



Institute of International Studies

RTO CODE 45883

POLICY & PROCEDURES · ENROLMENT MANAGEMENT

Deferral, Suspension & Cancellation

Policy and Associated Procedures

POLICY AREA	Student Enrolment Management, Course Progress and Behavioural Management
STANDARDS REFERENCE	Outcome Standards 2.1, 2.6, 2.8 and 4.2
RESPONSIBILITY	CEO, RTO Manager, Compliance Manager, Student Support Officer, Administrative Staff
CLASSIFICATION	Internal Enrolment Administration and Student Management Policy

01 Purpose

The purpose of this policy is to set out the Institute of International Studies (IOIS) framework for managing changes to a student's enrolment status, namely **deferral, suspension, and cancellation (including withdrawal)**, in a fair, transparent, and consistent manner.

It establishes clear processes for changing enrolment status for academic, participation, behavioural, financial, compassionate, or administrative reasons, so that decisions are based on documented evidence, applied consistently, and made with procedural fairness. Students are told their rights, given a genuine opportunity to respond, and supported before any adverse action is taken.

This policy supports Outcome Standards **2.1** (information for students), **2.6** (student wellbeing), **2.8** (complaints and appeals), and **4.2** (accountable governance) of the Standards for RTOs 2025.

02 Scope

- This policy applies to all students enrolled with IOIS, who study **online** as **domestic students**, and to all staff involved in enrolment management, academic decisions, student support, and administration.
- It applies to every enrolment change, whether requested by the student (for compassionate, medical, personal, or other reasons) or initiated by IOIS (for example, for unsatisfactory progress or participation, non-payment of fees, misconduct, or administrative or compliance reasons).
- For students under 18, a guardian must authorise any deferral, suspension, or withdrawal in writing, in line with the Under-18 (Minor Learner) Policy and Associated Procedures.

03 Definitions

Deferral

Postponing the start of a course before training has begun, for an agreed new start date.

Suspension

A temporary pause in studies after training has begun, for a set period with an agreed return date.

Cancellation

Ending an enrolment before the course is completed, either by IOIS or at the student's request.

Withdrawal

A cancellation requested by the student. It is processed in the same way as other cancellations.

04 Policy Statements

4.1 Principles

- Decisions to defer, suspend, or cancel an enrolment are fair, consistent, transparent, and supported by documentation, with due consideration of each student's circumstances and of learner protection and equity.
- Before confirming any change, IOIS tells the student in writing what it will mean for their fees and refunds, completion timeline, access to Moodle and assessment, and certification, so they can make an informed decision.
- Before IOIS initiates a suspension or cancellation for progress or participation, it considers whether support, reasonable adjustment, or an intervention plan under the Student Support Policy and Associated Procedures could resolve the issue.
- Every enrolment change, approval, or refusal is recorded in the student management system and reported accurately in IOIS's AVETMISS data.

4.2 Grounds for Deferral

Students may ask to defer their start date before training begins where circumstances prevent them from starting as scheduled. Requests are considered case by case, and grounds may include:

- illness or injury affecting the student's ability to start;
- family or personal circumstances, such as bereavement or the serious illness of an immediate family member; or
- other compassionate or compelling reasons supported by documentation.

Requests are made on the **Deferral, Suspension and Cancellation Form** with supporting evidence, such as a medical certificate, statutory declaration, or written explanation. The written outcome sets out the new start date and any conditions or effects on fees and scheduling.

4.3 Grounds for Suspension

IOIS may approve a temporary pause in studies after training has begun where this is in the student's best interests and supports their wellbeing and likelihood of completing. Grounds may include:

- compassionate or compelling circumstances, such as serious illness, injury, or significant personal hardship;
- a demonstrated need for a temporary leave of absence for personal, family, or health reasons, **generally for no more than twelve (12) months** in total; or
- an IOIS decision that a pause is needed so the student can address academic, participation, LLND, wellbeing, or other needs as part of an intervention.

Requests are made on the Deferral, Suspension and Cancellation Form with supporting evidence. The written outcome states the suspension period, the return date, any return-to-study requirements, and the effect on

fees, progression, and completion. If the training product is superseded during the suspension, the student is told how the change affects them under the Training and Assessment Policy and Associated Procedures.

4.4 Grounds for Cancellation

STUDENT-INITIATED CANCELLATION (WITHDRAWAL)

- A student may withdraw at any time by submitting the Deferral, Suspension and Cancellation Form or another written request.
- IOIS confirms the effective date in writing, together with any effect on fees and refunds, access to learning systems, and certification.

PROVIDER-INITIATED CANCELLATION

IOIS may cancel an enrolment where there is sufficient evidence that continuing is not viable or appropriate, for example where the student has:

- not paid fees under the agreed payment schedule, despite reminders, warnings, and a reasonable opportunity to resolve the matter under the Fees and Refunds Policy and Associated Procedures;
- seriously or repeatedly breached the Student Code of Conduct, the Plagiarism Policy, or other IOIS requirements;
- not engaged with their course, including persistent non-participation, non-submission of assessments, or failure to follow an agreed intervention plan, despite documented support and opportunities to improve; or
- behaved in a way that threatens the safety, wellbeing, or rights of others or poses a serious risk to the learning environment.

IOIS **always gives written notice of its intention** and a genuine opportunity to respond before deciding to cancel (see section 5.2).

4.5 Fees, Refunds and Certification

- Fees and refunds arising from a deferral, suspension, or cancellation are handled under the **Fees and Refunds Policy and Associated Procedures**.
- Students are told in writing about any applicable fees, any refund or outstanding balance, revised payment arrangements, and the effective date of the change.
- When an enrolment is cancelled, IOIS issues a **Statement of Attainment** for any units the student has successfully completed, in line with the Student Enrolment and Completion Policy and Associated Procedures.

4.6 Student Rights

- Students are told in writing of every decision about their enrolment status, including the reasons, the effective date, and the effect on training, assessment, fees, and completion.

- Students may appeal within **twenty (20) working days** of receiving written notice of a decision, under the **Appeals Policy and Associated Procedures**. Complaints about how a matter was handled may be lodged under the Complaints Policy and Associated Procedures.
- While an appeal is in progress, **the student's enrolment remains active** and no suspension or cancellation is implemented until the appeal is finalised, unless interim action is needed to protect the safety or wellbeing of others.

05 Procedures

5.1 Student-Initiated Requests



- The student completes the **Deferral, Suspension and Cancellation Form**, stating whether they are seeking a deferral, suspension, or cancellation and why, and attaches supporting evidence where applicable.
- The Administration and Student Support Officer **acknowledge the request within three (3) working days**.
- The **RTO Manager** reviews the request and evidence against this policy, contacting the student if more information is needed. Where the request relates to hardship or wellbeing, the Student Support Officer offers support.
- A decision is made **within ten (10) working days** of receiving a complete request.
- The outcome is confirmed in writing, including the effective date, any conditions, information about fees and refunds, and appeal rights.
- The decision and documents are recorded in the student management system, the student file, and the Deferral, Suspension and Cancellation Register.

5.2 Provider-Initiated Suspension or Cancellation



- 01** The **RTO Manager** documents the grounds for proposed action, with the supporting evidence, and checks that any required warnings, interventions, or support have been offered.
- 02** IOIS sends the student a **written notice of intention** setting out the proposed action, the reasons, and the evidence relied on, and inviting the student to respond.
- 03** The student has **at least ten (10) working days** to respond in writing or at a meeting, and may bring a support person.
- 04** The RTO Manager considers the response. A **suspension** is decided by the RTO Manager. A **cancellation** is decided by the **CEO** on the RTO Manager's recommendation.
- 05** The decision is sent to the student in writing with the reasons, the effective date, the effect on fees and certification, and the right to appeal within **twenty (20) working days** under the Appeals Policy and Associated Procedures.
- 06** If no appeal is lodged within that period, the decision is implemented and the enrolment status is updated. If an appeal is lodged, nothing is implemented until it is finalised, unless interim action is needed to protect the safety or wellbeing of others.
- 07** If a student does not return at the end of an approved suspension and cannot be contacted, IOIS starts this process from step 2.

5.3 Record-Keeping

- All applications, evidence, correspondence, decisions, and notices are kept on the student file and in the student management system, in line with the Privacy Policy and Associated Procedures and IOIS record-keeping requirements.
- The **Deferral, Suspension and Cancellation Register** summarises every case, including the type of change, the reason, the decision date, and the outcome.
- The Compliance Manager reviews the register at least every six months to identify trends, such as common reasons for withdrawal, and records improvement actions in the Continuous Improvement Register.

06 Responsibilities

ROLE	RESPONSIBILITIES
CEO	Approves this policy and significant amendments, decides provider-initiated cancellations, and oversees compliance.
RTO Manager	Reviews and decides student requests and provider-initiated suspensions, recommends cancellations to the CEO, makes sure procedural fairness is followed, and confirms enrolment changes are recorded correctly.



ROLE	RESPONSIBILITIES
Compliance Manager	Monitors the register for trends, includes this policy in internal audits, and tracks improvement actions.
Administration and Student Support Officer	Provides forms, acknowledges and tracks requests, maintains the register, issues written communications, and keeps records complete and secure.
Student Support Officer	Offers support to students experiencing hardship, wellbeing issues, or difficulty progressing, before and during any enrolment change.
Students	Submit accurate, complete requests and evidence on time, respond to notices, and comply with any agreed conditions.

07 Related Documents

- Deferral, Suspension and Cancellation Form
- Deferral, Suspension and Cancellation Register
- Student Handbook
- Fees and Refunds Policy and Associated Procedures
- Appeals Policy and Associated Procedures
- Complaints Policy and Associated Procedures
- Student Code of Conduct Policy and Associated Procedures
- Student Support Policy and Associated Procedures
- Student Enrolment and Completion Policy and Associated Procedures
- Under-18 (Minor Learner) Policy and Associated Procedures
- Course Progress and Attendance Policy
- Privacy Policy and Associated Procedures



Document Version Control

DOCUMENT TITLE	IOIS Deferral, Suspension and Cancellation Policy and Associated Procedures
REVIEWED BY	Compliance Manager
APPROVED BY	Chief Executive Officer
NEXT REVIEW DUE	October 2027

VERSION	CHANGELOG	DATE
1.0	New policy developed to define procedures for deferral, suspension, and cancellation of enrolment, including decision-making, notification, and appeals processes, ensuring fairness and compliance with the Standards for RTOs 2025.	July 2025
1.1	Revised: notice of intention and at least 10 working days to respond added before provider-initiated suspension or cancellation; CEO decides cancellations; support to be considered before adverse action; Statement of Attainment on cancellation, AVETMISS reporting, guardian authorisation for under-18s, non-return after suspension and superseded products added; appeals routed to the Appeals Policy; Compliance Standard 20 reference removed; Academic Manager replaced by RTO Manager and Compliance Officer renamed Compliance Manager; withdrawal defined; related documents updated	October 2026