

POLICY AND PROCEDURE Deferment, Suspension or Cancellation

1. Policy

- a) IHMA provides a procedure for assessing, approving and recording a student's deferment or suspension of study which complies with the requirements of standard 13 of the revised National Code 2007 titled 'Deferring, Suspending or Cancelling the Student's Enrolment'.
- b) All prospective students will be provided with information about the deferment, suspension and cancellation of enrolment policy and procedures before making an agreement to enrol. This must be included in IHMA pre engagement material such as the IHMA web site or the Student Information, Services and Support manual.
- c) Deferment and Suspension initiated by a student must be supported by appropriate documentation or evidence to substantiate the reason for the application. The PRISMS officer will process the completed and substantiated application and convey the decision to DEEWR via PRISMS if the Academic Registrar approves the application.
- d) If a student defers or suspends their enrolment due to compassionate and compelling circumstances and if the reason of deferment and suspension is relevant to a critical incident, this must be recorded and documented in the Critical Incident Register and be reported to ensure appropriate support is provided to the student.
- e) IHMA must formally inform the student of its intent to 'Defer, Suspend or Cancel' whether initiated by IHMA or the student as this action may affect his or her student visa. IHMA will also advise the student to use the DIAC website, the DIAC helpline 131 881 or their local DIAC office for advice in order to prevent an unsatisfactory visa outcome. <http://www.immi.gov.au/contacts/overseas>
- f) Student/s must contact IHMA and advise if any changes occur during their deferment or suspension - delay of return or arriving back to Australia early during the period where their enrolment has been deferred or suspended.
- g) Student initiated Deferment, Suspension and Cancellation must be reported to DEEWR via PRISMS within 14 days after the application being approved.
- h) IHMA initiated Deferment, Suspension or Cancellation must be reported to DEEWR via PRISMS within 14 days after the 20 full working days for the student to access the complaints and appeals process has been exhausted or completed except for Cancellation due to Unsatisfactory Course Progress as this should be reported as soon as practical.
- i) Deferment, Suspension and Cancellation Application is free of charge, however IHMA will process these request when students have paid their expended or outstanding fees.

2. Responsibility

The IHMA Academic Registrar and Executive Director is responsible for the implementation of this procedure and to ensure that staff and students are aware of its application and that staff use and follow the policy requirements.

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3. Student Initiated Deferment or Suspension

(3a) Compassionate or compelling circumstances

Deferment- initiated by a student due to compassionate and compelling circumstances by informing IHMA **prior** to the course commences.

Suspension- initiated by a student due to compassionate and compelling circumstances by informing IHMA **during** their enrolment with IHMA.

Students who request deferment or suspension of enrolment can only be considered on compassionate or compelling circumstances. These circumstances 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
- A traumatic experience which could include
 - Involvement in, or witnessing of a serious accident
 - Witnessing or being the victim of a serious crime.
- Where the registered provider was unable to offer a pre-requisite unit or;
- Inability to begin studying on the course commencement date due to a delay in receiving a student visa etc.

4. Student Initiated Cancellation

(4a) Student completed course early

(4b) Student left provider- transferred to a course at another provider

(4c) Student notifies cessation of studies- actively

- Student notifies discontinuing studies with IHMA

(4d) Student notifies cessation of studies- actively

- Student notifies discontinuing studies with IHMA

5. IHMA Initiated Deferment or Suspension

IHMA may suspend or cancel a student's enrolment if the student, including but not limited to:

- (5a) Student misbehaviour** - refer IHMA Student Behaviour Policy Student Behaviour Policy (as specified in the student agreement) For more information please see the downloadable Student Behaviour Policy on the IHMA web site: <http://www.ait.vic.edu.au/PolicyForms.html>

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6. IHMA Initiated Cancellation

(6a) i-Student notification of cessation of studies- inactively

- Student failed to return after an arranged holidays break/s, suspension or deferment, or fails to enrol in any subjects for a compulsory study period

(6a) ii-Provider decision to cease student enrolment

- Non payment of fees
- Disciplinary reasons
For further information please see the downloadable Student Behaviour Policy on the IHMA web site: <http://www.ait.vic.edu.au/PolicyForms.html>
- Student has died
- No longer holding a student visa or a bridging visa that allows the student to continue to study
- IHMA unable to deliver course

(6b) Non- compliance with student visa conditions*

Unsatisfactory course progress- refer IHMA Monitoring Course Duration and Progress Policy and Procedure

(6c) Non commencement of studies- if student failed to attend within 14 days after the ECoE course start date

7. Outcomes for the student's Confirmation of Enrolment

ESOS, National Code Standard 13 allows for three different outcomes for the student's Confirmation of Enrolment;

- a) IHMA notifies DEEWR via PRISMS that it is deferring or suspending a student's enrolment for a period **without affecting the end date of the CoE**. In this case there is no change to the CoE or the student's enrolment status on PRISMS. The student's CoE status will still be listed as 'studying'. However, the notice of deferment or suspension will be recorded in PRISMS and sent on to the Department of Immigration and Citizenship (DIAC).
- b) IHMA notifies DEEWR through PRISMS that it is deferring or suspending a student's enrolment for a period which **will affect the end date of the CoE**. In such situations, PRISMS will cancel the original CoE, and immediately offer the provider the opportunity to create a new CoE with a more appropriate end date. If the provider does not know when the student will return, it can choose not to create a new CoE at that point, but to wait until the student has notified IHMA of the intended date of return before creating the new CoE.
- c) IHMA notifies DEEWR through PRISMS that it wishes to **permanently cancel (terminate)** the student's enrolment. Once this process is complete, the student's CoE status will be listed as 'cancelled'.

All relevant information must be recorded into the IHMA databases and all supportive documentation must be entered into the students administration file including the assessment of the student's application.

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8. Student Complaints and Appeals

- a) IHMA must inform and allow the student that he or she has 20 working days in which to access the IHMA complaints and appeals process. The appeals process must be started within 10 days of the formal lodgement of the complaint or appeal. If a student initiates the appeals and complaints process, suspension or cancellation of the student's enrolment will not take effect unless extenuating circumstances occur. Please see the IHMA Complaints and Appeals policy and procedure.
- b) Suspension and cancellation of enrolment initiated by IHMA will only take effect once the internal complaints and appeals process had been completed except cancellation grounds on Unsatisfactory Course Progress.
- c) If a student's internal complaint and appeal is unsuccessful, IHMA will notify DEEWR of the cancellation of the student's enrolment without having to await the outcome of the external appeal (except for course progress related matters).
- d) The student may or may not continue attending the course during the period of complaint and appeal progress. IHMA must make a decision based on the seriousness of the individual issue that caused IHMA to suspend or cancel student enrolment. The student must be advised in relation to the student's ability to continue to study with IHMA during the lodgement of the complaint and/or appeal.
- e) If a student utilises the complaint and appeal process, suspension or cancellation of the student's enrolment will not take effect unless extenuating circumstances occur. For more information regarding IHMA internal complaint and appeal process, please refer to IHMA complaint and appeal policy and procedures downloadable from IHMA web site <http://www.ait.vic.edu.au/PolicyForms.html>
- f) Once IHMA notifies DEEWR of the suspension or cancellation of enrolment, the student can choose to enrol with another registered training organisation within 28 days and provide supportive documents to DIAC or leave Australia within 28 days or provide evidence of engagement with an external appeal organisation.

9. Extenuating Circumstances

Extenuating circumstances may include but are not limited to:

- Has medical concerns, severe depression or psychological issues which concern other students well being.
- Has engaged or threatened to engage in behaviour that is recently believed to endanger students or others
- Is at risk of committing a criminal offence
- This assessment must be supported with appropriate documentation or evidence.
- If a student believes that IHMA determined 'extenuating circumstances' incorrectly the student can contact DEEWR through the ESOS mail box: esosmailbox@deewr.gov.au or via the helpline on 02 6240 5069.

10. Procedure

Student Initiated Deferment or Suspension

- Students wishing to defer or suspend their course due to compassionate and compelling circumstances must complete a Deferment or Suspension of Enrolment Application Form and submit the form to the IHMA Academic Registrar. This written application must include supporting documentary

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evidence to be assessed and approved by including but not limited to (where appropriate):

- Death Certificate
 - Marriage Certificate
 - Police Report
 - Medical Certificate
 - Travel Itinerary
 - Statutory Declaration where evidence is unavailable
- After consideration of the request the Academic Registrar will inform the student of the outcome in writing, including the assessment of the application.
 - If the outcome of the application is **approved** by the Academic registrar, a new letter of offer and student agreement will be issued and required to be signed by student.
 - IHMA's PRISMS officer will defer or suspend a student's enrolment as per information on the form if the application is approved.
 - The deferred or suspended application will be recorded and monitored through QuickBooks and WiseNet databases to ensure the return of student.
 - All relevant deferments or suspensions may impact on QuickBooks and WiseNet and these must be adjusted accordingly.
 - If a student failed to return from the deferment or suspension, IHMA PRISMS officer will cancel the student's enrolment due to student inactively advising IHMA of cessation of studies.
 - If a student returns earlier than the deferred or suspended date, the student must inform IHMA as soon as possible. IHMA's PRISMS officer must then update PRISMS by entering the 'Returned Early Date'.
 - In the case of a student's application being declined by the Academic Registrar, the student will be advised to complete a Student Leave Notification Form instead or the student can choose to use IHMA's complaints and appeals process. For more information please refer IHMA Complaints and Appeals Process.
 - After the changes to the student's enrolment are reported to DEEWR via PRISMS all of the relevant documentation is to be entered into the students file.

11. Student Initiated Cancellation

- Students wishing to cancel their course due to:
 - Student completed course early

When a student completes a Qualification Application Form, the form indicates to the student that if the student completes their course one month or more before the expected enrolment completion date, IHMA PRISMS officer will cancel the student's enrolment by notifying DEEWR

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via PRISMS. However, there are exceptions due to special circumstances that may apply to students.

- Student left provider- transferred to course at another provider
New certificate of enrolment from another RTO
- Student notifies cessation of studies- actively or inactively

Actively

Student must complete a Cancellation of enrolment application form and submit the form to the IHMA Administration Officer.

Inactively

Student failed to return after an arranged holidays break/s, suspension or deferment, or fails to enrol in any subjects for a compulsory study period.

- Student must settle all course related outstanding fees.
- IHMA PRISMS officer will process the cancellation request.
- IHMA administration officer may make any necessary adjustments that may impact on QuickBooks or WiseNet.
- All filing must be completed prior to archiving student administration and academic file except for files that have remaining or outstanding issue/s to be dealt with.
- If a student failed to make payment after lodging the application, IHMA will serve the student an Intention of Cancellation Notice due to Non Payment of Fees by notifying DEEWR via PRISMS and Notification of hand over to IHMA mercantile lawyers. Student can choose to access the IHMA Complaints and Appeals process within 20 working days.
- If students chose this option, a student's enrolment will remain active until the process is completed. For more information please refer IHMA Complaints and Appeals Process.
- Where a student did not choose the IHMA Complaint and Appeals process, IHMA will cancel student enrolment 20 working days after the notice being served.
- The IHMA administration officer may make any necessary adjustment that may impact on QuickBooks or WiseNet. The student's enrolment is then cancelled on the basis of Non Payment of Fee in PRISMS.
- Student file then will be handed over IHMA appointed mercantile lawyers.

12. IHMA Initiated Suspension

- IHMA initiated student suspension due to a student's misbehaviour considered by the Academic Registrar and or Executive Director.
- The student will be served an Intention of Suspension due to Breach of IHMA Student Behaviour Policy.
- Student will be provided 20 working days to access the IHMA complaints and appeals process.

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- Where a student chooses not to access the complaints and appeals process, the student will be suspending accordingly.
- The suspension will be recorded and monitor through QuickBooks and WiseNet database to ensure the return of the student.
- All relevant suspensions may impact on QuickBooks and WiseNet and these must be adjusted accordingly.
- If a student failed to return from a suspension, the IHMA PRISMS officer will cancel the student's enrolment due to student inactively advising IHMA of cessation of studies.
- If a student returns earlier than the suspended date, the student must inform IHMA as soon as possible. IHMA PRISMS officer must then report the new 'Returned Early Date' by notifying DEEWR via PRISMS.

13. IHMA Initiated Cancellation

- IHMA may cancel a student's enrolment due to one of the below 3 categories

Category A

- Student has died
- Student no longer holding a student visa or bridging visa allowing the student to continue to study
- IHMA is unable to deliver the course

Procedures

- Cancellation initiated by IHMA due to any of the above reasons from category A, the student's ECoE will be processed by IHMA PRISMS officer accordingly.
- IHMA administration officer must make any necessary adjustment that may impact on QuickBooks or WiseNet.
- IHMA will advise the student to pay outstanding course related fees if applicable.
- If a student failed to settle the outstanding fees. IHMA will hand over the student's outstanding account's details to IHMA mercantile lawyers.
- Once settlement with the IHMA mercantile lawyer is finalised, all outstanding filing must be completed before archiving the student academic and administration files.
- If a student is entitled a refund, IHMA will follow the refund policy and procedures based on the student's refund application. Refund Policy and Procedures downloadable from <http://www.ait.vic.edu.au/PolicyForms.html>

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Category B

- 1- Non payment of fees
- 2- Disciplinary reasons

Procedures

- IHMA will serve the student an Intention of Cancellation Notice due to any of the above reasons from category B. If students have remaining/outstanding related course fees, a statement of the student's account will be attached to advise the student of the remaining balance.
- The student will be given 20 full working days to access the IHMA Complaint and Appeals process prior to IHMA reporting the student to DEEWR via PRISMS.
- Once 20 full working days or the IHMA Complaint and Appeal process has been exhausted, the student's ECoE cancellation will be processed by the IHMA PRISMS officer accordingly.
- If a student failed to settle outstanding fees, IHMA will hand the student's outstanding account details to IHMA mercantile lawyers for collection.
- The IHMA administration officer may make any necessary adjustments that impact on QuickBooks or WiseNet.
- Once settlement with IHMA mercantile lawyers has been finalised, all outstanding filing must be completed before archiving the student's academic and administration file.

Category C

- Non- compliance with student visa conditions
- Unsatisfactory course progress- refer IHMA Monitoring Course Duration and Progress Policy and Procedure

Procedures

- Cancellation initiated by IHMA due to the above reason/s from category C, procedure of cancellation will continue once IHMA Standard 9 & 10 policy and procedures for Monitoring Course Duration and Progress are completed.
- An Intervention Strategy must be implemented prior to the cancellation process/assessment.
- Where student's have failed to achieve 50% course progress for 2 consecutive semesters the student will be issued a letter of Intention of Cancellation - due to Unsatisfactory Course Progress. Students will be given 20 working days to access the IHMA Complaint and Appeals process prior to IHMA reporting the student to DEEWR via PRISMS. For more information, please refer to IHMA Complaint and Appeal Process.
- IHMA will only allow one external appeal process outcome if found in favour of IHMA before reporting a student to DEEWR via PRISMS and

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cancelling the student's enrolment. IHMA will not await subsequent multiple external appeals processes that students may wish to access.

- A student's ECoE cancellation will be processed by IHMA's PRISMS officer accordingly.
- IHMA's administration officer must make any necessary adjustments that may impact on QuickBooks or WiseNet.
- IHMA will advise students to pay outstanding course related fees if applicable.
- If a student failed to settle the outstanding fees, IHMA will hand over the student's outstanding account details to IHMA's mercantile lawyers.
- Once settlement with IHMA's mercantile lawyers has been completed, all outstanding filing must be completed before archiving the student academic and administration files.

Condition*

Requires Intention of Cancellation - due to Unsatisfactory Course Progress letter sent to the students and this allows students 20 full working days to access IHMA's complaints and appeals process. Reporting to DEEWR via PRISMS can only occur once the 20 full working days have been exhausted and where the complaints and appeal process has completed.

Please Note:

Each procedure of student course variation (SCV) on a student's enrolment status must be used in conjunction with the PRISMS user guide.

Definitions and/or Acronyms

Defer or Suspend Enrolment

Means to temporarily put studies on hold (adjourn, delay, postpone)

PRISMS

Provider Registration and International Student Management System

Related Documents and /or Forms

PRISMS User Guide

Deferment or Suspension of Enrolment Application Form

Cancellation of Enrolment Application Form

Complaint and Appeals Application Form

Intention of Cancellation- due to Unsatisfactory Course Progress

Intention of Cancellation due to Unsatisfactory Financial Status

Intention of Suspension due to Breach of IHMA Student Behaviour Policy

Qualification Application Form

Student Induction and Orientation Form

Student Information Services and Support Manual

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Related Policy and Procedure

Complaint and Appeals Policy and Procedure
Student Behaviour Policy
Monitoring Course Duration and Progress Policy and Procedure

Related Regulation or ACT

National Code Standards 8, 9, 10, & 13
ESOS ACT section 19
ESOS Regulation 3.03

Related Website and Link

esosmailbox@deewr.gov.au
<http://www.immi.gov.au>
<http://www.immi.gov.au/contacts/overseas>
<http://www.ait.vic.edu.au/PolicyForms.html>
<https://prisms.deewr.gov.au>

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