



## Policy & Procedure Deferring Student Enrolment

### Purpose

The purpose of this Policy & Procedure is to ensure consistency in the management of the deferral of enrolments for overseas students intending to study with the RTO to ensure all necessary information has been provided to the relevant government department by maintaining updated information in the Provider Registration and International Student Management System (PRISMS) database.

### Inputs

National Code 2018 Standard 9 - Deferring, suspending, or cancelling the overseas student's enrolment.

9.1 A registered provider must have and implement a documented process for assessing, approving, and recording a deferral of the commencement of study or suspension of study requested by an overseas student, including maintaining a record of any decisions.

9.2 A registered provider may defer or suspend the enrolment of a student if it believes there are compassionate or compelling circumstances.

9.3 A registered provider may suspend or cancel a student's enrolment including, but not limited to, on the basis of:

9.3.1 misbehaviour by the student

9.3.2 the student's failure to pay an amount he or she was required to pay the registered provider to undertake or continue the course as stated in the written agreement

9.3.3 a breach of course progress or attendance requirements by the overseas student, which must occur in accordance with Standard 8 (Overseas student visa requirements).

9.4 If the registered provider initiates a suspension or cancellation of the overseas student's enrolment, before imposing a suspension or cancellation the registered provider must:

9.4.1 inform the overseas student of that intention and the reasons for doing so, in writing

9.4.2 advise the overseas student of their right to appeal through the provider's internal complaints and appeals process, in accordance with Standard 10 (Complaints and appeals), within 20 working days.

9.5 When there is any deferral, suspension or cancellation action taken under this standard, the registered provider must:

9.5.1 inform the overseas student of the need to seek advice from Immigration on the potential impact on his or her student visa

9.5.2 report the change to the overseas student's enrolment under section 19 of the ESOS Act.

9.6 The suspension or cancellation of the overseas student's enrolment under Standard 9.3 cannot take effect until the internal appeals process is completed, unless the overseas student's health or wellbeing, or the wellbeing of others, is likely to be at risk.

### Requirement

The RTO is required to manage any changes to the enrolments for overseas students intending to study with IIA including deferral of the overseas student's enrolment.

The organisation must also ensure all necessary information has been provided to the relevant government department by maintaining updated information in the Provider Registration and International Student Management System (PRISMS) database.

### Reference Documentation

Other reference documentation which relates to this P&P:

### Tools & Templates

This P&P is supported by the Tools & Templates identified at each stage in the process.

### Policy

The following information sets out the specific requirements that are to be met by IIA staff when manage the enrolment of their overseas students, including any changes such as deferral of the overseas student's enrolment.

IIA also has an obligation to ensure all necessary information about enrolments has been provided to the relevant government department by maintaining updated information in the Provider Registration and International Student Management System (PRISMS) database.

IIA will only grant deferral of commencement for compassionate or compelling reasons, and students are required to submit evidence to support their reasons.



## Procedure

### Students are unable to begin the course

If at any point prior to the Course Start Date, a student or their Agent notifies IIA that the student will be unable to begin the course on the Course Start Date, the student is to be advised and notified:

- Start the course by attending first class within first two weeks of the course.
- Request to defer commencement in writing prior to the course start date using the IIA - Defer Enrolment Form

Students are also to be advised of the details for the next suitable intake.

#### Tools & Templates

- IIA - Defer Enrolment Form

#### Output:

Advice on deferment of enrolment provided to student.

#### Responsibility

Administrator

### Application to Defer Enrolment Received

Review the application to determine if the grounds given for the request and nature of request are in line with National Code (International students only) and this policy.

#### Tools & Templates

- Completed Defer Enrolment Form

#### Output:

Advice on deferment of enrolment provided to student.

#### Responsibility

Receptionists / Administrator

### Compassionate and Compelling Circumstance

Compassionate or compelling circumstances are generally those beyond the control of the overseas student and which have an impact upon the overseas student's course progress or well-being. These could include, but are not limited to:

- Student Visa not granted on time.
- 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.
  - 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 prerequisite unit, or the overseas student has failed a prerequisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol.

#### Output:

Compassionate and Compelling Circumstances

#### Responsibility

Administrator / Academic Manager



## Assessment of Compassionate and Compelling Circumstances

All requests for consideration must be accompanied by certified copies of independent supporting documentation, which may include any one of the following:

- Evidence of Student Visa application submission
- Medical documentation or a psychological report with reference to the health professional's opinion regarding the Student's ability to attend classes for a period of time.
- Death certificates and evidence of relationship
- Police reports outlining involvement in a serious crime or accident.

Inability to provide supporting documentation will result in requests for consideration being denied. All documentation must be provided at the time of request.

Student's previous requests for consideration and study history may be considered when assessing applications relating to Compassionate and Compelling circumstances.

### Output:

Compassionate and Compelling Circumstances accepted

### Responsibility

Administrator / Academic Manager

## Circumstances not considered Compassionate and Compelling

The following circumstances will not be considered as Compassionate and Compelling:

- Circumstances which are considered to be within the control of a Student, or which are to be expected in the normal course of the Student's study, work, family, or social life.
- Minor illnesses (as determined by a registered medical practitioner) or homesickness.
- An increase in hours or duties of paid or unpaid employment, which is at the request of the individual Student. These are not regarded as circumstances beyond a Student's control.
- Relationship problems
- Financial difficulties
- Travel or employment opportunities
- Family or customary obligations such as weddings of self, family member, relative or friend
- Cultural celebrations such as Diwali, Ramadan, Chinese New Year, etc.

### Output:

Compassionate and Compelling Circumstances rejected

### Responsibility

Administrator / Academic Manager

## Outcome of the Application of Deferment of Enrolment

Advise the student and their Agent (if applicable) of the application outcome at the earliest possible (on the same day) via email.

If the application is accepted:

- Process the Deferment of Enrolment offer

If the application is rejected:

- advise the student and their Agent (if applicable) of the application outcome within five (5) business days of receiving the form.

Student must be advised of their right to appeal the decision and that they have twenty (20) working days to do so using the IIA - Complaints and Appeals.

If the student chooses to appeal the decision, proceed in accordance with *IIA - P&P Complaints and Appeals*.

If the student accepts decision, no changes to enrolment should take place.

### Tools & Templates

- IIA - Complaints and Appeals

### Output:

Letter of Offer for new enrolment.

### Responsibility

Administrator



## Process the Deferment of Enrolment Offer

Once approval has been granted to defer a student's enrolment their student records must be amended, and a new Letter of Offer must be generated and accepted.

The student will have already made an initial payment the payment plan and deposit amount must remain the same as the previous offer.

### Tools & Templates

- IIA - Letter of Offer and Written Agreement

### Output:

Letter of Offer for new enrolment.

### Responsibility

Administrator

## Create and issue a Confirmation of Enrolment (CoE)

Create and issue a Confirmation of Enrolment (CoE) and updated the student records on the IIA Student Management System (SMS).

### Output:

COE Issued

### Responsibility

Administrator

## Notification of the Course Start Date

Prior to the Course Start Date students or their Agent is provided with the revised Course Start date.

### Output

Orientation information provided.

### Responsibility

Administrator

## Key Performance Indicator:

Changes to the enrolments for overseas students intending to study with IIAs including deferment, suspension or cancellation of the overseas student's enrolment has been completed satisfactorily.

The required information has been provided to the relevant government department by maintaining updated information in the Provider Registration and International Student Management System (PRISMS) database

## Version history

Version	Date	Description of modifications
1.0	January 2024	Initial Draft
2.0	August 2024	Final