

Deferral, Suspensions and Cancellation Policy

Version	Approved By	Approval Date	Effective Date
1.0	Operations Manager	June 2026	June 2026

1. Purpose

The purpose of this policy is to outline the circumstances where a student's enrolment can be deferred, suspended, cancelled or withdrawn/discontinued from registered training providers in accordance with The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018, known as 'the National Code 2018' and the Standards for RTOs 2025 for domestic students. *Student must maintain attendance and course progress whilst their application is being reviewed and processed.*

2. Scope

This policy applies to all students enrolled at Innovative College (INN), including:

- International students studying on a student visa (subject to ESOS Act 2000 and the National Code 2018),
- Domestic students

It also applies to all staff and contractors involved in the delivery, support, administration, and management of training and education services at INN. It ensures consistent application of responsibilities, standards, and procedures across all operations.

3. Definitions

- **Deferral** is the postponement of a student's commencement in a course and may be initiated by the student or the College
- **Suspension** is a temporary halt in a student's course after commencement and may be initiated by the student or the College
- **Cancellation** is a permanent cessation of the student's enrolment in one or more courses, either before or after commencement, initiated by the College
- **Withdrawal/Discontinue** is a permanent cessation of the student's enrolment in one or more courses, initiated by the student

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4. Policy Statement

Student Initiated Action

4.1 Deferral of Commencement of Studies

- a. Each request will be considered by the College on its merits and considering the individual circumstances
- b. Generally, deferral will only be approved where there are compassionate or compelling reasons such as serious illness or injury, bereavement of a close family member or delay in approval of a student visa in case student is offshore and has not commenced the course.
- c. Deferral will be approved for a maximum 1 intake period and no more than one additional approval will be granted on receipt of a further. Course will be offered as per the availability at the time.
- d. Overseas students are responsible for ensuring their student visa is valid at all times. They must make any required arrangements where their student visa is impacted by deferral, including requesting a new CoE from the College to support any application for a visa
- e. No request for deferral will be accepted or considered if the student has arrears in tuition or any other fees or is subject to any intervention process related to attendance or academic progress.

4.2 Withdrawal of Enrolment

- a. Each request will be considered by the College on its merits and considering the individual circumstances
- b. Requests for withdrawal by overseas students will be considered in accordance with the College's policy on student transfers
- c. Students may initiate a withdrawal at any time
- d. No request for withdrawal will be accepted or considered if the student has arrears in tuition or any other fees
- e. Any refund of fees paid will be as per the College's refund policy

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College Initiated Action

5.1 Deferral of Commencement

- a. Generally, deferral would only be initiated by the College in circumstances where the relevant course cannot be commenced on the original agreed date
- e. Overseas students are responsible for ensuring their student visa is valid at all times. They must make any required arrangements where their student visa is impacted by deferral, including requesting a new CoE from the College to support any application for a visa
- f. For all students, the College will consider appropriate support interventions, as required before initiating suspension.

5.2 Cancellation of Enrolment

- a. Cancellation of a student's enrolment would generally only be initiated in circumstances such as:
 - i. An overseas student's visa being refused or cancelled
 - ii. Failure to adhere to attendance and academic progress requirements
 - iii. Failure to pay tuition or other fees as agreed
 - iv. Serious or continued disciplinary matters
 - v. Academic dishonesty
- b. Prior to imposing any cancellation, the College will inform the student of its intention to do so in writing and provide an opportunity for the student to respond to that intention in addition to advising them of their right to appeal such a decision in accordance with the College's policy on complaints and appeals
- c. Any refund of fees paid will be as per the College's refund policy
- d. Overseas students are responsible for ensuring their student visa is valid at all times. They must make any required arrangements where their student visa is impacted by cancellation
- e. Before cancelling enrolment, the College will offer access to support services, including financial or academic counselling.

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6. Compassionate or Compelling Circumstances

The table below outlines examples of Compassionate or Compelling Circumstances and the documentary evidence required to support a claim.

Compassionate or Compelling Circumstances	Documentary Evidence Required
Compassionate or Compelling Circumstances that apply under all College policies	
Serious illness or injury to the student	Medical certificate from an AHPRA registered Medical Practitioner or Psychologist located in Australia stating that the student was unable to fulfil attendance/course progress requirements.
Death or illness of a close family member such as a parent or grandparent.	A death certificate which is written in English or is translated into English by a NAATI accredited translator
Major political upheaval or natural disaster in the home country of the student requiring emergency travel by the student that is, or is likely to have, an impact on the student's ability to continue or commence their studies.	Any reasonable evidence of the event, including copies of flight/travel bookings and/or any reasonable evidence of the impact such event has had on the student's studies.
A traumatic experience where a student is a victim of, or witness to, a serious accident or crime, and this experience has adversely impacted the student.	An Australian hospital report, police report or a report from an AHPRA registered medical practitioner or psychologist located in Australia. Where the student is offshore, other medical evidence may be accepted at the College's sole discretion. Evidence must be written in English or translated into English by a NAATI accredited translator. Translators outside Australia must be recognised as official and accredited translators in their jurisdiction and all translations must be provided on the translator's official letterhead. Please contact the Australian embassy or consulate in that country directly for a list of approved translators.
Misadventure, an unusual/one-off event such as a major traffic incident that prevented the student from being able to travel to and attend class.	Any reasonable evidence of the event.
An overseas student's visa is cancelled by the DHA due to reasons other than the overseas student breaching the student visa conditions.	Letter of cancellation from DHA.
Compassionate or Compelling Circumstances that apply under the Changes to Enrolment Policy:	
The College is unable to offer a pre-requisite course (if applicable).	No evidence required.

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An overseas student is unable to begin their studies on the course commencement date due to a delay in receiving a student visa.	Evidence of when the student applied for their student visa.
Other	
Any other circumstances that the College considers to be compassionate and compelling in nature, in its sole discretion.	Any reasonable evidence of the event.

6.1 What are NOT Compassionate or Compelling Circumstances

Circumstances that are within the control of the student and/or will not impact upon the student's capacity to progress with their planned Program of study will not be considered as Compassionate or Compelling and include, without limitations:

- failure of a student to understand or seek clarification of the College's requirements as specified in its policies, processes and rules, such as if a student misreads the exam timetable.
- any delay by the student in checking correspondence sent by the College.
- conflicts of priorities which are to be expected in the normal course of the student's study, work, family or social life such as working while studying and any timetable challenges that arise because of this work.
- events that could have been prevented, for example, failing to attend class because an alarm was not set.

7. Procedure

Students can download the form from the website or contact INN Office via phone, email or in person.

- Application for Withdrawal
- Application to Defer Enrolment / Study Period
- Refund Request Form

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7.1 Student initiated deferral

Procedure	Responsibility
A. Process application from student - Provide <i>Application to Defer Enrolment/Study Period</i> on request to student - Assist student to complete form as required	Administration & Student Support Team
B. Assess request for deferral and respond to student - Consider reasons for request for deferral and approve cases that fall within compassionate and compelling circumstances as defined in this policy. - Notify DET through PRISMS that the student will be deferring their enrolment. - Where the deferral is approved, student will be required to sign and return new written agreement. A new CoE is created through PRISMS and sent to the student. - Where the request for deferral is refused, the student will be informed of the decision including the reason for refusal, as well as their right to appeal the decision within 20 working days.	Admissions Team & Operations Manager

7.2 Student initiated cancellation of enrolment (withdrawal)

Procedure	Responsibility
A. Assess student request for cancellation of study - Upon request, provide student with <i>Application for Withdrawal</i>. - Assist student to complete form as required	Administration & Student Support Team
B. Process application for withdrawal - Complete course variation report in PRISMS. This will result in the status of the CoE changing to cancelled. - Include reason for cancellation of enrolment, date enrolment was cancelled and any other relevant information. - Process applicable refunds in accordance with INN's Fees and Refunds P&P.	Admissions Team & Operations Manager

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▪ Ensure that student's financial records are adjusted to take account of the cancellation of enrolment as relevant. ▪ Inform all relevant personnel that the student's enrolment has been cancelled. ▪ Advise student in writing that their enrolment has been cancelled and that DET has been informed and they will be advised of their change in VISA arrangements. ▪ Record cancellation of enrolment on the student management system. ▪ Include all documentation in the student's file.	
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7.3 Provider initiated cancellation of enrolment

Procedure	Responsibility
▪ Where the decision is to cancel the student's enrolment, provide the student with a Notice of Intention Report, informing them of their right to access the Complaints and Appeals P&P. ▪ Where the student accesses the Complaints and Appeals process and the decision following the internal appeals process is to cancel the student's enrolment, DET should be informed via PRISMS.	Student Support Team & Operations Manager

8. Records

All records relating to deferrals, suspensions and cancellations will be kept on the student's file. This will include all decisions made.

9. Policy Review

This policy will be reviewed periodically to ensure ongoing compliance with legislative and regulatory requirements and continuous improvement practices.

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