

# Deferral, Suspension and Cancellation Policy and Associated Procedures

## 1. Purpose

This policy sets out how IOIS manages deferrals, suspensions, and cancellations of student enrolments. It ensures that requests and decisions are handled fairly, transparently, and consistently, while keeping accurate records and providing students with appropriate support.

This policy ensures compliance with the Standards for RTOs 2025 (Clauses 2.1–2.6, Learner Protection) and aligns with principles of natural justice, procedural fairness, and consumer protection.

## 2. Scope

This policy applies to:

- All students enrolled in IOIS offshore courses.
- IOIS staff responsible for enrolment management.
- Circumstances where enrolment changes occur due to student request or provider decision.

## 3. Definitions

- **Deferral:** Postponement of a course start date before training begins.
- **Suspension:** Temporary pause of studies after training has commenced.
- **Cancellation:** Termination of a student's enrolment before completion of the course.

## 4. Policy Statements

### 4.1 Principles

- IOIS ensures decisions to defer, suspend, or cancel enrolments are made fairly, consistently, and with supporting evidence.
- Students have the right to access the Complaints and Appeals Policy if they disagree with a decision.
- All enrolment variations are documented in the Student Management System (SMS).
- IOIS ensures that students are made aware of the impact of enrolment changes, including fees, completion timelines, and certification outcomes.

### 4.2 Grounds for Deferral

Students may request to defer commencement of their course for reasons such as:

- Personal illness or injury.
- Family or personal circumstances (e.g., bereavement, critical illness of a family member).
- Other compassionate or compelling reasons.

Requests must be submitted using the Deferral/Suspension/Cancellation Form and include supporting evidence (e.g., medical certificate, written explanation).

#### 4.3 Grounds for Suspension

IOIS may approve suspension of studies where:

- The student faces compassionate or compelling circumstances.
- The student requires temporary leave (up to 12 months) for personal or health reasons.
- IOIS determines the student requires intervention and time to address support needs.

Suspension requests must be in writing and supported by evidence.

#### 4.4 Grounds for Cancellation

Enrolment may be cancelled by:

1. **Student request** (withdrawal).
2. **Provider decision**, including where the student has:
  - Not paid course fees after repeated reminders and warnings.
  - Breached IOIS policies (e.g., Code of Conduct, academic integrity).
  - Failed to engage in their course despite interventions.
  - Engaged in behaviour that threatens the safety or wellbeing of others.

#### 4.5 Fees and Refunds

- Any refunds due will be processed according to the **Fees and Refunds Policy**.
- Students are advised in writing of the financial implications of deferral, suspension, or cancellation.

#### 4.6 Student Rights

- Students will be informed in writing of any decision to defer, suspend, or cancel their enrolment, including reasons.

- Students have **20 working days** from notification to lodge an appeal under the Complaints and Appeals Policy.
- Enrolment status will remain active during the appeal process until the matter is resolved.

## 5. Procedures

### 5.1 Student-Initiated Requests

1. Student completes the **Deferral/Suspension/Cancellation Form**.
2. Supporting evidence is attached (e.g., medical certificates, personal statements).
3. Administration acknowledges receipt within **3 working days**.
4. The Academic Manager reviews the request and evidence.
5. Decision is made within **10 working days**.
6. Written notification of outcome is provided to the student.
7. Records are updated in the SMS and student file.

### 5.2 Provider-Initiated Decisions

1. Academic Manager identifies need for cancellation or suspension (e.g., non-payment of fees, breach of conduct).
2. A **written notice** is sent to the student explaining:
  - The reason for the decision.
  - Evidence supporting the decision.
  - The student's right to appeal.
  - Deadline for response (20 working days).
3. If no appeal is lodged, the decision is finalised, and the student file updated.
4. If appealed, the process follows the **Complaints and Appeals Policy**.

### 5.3 Recordkeeping

- All applications, correspondence, evidence, and decisions are stored in the student's file.
- A summary of cases is maintained in the Deferral, Suspension and Cancellation Register.

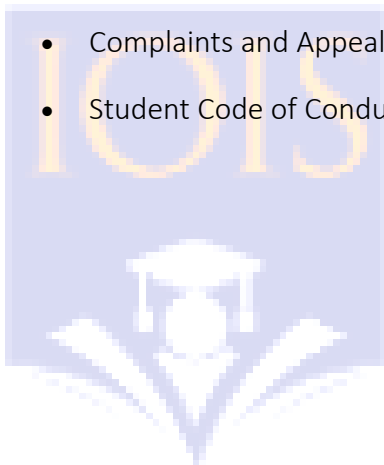
## 6. Responsibilities



- **CEO:** Oversees compliance and approves policy.
- **Academic Manager:** Reviews request, makes decisions, communicates outcomes, updates SMS.
- **Administration & Student Support Officer:** Provides forms, logs applications, maintains registers, and issues written communications.
- **Students:** Submit accurate forms and evidence, and comply with agreed outcomes.

## 7. Related Documents

- Deferral, Suspension, and Cancellation Form
- Deferral, Suspension and Cancellation Register
- Student Handbook
- Fees and Refunds Policy
- Complaints and Appeals Policy
- Student Code of Conduct



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## Document Version Control

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