



## POLICY: DEFERMENT, SUSPENSION AND CANCELLATION

<b>POLICY NUMBER:</b>	AC016	<b>VERSION:</b>	6.3
<b>DATE ADOPTED:</b>	19 March 2012	<b>DATE LAST REVIEWED:</b>	26 January 2019
<b>DATE OF NEXT REVIEW:</b>	26 January 2021	<b>REVIEW FREQUENCY:</b>	Two years
<b>AUTHORISED BY:</b>	Chief Executive Officer	<b>REVIEWED BY:</b>	Academic Dean
<b>RESPONSIBLE FOR REVIEW:</b>	Academic Dean		
<b>DOCUMENT MANAGEMENT:</b>	U:/Policies and Procedures		
<b>Policy context:</b> This policy relates to:			
<b>HE STANDARDS FRAMEWORK 2015</b>	HESF 2015: 7.2.2.c, 7.2.3 ESOS: Standard 9 SRTO 2015: 4		

<b>Policy Information:</b>	
<b>POLICY</b>	<p>IIBT is committed to assessing and recording all deferments, suspensions or cancellations of study, ensuring that students within the process are informed of their rights, provided with due care and, where relevant there are opportunities for appeal.</p> <p>IIBT management will only suspend, cancel or defer enrolment on the grounds of:</p> <ul style="list-style-type: none"> <li>Compassionate and compelling circumstances.</li> <li>Misbehaviour by the student (including unsatisfactory academic progress)</li> </ul>
<b>SCOPE</b>	This policy applies to all IIBT students
<b>PROCEDURES</b>	<p><b>Deferment on the grounds of compassionate and compelling circumstances</b></p> <p>The Student Support Services Officer must:</p> <ul style="list-style-type: none"> <li>Respond to each request for course study deferment by requiring a</li> </ul>



written request from the student that identifies the reason for which they require a course of study deferment.

- Ensure that all items on the Withdrawal and Deferment Form are present before accepting the application (available on IIBT website)
- On receiving a request for course study deferment, ensure that the student is aware of IIBT's appeals process.
- Notify IIBT management of the pending application by providing a copy of the written request for consideration at the next IIBT management meeting.
- ensure that students' fees are up to date except where there are extenuating circumstances.

IIBT management will ensure that the deferment request is considered within 10 days:

- On the grounds of the written request and ensuring that compassionate and compelling circumstances (which are beyond control of the student) are assessed where evidence of their validity is provided.

These circumstances may include:

- Serious illness or injury, where a medical certificate states that the student was unable to attend classes.
- Bereavement or serious illness of close family members such as parents or grandparents (where possible a medical or 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 (these cases should be supported by police or psychologists' reports).
- Where the registered provider was unable to offer a pre-requisite unit.
- Inability to begin studying on the course commencement date due to delay in receiving a student visa.

### **Deferment Request Responses**

Following the decision of the IIBT management meeting, the Student



Support Services Officer will:

- Ensure that the student is informed in writing within 2 days of the resulting decision
- Ensure that all records of the request and supporting evidence are copied and placed on the student's file.
- Inform the student that they have 20 working days to appeal a decision, where applicable.

If the request is granted:

- Ensure that the student is advised to contact the office of DHA so that they are informed as to the impact of their deferment on their existing student visa.
- Ensure that the student is advised that their course fees may also be affected by a deferment.
- Report the student's change of enrolment to DHA via PRISMS as soon as practicable after a decision on deferment has been finalised and recorded by IIBT management.
- Respond to advice from DHA concerning the issuance of a new eCoE through PRISMS.

If the deferment is rejected:

- Maintain the enrolment of the student should the student seek an internal appeal. The student may seek advice from the Independent Conciliator if they wish. Contact details are on the Appeals form.
- If the student is not satisfied with the outcome of the internal appeal, they may contact the Overseas Student Ombudsman to lodge an external appeal. Contact details are on the Appeals form.

### **Provider initiated Suspension or Cancellation Procedure on the grounds of Misbehavior and /or unsatisfactory academic progress**

The scope for suspension or cancellation includes but is not limited to:

- Violence
- Academic misconduct such as Cheating, Collusion, Plagiarism, Ghost Writing /Contract Cheating
- Provision of fraudulent documentation (academic and non-academic)
- Engagement in or threatening to engage in behavior that is reasonably believed to endanger the student or others; or
- Being at risk of committing a criminal offence
- A breach of course progress or attendance requirements



- Failure to pay the required amount to undertake or continue the course of study

Where a student's conduct has been found to violate IIBT's rules of enrolment and where warning has been provided (if applicable), the Student Support Services Officer will:

- Inform the student that their misconduct has been reported to IIBT management for a decision on their enrolment status
- Provide a written report to the next IIBT management meeting detailing the misconduct offence and the manner in which their conduct has been dealt with thus far (the report should detail dates, times and persons involved).

### **Suspension or Cancellation Responses**

In receiving a report of misconduct, IIBT management will:

- Investigate and confirm verbally and/or in writing the actions of all persons involved, maintaining an unbiased approach at all times.
- Decide whether an enrolment suspension or cancellation is warranted.
- Ensure that in upholding the decision to suspend or cancel the student's enrolment, the student is informed in writing within 2 days stating the reason for the decision and affirming the student's right to the internal appeals process within 20 working days. The student may seek advice from the Independent Conciliator if they wish.
- Ensure that a decision on the student's enrolment status is considered within 10 days
- Maintain the student's enrolment during any appeals process except in the case of extenuating circumstances (definition follows).

### **Extenuating circumstances**

Extenuating circumstances relating to the welfare of the student may include but are not limited to the following. The student:

- Refuses to maintain approved care arrangements (only for students under 18 years of age); Is missing;
- Has medical concerns, severe depression or psychological issues which lead the provider to fear for the student's wellbeing;
- Has engaged or threatens to engage in behaviour that is reasonably believed to endanger the student or others; or
- Is at risk of committing a criminal offence.



	<p><b>Student initiated cancellation (withdrawal)</b></p> <ul style="list-style-type: none"><li>• Students may request a cancellation of their enrolment at any time.</li><li>• Requests for cancellation must be in writing on an IIBT Withdrawal and Deferment Form and submitted with supporting documentation.</li><li>• Students must discuss the matter with a Student Support Services Officer who will advise them on the ramifications of withdrawing so the student can make an informed decision.</li><li>• Where a student has not completed 6 months of their principal course, they need to request a Release from IIBT. (Refer to the Transfer between registered Providers Policy).</li><li>• Where a student is returning to their home country, IIBT reserves the right to request a copy of the following documents. These may include but are not limited to:<ul style="list-style-type: none"><li>○ Flight itinerary</li><li>○ Copy of boarding pass</li><li>○ Departure stamp from passport</li></ul></li><li>• Where a withdrawal is approved, IIBT will cancel the CoE(s) via PRISMS.</li><li>• Where a student is eligible for a refund, they should refer to the Refund Policy.</li><li>• Students will be notified in writing within 7 days of the decision.</li></ul>

**END OF DOCUMENT**