

Policy Title	Deferral, Suspension, Cancellation & Non-commencement of student enrolment Policy & Procedure				
Policy Number	PP-12	Version Number	V5 Jan 2025	Status	APPROVED
Owner	Admissions and Compliance Department		Approved by	CEO	

Table of Contents

- 1. POLICY..... 3**
- 2. PURPOSE 3**
- 3. SCOPE 3**
- 4. DEFINITIONS 3**
- 5. REQUIREMENTS, PROCESS AND PROCEDURE 4**
- 6. APPEAL10**
- 7. RESPONSIBILITY10**
- 8. RELATED DOCUMENTS.....10**

1. POLICY

IQY Technical College will ensure that the student's deferments and suspensions are carried out in accordance with the standards set out by the ESOS Act and National Code of Practice 2018.

2. PURPOSE

This policy outlines the circumstances for the application, assessment and approval of the deferment, suspension, leave of absence or cancellation of enrolment when instigated by either student or IQY Technical College and subsequent reporting requirements via PRISMS.

Standard 9 of the National Code allows students to defer commencement of studies, take a leave of studies, or temporarily suspend their studies during their program where compassionate or compelling circumstances exist. It covers student access to complaints and appeals mechanisms if a provider initiates a suspension or cancellation of enrolment against a student's wishes. Standard 9 clearly states that registered providers may only enable students to defer or temporarily suspend their studies, including granting a leave of absence during the course through formal agreement in certain limited circumstances.

3. SCOPE

This policy applies to all the current international students at IQY Technical College studying onshore, holding a student visa and to the international students who are in the process of procuring student visa from offshore to study in Australia.

4. DEFINITIONS

Deferment: Postponement of the commencement of a course of study. Must occur prior to start of a new academic term or a study period.

Suspension: Temporary postponement of an undertaken course of study. May occur at any time during an academic term or a study period.

Cancellation: Termination of enrolment.

Course: means a course of education or training as defined in the ESOS Act.

CoE: Confirmation of Enrolment.

PRISMS: The Provider Registration and International Student Management System.

Study Period: A discrete period of study within a course. IQY Technical College uses "Term" to define a study period. The term duration, usually a contact period of ten (10) weeks, is considered a study period.

Compassionate or compelling circumstances are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. 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 and this has impacted on the student's studies; or
- a traumatic experience which could include:
 - involvement in, or witnessing of a serious accident; or
 - witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists' reports)
- where the registered provider was unable to offer a pre-requisite unit; or
- Inability to begin studying on the course commencement date due to delay in receiving a student visa.

5. REQUIREMENTS, PROCESS AND PROCEDURE

5.1 Deferral, Suspension, or Cancellation: Instigated by the Institute

Students may also have their enrolment deferred, suspended or cancelled by IQY Technical College in the event of:

- Misbehavior (as outlined in the Student Code of Conduct, and Plagiarism and Academic Misconduct Policy);
- Breach of the Student Agreement (e.g., non-payment of fees);
- If the student behaves in a way which could potentially bring the Institute into disrepute;
- While implementing its intervention strategy for students at risk of not meeting satisfactory course progress (including where the student is clearly having difficulty in completing the course within the expected duration, as specified on the student's COE.

IQY Technical College shall send a written notification of intention to defer, suspend, or cancel the student's enrolment. Students have 20 working days to the right to appeal a decision by IQY Technical College to defer, suspend or cancel their studies and the Institute will not notify the Department of Home Affairs via PRISMS of a change to the enrolment status until the internal complaints and appeals process is completed.

If the deferral, suspension or cancellation of a student's enrolment is initiated by IQY Technical College, the student will be notified in writing and given twenty (20) working days to access IQY Technical College's internal complaints and appeals process. In case of cancellation on Non-commencement of the course, no notice is given to the students.

After all due processes have been completed, and IQY Technical College decides to defer, suspend or cancel a student's enrolment, a designated IQY Technical College staff must notify the Department of Home Affairs via PRISMS within 14 days of the change to the student's enrolment status.

In the event, of IQY Technical College cancelling a student's enrolment due to a breach of a condition of a student visa, IQY Technical College's designated staff must give the Department of Home Affairs particulars of this breach via PRISMS as soon as practicable after the breach.

5.2 Deferring / Suspending a Course of Study: Instigated by Student

Students wishing to defer or suspend (temporarily) their enrolment may only do so when there are compelling or compassionate circumstances. Compelling or compassionate circumstances may include, but are not limited to:

- serious illness or injury, where a medical certificate states that the overseas 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 and this has impacted on the overseas student's studies;
- a traumatic experience, which could include:
 - involvement in, or witnessing of a serious accident; or
 - witnessing or being the victim of a serious crime, and this has impacted on the overseas student (these cases should be supported by police or psychologists' reports)
- Where the registered provider was unable to offer a pre-requisite unit, or the overseas student has failed a prerequisite unit and therefore faces a shortage of relevant units for which they are eligible to enroll.

GENERAL REQUIREMENTS FOR DEFERMENT /SUSPENSION OF A COURSE OF STUDY:

- Students will need to substantiate their claims for deferment /suspension with appropriate supporting documentation.
- Deferral or suspension of studies cannot be used for personal travelling, undertaking hobbies, working or taking holidays/breaks, and will not be approved on such grounds.
- Students who would like to defer the commencement of their studies or suspend their current course of study must approach the Admissions Department by completing the IQY Technical College's Student Centralized Request form <https://IQY Technical College/forms-and-policies/>
- The supporting documentation provided for the request of deferment/ suspension will be verified by the Student Services Department as a regular procedure.
- The Medical Certificates will be verified by contacting the Medical Centre/ Medical Doctor to ensure that the student request is genuine.
- Following the verification of supporting documentation and the assessment of the student request for deferment and suspension, the outcome of approval or denial will be notified to the applicant in writing and, if denied, reasons for the refusal will be given.
- In the event of an application for deferment or suspension of studies being approved, a designated IQY TECHNICAL COLLEGE Administration Officer will notify the Department of Home Affairs (DHA) via PRISMS within 14 days of the change to the student's enrolment status.
- In case of the approved suspension of studies the start date of the suspension of studies would be from the next date/day of the last scheduled class attended by the student as per the SMS records. This said date would be in the Letter of Offer as well as on the CoE generated by PRISMS.
- In case of deferment of an intake, a revised letter of offer with revised payment plan and a revised COE will be sent to the student.
- In case of suspension of studies, a revised letter of offer with revised payment plan, a revised COE, timetable and a study plan for the units the student might have missed during the suspension period will be sent to the student.
- Admissions updates the course resumption date on PRISMS by 'Commencing' the COE.

- Students are not expected to make the payment towards tuition fee during the period of suspension.
- There will be Administration charge levied to be paid by the student if the deferment or suspension request is approved.
- Please refer to the Non-tuition fee Policy and Procedure and the Non-tuition Fee and Charges document on the IQY Technical College's website <https://IQY Technical College/forms-and-policies/>

FOR DEFERMENT OF AN INTAKE:

- The Student Centralized Request form <https://IQY Technical College/forms-and-policies/> must be completed and submitted to the student admissions team with verifiable supporting documents.
- For the **Offshore applicants**, the first deferment of intake will be free of charge, from 2nd deferment request and any subsequent deferment requests will attract an administration fee of AUD\$200.00/-, and the Centralized Request form <https://IQY Technical College/forms-and-policies/> will not be processed until the fee has been paid.
- For the **Onshore applicants**, there will be an administration fee of AUD\$200.00/- from the 1st deferment request and any subsequent requests for deferment.
- The student is required to make this payment at the time of lodging this change of enrolment request.
- To process the request of deferment of an intake date; IQY TECHNICAL COLLEGE requires – the completed Centralized Request form <https://IQY Technical College/forms-and-policies/> with deferment dates, the required evidence (compassionate grounds/ visa delay etc.) and the evidence of payment of AUD\$200.00/- paid towards this request. The deferment will then be processed within seven (7) working days.
- While assessing the application request, the Admissions Department will conduct verification of supporting documentation as a regular procedure. For e.g. the Medical Certificates will be verified by contacting the Medical Centre/ Medical Doctor; the student visa delay will be verified by accessing the VEVO for verification for checking the current status of the student.
- If the student has a student visa refusal and is requesting course deferment to forward their case to AAT, then the student is required to provide an evidence of the submitted application to the AAT. These verifications are conducted to ensure that the student request is genuine.
- Deferral can be sought for a minimum of three months and a maximum of twelve months.
- Multiple deferrals can be sought, for example you can apply for a second deferral at the end of the first one; however, IQY Technical College will assess each application on its own merits and does not guarantee that any particular application will be approved.
- There is **a maximum of three deferrals allowed for any one enrolment**. After this, IQY Technical College reserves the right to reject a fourth deferral application regardless of the reason.

- After obtaining three deferrals/suspension, if the student still requires another deferral, then the student will be considered as a new enrolment. A new letter of offer with the current tuition fee and non-tuition fee will be applicable.
- On-shore deferment of studies is considered **ONLY** on exceptional compassionate reasons assessed by IQY Technical College.

FOR SUSPENSION OF STUDIES DURING THE STUDY OF A COURSE:

- Applicable for the students who have commenced their respective course in ELICOS or VET at IQY Technical College.
- The students must ensure that they have paid any outstanding fees applicable till the date of request of suspension of studies prior to applying for suspension of studies.
- The Centralized Request form <https://IQY Technical College/forms-and-policies/> can be obtained from IQY Technical College website www.IQY Technical College
- This form must be fully completed and submitted to the admissions team at admissions@IQY Technical College with verifiable supporting documents.
- The form must be **submitted at least fourteen (14) working days** prior to the requested suspension date.
- The student will be advised to take into consideration the IQY Technical College Term Calendar to ensure that the course resumption date can be as per the IQY TECHNICAL COLLEGE's intake dates.
- The start date of the suspension of studies would be from the next date/day of the last scheduled class attended by the student as per the SMS records. This said date would be in the Letter of Offer as well as on the CoE generated by PRISMS.
- To process the request of suspension of studies; IQY Technical College requires – the completed Centralized Request form <https://IQY Technical College/forms-and-policies/> with suspension and resumption dates, flight tickets of up and down travel, the compassionate reasons (medical certificate, death in the immediate family etc.)
- The suspension will be then processed within fourteen (14) working days.
- On-shore suspension of studies is considered **ONLY** for exceptional compassionate reasons assessed by IQY Technical College.
- While assessing the application request, the Admissions Department will conduct verification of supporting documentation as a regular procedure. For e.g. the Medical Certificates will be verified by contacting the Medical Centre/ Medical Doctor; the student visa delay will be verified by accessing the VEVO for verification for checking the current status of the student.
- If the student has a visa refusal and is requesting course suspension to forward their case to AAT, then the student is required to provide evidence of the submitted application to the AAT. These verifications are conducted to ensure that the student request is genuine.
- If the suspension of studies is approved on compassionate grounds, then the first suspension of studies and any subsequent requests for suspension of studies require payment of a \$550.00/-administration fee.
- The students who are applying for more than one suspension of studies during their enrolment in same qualification will be assessed on their course progress.
- If the course progress of the student in the same qualification is unsatisfactory/ or NO progress at all then the student will be advised that he/she may be on the Course Progress Monitoring radar which might affect his enrolment status with us.

- The second suspension of studies request, or any subsequent suspension requests will be assessed STRICTLY and ONLY after considering the genuineness of the compassionate grounds and the course progress record till date, the request will be approved with the \$550.00/-administration fee.
- At times, when the student request for suspension is approved and is for a fortnight (15 days) or less then the student course progress is reviewed and checked with the Academic Department. If the student course progress is satisfactory then there is NO change in the student enrolment as in Letter of offer and CoE are NOT revised. The student is issued a Approved Suspension Letter for the approved suspension period.

DEFERMENT/SUSPENSION PROCEDURE

The processing officer processes the deferment/suspension as below:

- A revised letter of offer is generated from the SMS – RTOM with the new start and end dates.
- In case of deferment of an intake, the next closest available intake date is offered to the student.
- In case of suspension of studies, the duration of suspension is calculated and then the Customised Study Plan (CSP) is developed by the Academic Department on the basis of the units yet to be completed. On the basis of this Customised Study Plan (CSP) the return from suspension date is offered to the student.
- The processing officer then notifies the Department of Education and Training and Department of Home Affairs (DHA) through PRISMS that they are deferring or suspending an overseas student's enrolment for a period which will affect the end date of the COE.
- The **Student course variation** (SCV) is created on the original COE and a new COE with a new end date is generated.

5.3 Student Withdrawal /Cancellation of enrolment from a course of study

- The Current Students who are intending to have their enrolment cancelled from the course/s are required to complete Centralized Request form <https://IQY Technical College/forms-and-policies/> available on the IQY Technical College's website www.IQY Technical College and submit this to the student administration department by email student.services@IQY Technical College
- If the cancellation of enrolment due to student withdrawal gets approved on compassionate reasons, the student will be required to pay an administration fee of \$550.00 for processing the withdrawal.
- The students must ensure that they have paid any outstanding course fees till the date of the submission of the Withdrawal form.
- The Withdrawal from Course Form should be accompanied by:
 - a valid letter of offer from another provider;
 - A detailed email clearly explaining the reasons for seeking withdrawal from IQY Technical College's course/s.
- If a student is intending to withdraw prior to the completion of six months of the principal course of study which is termed as Restricted Period; they should be directed to IQY Technical College's website www.IQY Technical College for the IQY Technical College's

Transfer between Providers Policy and Procedure which details the requirement of Standard 7 of The National Code of Practice 2018.

- The assessment of the Withdrawal from Course will begin for - a completed Form with the valid Letter of Offer from the new provider, the detailed email explaining the reason for seeking withdrawal and the evidence of the fee paid till the date of this request.
- The assessment of the request will be done within five (5) working days for a fully completed form with supporting evidence mentioned above.
- If the student application for withdrawal is approved, the student will be required to pay an administration fee of AUD\$550.00.
- The processing of the request will be done within ten (10) working days from the date of the fully completed form with the requirements mentioned above and the evidence of admin fee duly paid by the student.
- If a student's application for withdrawal from an enrolled course(s) is approved, a designated IQY Technical College's Administration Officer will notify the Department of Home Affairs via PRISMS within 14 days of the change to the student's enrolment status.
- The withdrawal/ cancellation would be from the next date/day of the last scheduled class attended by the student as per the SMS records.
- If a student's application for withdrawal from an enrolled course(s) is refused, the student will be communicated this decision within five (5) working days. They will be advised to continue their studies for their satisfactory course progress and honour the existing payment plan.

- The Possible reasons for refusal of withdrawal and release on PRISMS are mentioned below, but are not restricted to:
 - A student requesting a transfer has an inaccurate understanding of what the transfer represents to the study options;
 - The student still owes IQY Technical College course fees;
 - It is suspected that the student is seeking transfer only to avoid being reported to DHA for failure to meet course progress requirements;
 - IQY Technical College considers this transfer to be detrimental to the student's interests;

 - The reasons stated for the request to transfer have not been adequate;
 - The transfer does not appear to be for the purpose of an educational or career-oriented benefit;
 - The course requested transfer to is the same or like the currently enrolled course(s);
 - The primary reason for a transfer request is for a different class schedule which is more suited to the student's current or anticipated employment interests, or other non-educational interest.

- Where the student requires and requests for a grant of a release in the in the restricted period, IQY may exercise appropriate discretion and consider the above-mentioned reasons.

Important Note - Visa implications – Leave of absence, deferral, suspension or cancellation of enrolment may have implications for a student's visa; especially if the course end data has been changed. The Institute recommends that students seek appropriate advice regarding these implications. The Institute does not provide immigration advice to students.

5.4 Reporting Non-commencement of course - initiated by IQY TECHNICAL COLLEGE

For New Student:

1. IQY Technical College cancels the student's enrolment after the Census Date (two weeks) from the date of the course start date and will report to the DHA via PRISMS for Non – commencement.
2. The cancellation of enrolment for non-commencement of a course will incur an administration fee of \$550.00.
3. The student will **NOT be entitled for a release** from IQY Technical College.

Current Student (Pathway):

1. If the student previous course falls on the term end date of our Academic calendar (not mid-term) IQY Technical College cancels the student's enrolment after the Census date (two weeks) from the date of the course start date and will report to the DHA via PRISMS for Non – commencement.
2. The cancellation of enrolment for non-commencement of a course will incur an administration fee of \$550.00.
3. The student will NOT be entitled for a release from IQY Technical College.

6. APPEAL

The student will be notified in writing of the outcome once the decision is made on deferral, suspension, cancellation and/or exclusion for either reasons initiated by the student or the Institute including reasons for the decision.

Student should also refer to IQY Technical College's Complaints and Appeals Policy www.IQY Technical College.edu.au for information on lodging an appeal against a decision.

7. RESPONSIBILITY

The Chief Operation Officer and National Quality and Compliance Manager are responsible for effective implementation and management of this policy as well as provision of information on ways to resolve complaints of breaches of this policy.

8. RELATED DOCUMENTS

Related Documents
STD-FORM02 Request of Change of Enrolment Status PP-07 International Student Refund Policy and Procedure PP-09 Student Enrolment, Fees and Charges Policy and Procedure