

# Policy & Procedure

## Suspending or Cancelling Student Enrolment

### Purpose

The purpose of this Policy & Procedure is to ensure consistency in the management of changes to the enrolments for overseas and domestic students intending to study with IIA. This includes suspension or cancellation of the overseas and domestic student's enrolment.

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

### Inputs

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

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 Standards for RTOs 2025 does not specify how an RTO is to manage any changes to the enrolments, including suspension or cancellation, for students intending to study nationally recognised training with the RTO.

Under the National Code 2018, the RTO is required to manage any changes to the enrolments for overseas students intending to study with IIAs including suspension or cancellation 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 Overseas 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 managing the enrolment of domestic and overseas students, including any changes such as suspension or cancellation of the student's enrolment.

Enrolment may be cancelled for the following reasons:

- when a student requests to cancel the enrolment
- when the RTO initiates the cancellation process

For overseas students' enrolment may be cancelled when a student's application for student visa is refused by Australian Government.

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



## Student Initiated Cancellation

If a student requests to cancel their enrolment, a meeting with the Academic manager is organised to review the request and advise the student.

**Output:** Assessing the cancellation request

**Responsibility:** Academic manager

## Meet with the Student

Advise all students of:

- Changes to their future course enrolments at IIA, if any.
- Any financial obligations such as any applicable refund or the fees that they may still be required to pay according to the signed student agreement.

Advise overseas students of:

- Their visa obligations that a change in their enrolment may affect their current student visa.
- Release Requirement:
  - Assess if the student would require release from IIA, even if the student has not requested in application form.
  - If yes, inform the student of their obligation to complete a minimum of six months in their principal course at IIA. To move to another education provider before completing six months of their principal course, they would need to obtain a 'Release' from IIA.
  - After assessing the reasons for student cancellation request, based on Overseas Student Transfer Policy advise them if IIA will/will not release them.

Provide the student with an *Application to Cancel Enrolment form* for them to complete and return.

Provide the student with a written / email summary of discussion.

If a face-to-face meeting with the student is not possible, obtain the reason for their cancellation request in writing or email.

## Tools & Templates

- *IIA - Application to Cancel Enrolment form*

## Output

Student reason for requesting the cancellation of their enrolment determined.

## Responsibility

Academic manager

## Confirm the Cancellation Request

If the student confirms the cancellation decision, proceed ahead with the cancellation procedure.

If the student withdraws the cancellation request within 5-working days:

- Stop the cancellation process.
- Acknowledge the withdrawal of cancellation request.
- Save the relevant requests and confirmation evidence in the student file.

If the student does not confirm the cancellation decision:

- Where student has already submitted formal request via *Application to Cancel Enrolment form* - Proceed ahead with cancellation procedure
- Where student has not yet applied formally via *Application to Cancel Enrolment form* - No changes to the student enrolment should be made until a completed cancellation form has been received from the student.
- Send an email to the student to inform that their cancellation request will only be assessed once a completed *Application to Cancel Enrolment form* has been received from them.

**Tools & Templates:** IIA - Application to Cancel Enrolment form

**Output:** Cancellation request confirmed

**Responsibility:** Academic manager

## Complete Student Initiated Cancellation

Process the enrolment cancellation:

- Process cancellation on the Student Management System
- Update PRISMS visa actions, where required.
- Save the completed *Application to Cancel Enrolment form* and other supporting documentation on student file.

**Tools & Templates:** IIA - Application to Cancel Enrolment form

**Output:** Enrolment cancelled

**Responsibility:** Administrator

### **IIA Initiated Cancellation**

All students studying at IIA, either domestic or overseas, are expected to adhere to conditions outlined in Student Agreements, IIA Student Code of Conduct described in Student Handbook. Overseas students require a student visa for the duration of their study. As a visa holder, it is their responsibility to be aware of the student visa conditions relating to their subclass of visa.

Where a student breaches either a Student Agreement or IIA Student Code of Conduct or the conditions of their student visa IIA can initiate the cancellation of the student enrolment.

Students need to be informed of the intention to report using the *IIA - Notice of Intention to Report*

**Tools & Templates:** IIA - Notice of Intention to Report

**Output:** Student enrolment cancellation process initiated.

**Responsibility:** Administrator

### **Seek Approval to start the RTO Initiated Cancellation Process**

Seek written approval from CEO to start the IIA initiated cancellation process.

Inform the CEO of the details and organise a meeting to discuss the case.

**Output:** Approval to initiate the cancellation of the student's enrolment

**Responsibility:** Administrator

### **Start the Cancellation Process**

Once CEO approves the initiation of cancellation, proceed to completing *RTO Initiated Cancellation - Assessment Form*.

- If the student chooses to appeal IIA's decision to report, proceed in accordance with *IIA P&P Complaints and Appeals*.
- If the student chooses not to appeal, or the appeal outcome is in favour of IIA's decision, finalise the cancellation process.

IIA must maintain student's enrolment until the internal appeals process is completed and has supported IIA's intention to cancel student's enrolment.

**Tools & Templates**

- *IIA - RTO Initiated Cancellation - Assessment Form*
- *IIA - Complaints and Appeals*

**Output:** Cancellation process started

**Responsibility:** Administrator

### **Complete RTO Initiated Cancellation**

Process the enrolment cancellation:

- Process cancellation on the Student Management System
- Update PRISMS visa actions, where required.
- Save the completed *RTO Initiated Cancellation - Assessment Form* and other supporting documentation on student file.

**Tools & Templates:** RTO Initiated Cancellation - Assessment Form

**Output:** Enrolment cancelled

**Responsibility:** Administrator

### **Student visa refused**

If the student is offshore:

- Send an email to student or their Agent to inform them about enrolment cancellation on visa refusal.

If the student is onshore:

- Send an email to student or their Agent to inform them about their further enrolment options at IIA.

Follow-up if no response is received after 5 working days.

**Output:** Students informed of visa application refusal

**Responsibility:** Administrator

### **Cancel the Enrolment**

Process the enrolment cancellation:

- Receive a copy of student's visa refusal letter issued by Department of Home Affairs
- Process cancellation on the Student Management System
- Update PRISMS visa actions, where required.
- Save Application to cancel Enrolment Form, Refund Request Form on student file.

**Output:** Enrolment cancelled

**Responsibility:** Administrator



### Key Performance Indicator:

The suspension or cancellation of the student's enrolment is managed systematically. All the necessary information for overseas students has been provided to the relevant government department by maintaining updated information in the Provider Registration and Overseas Student Management System (PRISMS) database.

### Version history

Version	Date	Description of modifications
1.0	January 2024	Initial Draft
2.0	August 2024	Final
3.0	July 2025	Reviewed and updated as per revised standards