categories – Academic Misconduct or General Misconduct. Where the Academic or General Misconduct is considered severe enough, the Institute has the right to cancel the student's enrolment.
- iii. Academic Misconduct
 - A. Students must not copy or paraphrase any document, audio-visual material, computer-based material or artistic piece from another source except in accordance with the conventions of the field of study
 - B. Students must not use another person's concepts, results or conclusions and pass them off as their own
 - C. In cases where the assessment task is intended to be individual, not group, work, students must not prepare an assignment collaboratively and then submit work that is substantially the same as another student's assessment.
 - D. Students must not ask another person to produce an assessable item for them.

- E. Students who do not meet satisfactory course requirements will be cancelled for Unsatisfactory Course Progress. Please refer to the 'Monitoring International Students Course Progress Policy & Procedures' for more details.

iv. General Misconduct

- A. Non-payment of fees as documented in the student's written agreement. For further details on the cancellation due to non-payment, please refer to the 'Fees and Refund Policy & Procedures.
- B. Contravenes any rules or acts.
- C. Prejudices the good name or reputation of the Institute.
- D. Prejudices the good order and governance of the Institute or interferes with the freedom of other people to pursue their studies, carry out their functions or participate in the life of the Institute.
- E. Fails to comply with the conditions agreed in the contract.
- F. Wilfully disobeys or disregards any lawful order or direction from the Institute personnel.
- G. Refuses to identify him or herself when lawfully asked to do so by an officer of the Institute.
- H. Fails to comply with any penalty imposed for breach of discipline.
- I. Misbehaves in a class, meeting or other activity under the control or supervision of the Institute or on the premises to which the student has access as a student of the Institute.
- J. Obstructs any member of staff in the performance of their duties.
- K. Acts dishonestly in relation to admission to the Institute.
- L. Knowingly makes any false or misleading representation about things that concern the student as a student of the Institute, or breaches any of the Institute's rules.
- M. Alter any documents or records.

- N. Harasses or intimidates any other person while the student is engaged in study or other activity at the Institute, because of race, ethnic or national origin, sex, marital status, sexual preference, disability, age, political conviction, religious belief or for any other reason.
 - O. Breaches any confidence of the Institute.
 - P. Misuses any facility in a manner that is illegal or which is or will be detrimental to the rights or property of others. This includes the misuse, in any way, of any computing or communications equipment or capacity to which the student has access at or away from the Institute's premises while acting as the Institute's student, in a manner that is illegal or that is or will be detrimental to the rights or property of others.
 - Q. Steals, destroys or damages the Institute's facility or property or for which the Institute is responsible.
 - R. Be guilty of any improper conduct.
- v. Where a student has been identified with academic or general misconduct, the Admin Manager shall be informed and will determine the penalty and its severity. The Admin Manager may take into account the type and level of Misconduct when deciding penalties.
- vi. The penalties at the Institute may include
- A. Non-payment of fees may result in the suspension of studies until the remaining fees are paid, or in the cancellation of enrolment where it has been determined.
 - B. Collection of fees will not be possible. For further details on the cancellation due to non-payment, please refer to the Fees and Refund Policy.
 - C. Academic Misconduct could include a warning, repeating an assessment task, being deemed NYC in the unit of competency, or suspension or cancellation of enrolment. Please refer to the 'Monitoring International Students Course Progress Policy & Procedures' for more details.

- D. General Misconduct may result in a warning, a charge for any costs that may have been incurred, a request for a formal apology if the action affected a third party, or suspension or cancellation of enrolment
- vii. Where a student has been identified with Academic or General Misconduct, the Institute shall ensure the following:
 - A. Students must be treated fairly, with dignity and with due regard to their privacy.
 - B. Students are to be regarded as innocent of the alleged Misconduct until they have either admitted it or, upon proper inquiry by the Admin Manager, been found by the Admin Manager to have so behaved.
 - C. Past Misconduct is not evidence that a student has behaved in the same manner again.
 - D. Each case is dealt with on its own merits and according to its own circumstances, with the provision that the first instance of Misconduct will be penalised more leniently than subsequent instances.
- viii. Where a decision to suspend or cancel a student's enrolment at the Institute will inform the student in writing with the following details:
 - A. The intention to suspend or cancel the student enrolment.
 - B. They have 20 working days to access the Institute's Complaints and Appeals policy and procedure and to begin the appeal process for the decision to suspend or cancel the enrolment. The student enrolment will not be cancelled or suspended until after this appeal period has passed.
 - C. Where the student enrolment is to be suspended, the length of the suspension must be included.
 - D. Where enrolment is to be cancelled, the cancellation is effective at least 20 working days from the date of the letter.
 - E. Students must also be informed that the Institute is obliged to notify the Department of Education via PRISMS within 20 days of the suspension or cancellation, and that this may affect their student visa.

- F. Students are advised to contact the Department of Home Affairs regarding the status of their student visa.

4.5 Default notifications: Any provider or student cancellation must be reported by the Student Support Officer as follows:

- i. Provider Default within 3 business days of the default occurring and the outcome of the discharge of the Institute's obligation within 7 days after the end of the Institute's obligation period (the Institute's obligation period is 10 business days after the day of the default).
- ii. Student Default within 5 business days of the default occurring, and the outcome of the discharge of the Institute's obligation within 7 days after the end of the Institute's obligation period.
- iii. Additionally, the Institute must report the outcome of the provider or student default within 10 working days of the end of the default period, i.e., whether the student accepted an alternative course or a refund, and, if a refund, the amount paid.
- iv. All default notifications and reporting are to be completed through PRISMS by the Administration Manager.

VERSION HISTORY

Version Number	Date	Summary of changes
1.0	September 2021	New policy
2.0	July 2025	Revised and updated to include the changes according to the Standards for Registered Training Organisations (2025).
3.0	December 2025	Revised and updated to include the changes according to the ESOS 2000 Act.