



POLICY & PROCEDURE: DEFERRAL, SUSPENSION AND CANCELLATION OF ENROLMENT

Document ID	IIFS-POL-DSC01
RTO / CRICOS Details	RTO Code: 46034 CRICOS Provider Code: 04152G
Version / Status	Version 4.0 Approved
Regulatory Compliance Framework	Standards for RTOs 2025 (Outcome Std 2.7 & 2.8), National Code 2018 (Standard 9), ESOS Act 2000
Associated Fees & Charges	Deferment Request Fee: \$500 Re-enrolment Fee: \$550/unit Late Payment Fee: \$50/week

1. Purpose

Insight Institute of Further Studies (IIFS) is committed to maintaining transparent, fair, and legally compliant processes for managing deferrals, suspensions, and cancellations of student enrolment. This policy outlines the grounds, conditions, and procedures under which a student may initiate a deferral or suspension of their studies, or under which IIFS may initiate the suspension or cancellation of a student's enrolment.

This policy ensures full alignment with:

Standards for RTOs 2025 - Outcome Standards 2.7 (Enrolment) and 2.8 (Student Support).

National Code of Practice for Providers of Education and Training to Overseas Students 2018 - Standard 9 (Deferring, suspending or cancelling the student's enrolment).

Education Services for Overseas Students Act 2000 (ESOS Act) Section 19 (Reporting obligations).

2. Scope

This policy applies to all current, prospective, and enrolled domestic and CRICOS international students at Insight Institute of Further Studies (IIFS), as well as IIFS Academic, Admissions, Student Support, and Compliance staff.

3. Definitions

- **Deferral:** The temporary delay of the commencement of a course prior to the scheduled start date, initiated by the student.



- **Suspension:** The temporary postponement of active study after the course has commenced, initiated either by the student or by IIFS.
- **Cancellation:** The permanent termination of a student's enrolment with IIFS.
- **Compassionate or Compelling Circumstances:** Exceptional, uncontrollable, or unexpected circumstances beyond the student's control that directly impact their ability to study, supported by verifiable independent evidence.
- **PRISMS:** The Provider Registration and International Student Management System used to report changes in enrolment to the Australian Government.
- **Intention to Cancel / Suspend Notice:** The official notice issued to an international student outlining IIFS's intention to report a negative status change to Department of Home Affairs, granting 20 working days for internal appeal.
- **Financial Default:** Failure to pay required tuition fees or associated administrative penalty fees within specified due dates.

4. Schedule of Administrative Fees & Financial Conditions

In accordance with IIFS operational guidelines and written agreements, the following administrative fee structure applies to enrolment status adjustments:

Fee Category	Amount (AUD)	Application & Conditions
Deferment / Suspension Request Fee	\$500.00	Non-refundable application processing fee required upon submission of student-initiated request.
Re-enrolment Fee	\$550.00 per unit	Applicable when returning following cancellation, unapproved suspension, or repeating units missed.
Late Payment Fee	\$50.00 per week	Accrued on overdue tuition fee installments past the invoice due date, preceding provider suspension.

Important: Financial Hardship Note: Inability to pay tuition fees or living expenses does NOT constitute compassionate or compelling circumstances under DHA visa regulations.

5. Student-Initiated Deferral and Suspension

Students may apply to defer commencement or suspend their studies based on genuine compassionate or compelling circumstances. Applications must be lodged in writing at least 10 working days prior to the proposed effective date, accompanied by supporting documentation and the \$500 Deferment Fee.

5.1 Eligible Compassionate or Compelling Grounds

Serious illness or injury, supported by a valid medical certificate stating the student is unable to attend classes.

Bereavement of close family members (parents, siblings, spouse, children), supported by a death certificate.



Major political upheaval or natural disaster in the home country requiring emergency travel.

Traumatic experiences (e.g. involvement in or witnessing a serious accident/crime), supported by police or psychologist reports.

Inability to begin study on the scheduled commencement date due to visa processing delays by DHA.

5.2 Student Visa Impact

International students are explicitly advised that deferral or suspension of enrolment may affect their student visa validity. IIFS will report all approved status changes via PRISMS, which may result in DHA cancelling or adjusting the visa duration.

6. Provider-Initiated Suspension or Cancellation

IIFS reserves the right to suspend or cancel a student's enrolment on the following grounds:

Academic or General Misconduct: Breaches of the Student Code of Conduct, academic dishonesty, plagiarism, or workplace safety violations.

Financial Default: Failure to pay required tuition fees, material fees, or accrued late payment fees (\$50/week) past the invoice due date.

Unsatisfactory Course Progress or Attendance: Failure to satisfy academic progress monitoring requirements in accordance with National Code Standard 8.

6.1 Notice of Intention and Appeals Process (National Code Standard 9.4)

Before initiating a suspension or cancellation in PRISMS, IIFS will:

1. Issue a formal written 'Notice of Intention to Suspend or Cancel Enrolment' detailing the precise grounds.
2. Inform the student of their right to access IIFS's internal Complaints and Appeals process within 20 working days of receiving the notice.
3. Maintain the student's active enrolment during the 20-working-day appeal period.
4. Report the change in PRISMS only after the internal appeal process is finalized in IIFS's favour, or if the student chooses not to appeal.

6.2 Emergency Exception: Immediate Suspension (National Code Standard 9.6)

IIFS may immediately suspend or cancel a student's enrolment prior to the outcome of an appeal process ONLY IF extenuating circumstances relating to the welfare of the student or others apply (e.g. risk of self-harm, threats of violence, criminal activity, or severe disruption to campus safety).

7. Step-by-Step Operating Procedures

Procedure A: Student-Initiated Deferral / Suspension

1. **Form Lodgement:** Student submits Deferral, Suspension & Cancellation Form to Student Administration along with official evidence and \$500 fee receipt.
2. **Assessment:** Student Support Officer and Operations Manager review evidence within 5 working days.



3. Outcome Notification: Written decision issued to student. If approved, an updated CoE is generated via PRISMS within 14 days.

4. Return to Study: Student must contact IIFS 2 weeks prior to scheduled return date to confirm re-entry and timetable.

Procedure B: Provider-Initiated Action

1. Warning & Notice: Issue Notice of Intention to Suspend/Cancel detailing grounds and 20-working-day appeal rights.

2. Appeals Window: Await appeal submission. If appealed, refer to IIFS Feedback, Complaint and Appeal Policy (IIFS-POL-FCA01).

3. Finalization: If appeal is unsuccessful or not lodged, notify CEO for final sign-off and report student via PRISMS.

Yours sincerely,

A handwritten signature in black ink that reads "Kamal Mann".

Kamal Mann

CEO Insight Institute of Further Studies