### POLICY: DEFERMENT, SUSPENSION AND CANCELLATION

<table>
<thead>
<tr>
<th><strong>Policy context:</strong></th>
<th>This policy relates to:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>HE Standards Framework 2011</strong></td>
<td>Chapter 1: 6.1</td>
</tr>
<tr>
<td><strong>ESOS</strong></td>
<td>13.1, 13.2, 13.3</td>
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<tr>
<td><strong>NVR Standards 2011</strong></td>
<td></td>
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</tbody>
</table>
| **Legislation or other requirements** | Tertiary Education Quality and Standards Agency Act 2011  
The Education Services for Overseas Students (ESOS) Act 2000  
National Vocational Education and Training Regulator Act 2011 |
| **Other policies** | Complaints and Appeals Policy  
Fees and Payments Policy  
Refund Policy  
Student Misconduct Policy  
Academic Misconduct Policy |
DEFERMENT, SUSPENSION AND CANCELLATION POLICY

| FORMS AND OTHER DOCUMENTS | Letter of Release  
|                          | Letter of Release Refusal  
|                          | Withdrawal/Deferment form |

| KEY WORDS (META DATA) | ESOS, DIAC, Suspension, Enrolment cancellation, PRISMS |

| DEFINITIONS | The Institute – International Institute of Business and Technology (IIBT).  
|            | DIAC – Department of Immigration and Citizenship  
|            | ESOS – Education Services for Overseas Students |

EVIDENCE

Policy Information:

POLICY

IIBT is committed to assessing and recording all deferrals, suspensions or cancellations of study, ensuring that students within the process are informed of their rights, provided with due care and where there are relevant opportunities for appeal.

IIBT management will only suspend or defer enrolment on the grounds of:

- Compassionate and compelling circumstances.
- Misbehaviour by the student.

SCOPE

This policy applies to all IIBT students

PROCEDURES

The Student Support Services Officer must:

- Respond to each request for course study deferment by requiring a written request from the student that identifies the reason for which they require a course of study deferment.
- On receiving a request for course study deferment ensure that the student is aware of IIBT’s appeals process.
- Notify the IIBT management staff of the pending application providing a copy of the written request for consideration in the next IIBT management meeting.

The IIBT Management meeting shall ensure that the deferment request is considered:

- On the grounds of the written request and ensuring that compassionate and compelling circumstances (which are beyond control of the student) are assessed where evidence of their
validity is provided. These circumstances may include:

- 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.
- A traumatic experience which could include involvement in, or witnessing of, a serious accident; witnessing or being the victim of a serious crime (these cases should be supported by police or psychologists’ reports).
- Where the registered provider was unable to offer a pre-requisite unit.
- Inability to begin studying on the course commencement date due to delay in receiving a student visa.

**Deferment Request Responses**

Following the IIBT’s management meeting where the student’s request is considered the Student Support Services Officer shall:

- Ensure that the student is informed of the resulting decision of the IIBT Management meeting in a timely manner.
- Ensure that all records of the request and supporting evidence are copied and placed on the students file.
- Maintain the enrolment of the student should the student seek an appeal through the internal or independent adjudicator appeals process.
- Ensure that the student is advised to contact the office of DIAC so that they are informed as to the impact of their deferment on their existing student visa.
- Ensure that the student is advised that their course fees may also be affected by a deferment.
- Report the student’s change of enrolment to DIAC via PRISMS as soon as practicable after a decision on deferment has been finalized and recorded by IIBT management.
- Respond to advice from DIAC concerning the issuance of a new ECOE through PRISMS.

**Suspension or Cancellation Procedure**

Where a student’s conduct has been found to violate IIBT’s rules of enrolment and where warning has been provided the Student Support...
Services Officer shall:

- Inform the student that their misconduct has resulted in a report being made to IIBT management.
- Ensure that the student is aware that they may access IIBT’s internal appeals process and independent adjudicator.
- Inform the student should a decision to suspend or cancel their enrolment is made by IIBT management, that they have 20 working days to appeal following the decision. (IIBT management has 10 days to commence the process after the appeal is received)
- Provide a written report to the next IIBT management meeting detailing the misconduct offense and the manner in which their conduct has been dealt with thus far (the report should detail dates times and persons involved).

Suspension or Cancellation Responses

In receiving a report of misconduct IIBT management shall:

- Investigate and confirm verbally and/or in writing the actions of all staff involved was compliant with IIBT policy maintaining an unbiased approach at all times.
- Investigate and confirm verbally and/or in writing the actions of the student/students involved maintaining an unbiased approach at all times.
- Decide whether an enrolment suspension or enrolment cancellation is warranted.
- Ensure that in upholding the decision to suspend or cancel the student’s enrolment the student is informed in writing stating the reason for IIBT Managements’ decision, and reaffirming the student’s right to the internal appeals process and independent adjudicator within 20 working days.
- Maintain the student’s enrolment if the student chooses to access IIBT’s internal appeals process except in the case of extenuating circumstances (definition follows).
- Only report the student’s change in enrolment to DIAC via PRISMS if the student does not appeal the decision or if the student requests an independent adjudicator.
- Report the student’s change in enrolment to DIAC via PRISMS before the outcome of any internal/external appeals process if extenuating circumstances exist.

Extenuating circumstances relating to the welfare of the student may include, but are not limited to the following. The student:

- refuses to maintain approved care arrangements (only for students under 18 years of age);
### Deferment, Suspension and Cancellation Policy

- is missing;
- has medical concerns, severe depression or 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.

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**END OF DOCUMENT**