

International Student Deferral, Suspension and Cancellation Policy & Procedure

The purpose of this procedure is to address Standard 9 of the National Code 2018.

Learner enrolment can be deferred, suspended or cancelled in limited circumstances by Australian Institute of Work-integrated Education and Research or by the learner. When deferral, suspension or cancellation of enrolment is initiated by Australian Institute of Work-integrated Education and Research, the learner has the right to appeal the decision.

International learners need to note that any deferral, suspension or cancellation may affect their study visa in Australia.

Australian Institute of Work-integrated Education and Research initiated suspension

Australian Institute of Work-integrated Education and Research may suspend a learner's enrolment in the following circumstances:

- Learner behavioural misconduct as defined in the Behaviour Misconduct Policy;
- As part of the intervention strategy for unsatisfactory progress as defined in the Monitoring Course Progress Policy;
- The learner's failure to pay required fees to undertake or continue the course;
- In compassionate and /or compelling circumstances as determined by the Chief Executive Officer.

The length of time a learner may have their enrolment suspended is at the discretion of the Chief Executive Officer of Australian Institute of Work-integrated Education and Research. A learner's enrolment may not be suspended more than one (1) Term without the circumstances being re-assessed. The learner will be notified in advance of the reasons and the timeframe of the suspension. A learner may appeal a suspension decision through Australian Institute of Work-integrated Education and Research's internal appeals process. Any appeal will be dealt with as a matter of urgency to minimise any disadvantage to the learner. A learner's enrolment will be maintained throughout the process.

If, as part of this process, a learner's enrolment is cancelled, the learner will be notified in writing of the reasons for the cancellation and given twenty (20) working days to access Australian Institute of Work-integrated Education and Research's internal complaints and appeals process.

Any change in enrolment status will not be reported to the Department of Education until the internal appeals process has been completed unless extenuating circumstances relating to the learner apply. Once the deferral,

suspension or cancellation is processed Australian Institute of Work-integrated Education and Research will notify the Department of Education via PRISMS.

Learner initiated suspension

Once the course has commenced learners may only request a suspension of their participation in compelling or compassionate circumstances. Learners must submit documents supporting their claim for suspension of their course e.g. medical certificates. The granting of the suspension is at the discretion of the Chief Executive Officer of Australian Institute of Work-integrated Education and Research.

The length of time of the suspension is also at the discretion of Australian Institute of Work-integrated Education and Research and shall be negotiated between the learner and the Chief Executive Officer of Australian Institute of Work-integrated Education and Research.

Suspensions do not entitle a learner to a refund.

Deferral

A learner may defer the commencement of their course in the following circumstances:

- Compassionate or compelling circumstances agreed with Australian Institute of Work-integrated Education and Research
- A delay in obtaining a visa.

Learners must request a deferral in writing to the Chief Executive Officer. The length of time should not exceed 2 Terms. A new eCoE will be issued once a new commencement is processed.

A deferment does not entitle a learner to any refunds of fees and costs already paid.

Results of Deferral or Suspension

Learners will be informed in writing of the outcome of their request for deferral or suspension.

If a learner is dissatisfied with the outcome of a request, they can access the complaints and appeals process of Australian Institute of Work-integrated Education and Research.

All documentation relating to this process will be kept on the learner's file. All discussions will be recorded in the learner's file.

Learners are advised to retain their original documents for their own records and to submit certified copies with any applications for deferment or suspension.

Cancellation

Any learner who wishes to cancel their enrolment with Australian Institute of Work-integrated Education and Research must apply in writing to the Chief Executive Officer.

The learner will meet with the Chief Executive Officer to explain their reasons for seeking a cancellation of current enrolment.

Cancellations may involve a refund. This is discussed with the Chief Executive Officer on a case-by-case basis.

Once a learner's enrolment is cancelled, deferred or temporarily suspended Australian Institute of Work-integrated Education and Research will advise the learner to seek advice from immigration on any potential impact on their visa and notify the Department of Education via PRISMS as is required under section 19 of the ESOS Act.

Submitting Learner Course Variations report on PRISMS

The ESOS Act and National Code 2018 requires that Australian Institute of Work-integrated Education and Research make mandatory report to the secure online Commonwealth database, the Provider Registration and International Learner Management System (PRISMS). This includes Learner Course Variations reports (SCV) where a learner has been approved for deferring, suspending or cancelling an enrolment. The reporting of a deferring, suspending or cancelled learner must be reported on PRISMS in accordance with the PRISMS Provider User Guide, Feb 2022 ([click](#)).

- On the occurrence of a learner is approved for deferring or suspending enrolment, the provider is required to use this SCV reason (**Deferring/suspending learner enrolment**). Australian Institute of Work-integrated Education and Research is required to use this SCV reason when a learner wishes to defer or postpone their studies and the provider agrees due to compassionate or compelling circumstances or where the provider, initiates the deferment/suspension for the reason of learner misbehaviour. This SCV must be completed within 31 days of the date of the deferment or suspension.
- On the occurrence of a learner notifying Australian Institute of Work-integrated Education and Research of their intention to no longer continue with their enrolment, Australian Institute of Work-integrated Education and Research is required to submit a SCV with the reason description (**Learner Notified Cessation of Studies**). This SCV must be completed within 31 days for a learner above 18 years of age.