



POLICY AND PROCEDURE

Deferment, Suspension, Withdrawal, or Cancellation of Enrolment		
Version 1.0	Issued on 01/07/2025	Review by 01/07/2026
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Refer to the following Legislative Frameworks		
National Vocational Education and Training Regulator (Outcome Standards for Registered Training Organisations) Instrument 2025	Quality Area 2: Division 2 - Training support (Standard 2.3 and Standard 2.4) Quality Area 2: Division 4 - Wellbeing (Standard 2.6) Quality Area 4: Division 2 - Risk management (Standard 4.3, 2, d)	
National Vocational Education and Training Regulator (Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements) Instrument 2025	Division 3 - Accountability (19, 20 a)	
National Code of Practice for Providers of Education and Training to Overseas Students 2018	Standard 9	
Other Applicable Legislation	Disability Standards for Education 2005 Privacy Act 1988	
Related Documents and/or Supporting Resources (Internal)		
Australian International Institute of Technology Student Handbook Australian International Institute of Technology Student Written Agreement Form: Complaints and Appeal Lodgement Form: Deferment, Suspension or Cancellation of Enrolment Request Form: Leave from Studies Request Form: Withdrawal from Studies Request Policy and Procedure: Admissions and Enrolments Policy and Procedure: Attendance Policy and Procedure: Complaints and Appeals Policy and Procedure: Critical Incident Policy and Procedure: Monitoring Course Progress Policy and Procedure: Overseas Student Transfers Policy and Procedure: Privacy Policy and Procedure: Reasonable Adjustments Policy and Procedure: Records (Management) Policy and Procedure: Tuition Fees and Charges Register (Complaints and Appeals) Register (Deferment, Withdrawal, Leave) Register (Course Progress - Student at Risk) Register (Tuition Fees and Charges)		
Related Documents and/or Supporting Resources (External)		
Tuition Protection Scheme (TPS) Charter		

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1. Purpose

As outlined in the “National Code of Practice for Providers of Education and Training to Overseas Students 2018 Standard 9”, for deferring, suspending or cancelling an overseas student’s enrolment with Australian International Institute of Technology a student may only defer or temporarily suspend their studies, including granting a leave of absence, during their course (through a formal agreement) in certain limited circumstances.

2. Scope

This policy and procedure outline the circumstances for the application, assessment and approval of the deferment, suspension, withdrawal, leave of absence or cancellation of enrolment when instigated by either student or Australian International Institute of Technology and subsequent reporting requirements via the Provider Registration and International Student Management System (PRISMS).

3. Definitions

Cancellation - the termination of enrolment in a course or training product.

CoE - A Confirmation of Enrolment (CoE) is a document issued by the education provider to verify the applicant's enrolment in a specified course.

Course - means a course of education or training as defined in the ESOS.

Deferment - to delay the commencement or continuation of a course.

Enrolment - Where the student has been issued with a CoE to confirm acceptance by the registered provider and is occupying a place in the CRICOS registered course for which the student was accepted and is progressing towards the completion of the course requirements. The period of enrolment includes scheduled breaks between study period,

ESOS - The Education Services for Overseas Students Act 2000 sets nationally consistent standards for the delivery of courses to overseas students.

Principal Course of Study - The principal course of study refers to the main course of study to be undertaken by an overseas student where a student visa has been issued for multiple courses of study. The principal course of study would normally be the final course of study where the overseas student arrives in Australia with a student visa that covers multiple courses.

PRISMS - The Provider Registration and International Student Management System (PRISMS) is the system used to process information given to the Secretary of DET by registered providers.

Reasonable Adjustments - include any adjustments for a VET student with a disability made by an NVR registered training organisation in a manner consistent with the Disability Standards for Education 2005.

Student Default - Where an overseas student does not start a course or withdraws from a course as defined in section 47A (2) of the ESOS Act.

Suspension - the temporary postponement of enrolment during a course.

Training support services - means services and resources designed to support and skill VET students to meet training product requirements and complete the training product in which they are enrolled.

4. **Leave from Studies (Student Initiated)**

Australian International Institute of Technology may approve a student-initiated leave from studies for a maximum period of “**two (2) weeks**” within a term study period.

A “*Leave from Studies request form*” must be submitted to the Academic Manager for approval and students must provide a valid reason and evidence for the leave from studies request.

Australian International Institute of Technology may ask for documentary or third-party evidence to verify the leave request including:

- Certified Medical Document from a registered medical organization or medical practitioner.
- Travel Itinerary or e-Ticket (Travel Commencement and Return Dates).
- Statutory Declaration (Certified and Signed).
- Victorian Police Report.

5. **Australian International Institute of Technology initiated a Deferment or Suspension**

Australian International Institute of Technology may defer or suspend the enrolment of a student, if Australian International Institute of Technology believes there are compassionate or compelling circumstances.

In addition, Australian International Institute of Technology may suspend or cancel a student's enrolment including, but not limited to, on the basis of:

- Misbehaviour by the student;
- The student's failure to pay a tuition fee amount that they are required to pay to Australian International Institute of Technology to undertake or continue the course as stated in the student's written agreement;
- A breach of course progress or attendance requirements by the overseas student, which must occur in accordance with the “*National Code 2018, Standard 8 (Overseas student visa requirements)*”.

6. **Australian International Institute of Technology initiated a Suspension or Cancellation**

If Australian International Institute of Technology initiates a suspension or cancellation of the overseas student's enrolment, before imposing a suspension or cancellation Australian International Institute of Technology will:

- Inform the overseas student of that intention and the reasons for doing so, in writing
- Advise the overseas student of their right to appeal through the provider's internal complaints and appeals process, in accordance with the “*National Code 2018, Standard 10 (Complaints and Appeals)*”, within “**twenty (20) working days**”.

When there is any deferral, suspension or cancellation action taken under this Standard, Australian International Institute of Technology will:

- Inform the overseas student of the need to seek advice from Immigration (i.e. The Department of Home Affairs) on the potential impact on their visa
- Report the change to the overseas student's enrolment under “*Section 19 of the Education Services for Overseas Students Act 2000 (ESOS)*”.

The suspension or cancellation of the overseas student's enrolment under “*National Code 2018, Standard 9.3*” cannot take effect until the internal appeals process is completed, unless the overseas student's health or wellbeing, or the wellbeing of others, is likely to be at risk.

Accordingly, Australian International Institute of Technology will only defer or temporarily suspend the enrolment of a student on the grounds of:

- Compassionate or compelling circumstances, or:
 - Compassionate or compelling circumstances are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to:
 - Serious illness or injury, where a medical certificate states that the student was unable to attend classes
 - Bereavement of immediate family members such as parents, grandparents, or siblings (where possible Australian International Institute of Technology recommends a "death certificate" as supporting evidence)
 - Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; or
 - A traumatic experience which could include:
 - i. Involvement in, or witnessing of a serious accident; or
 - ii. Witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists' reports)
- Where Australian International Institute of Technology was unable to offer a pre-requisite unit; or inability to begin studying on the course commencement date due to delay in receiving a student visa entitlement, or misbehavior by a student.
- Students will need to substantiate their claims with appropriate supporting documentation. Deferral or Suspension of studies cannot be used for personal travelling, undertaking hobbies, working, or taking holidays or breaks, and will not be approved on such grounds.
- Students who would like to defer the commencement of their studies or suspend their current course of study must first speak to the Student Services Admission Officer in the case of deferment and the Academic Manager in the case of suspension.

7. **Withdrawal from Studies** (Student Default)

Students intending to have their enrolment cancelled through a withdrawal from studies must arrange a meeting with the Academic Manager.

Circumstances and evidence provided by the student for the withdrawal of studies must be discussed and appropriate advice obtained from the Academic Manager.

After these measures have been taken, should the student still proceed to withdraw from their studies, a "*Withdrawal from Studies request form*" must be completed by the student and submitted to the Academic Manager along with the relevant supporting evidence documents.

Prior to any withdrawal from studies approval, students must ensure that they have paid any outstanding course tuition fees as per their payment plan and student written agreement.

If a student is intending to withdraw during an Academic Term duration, the student is liable for payment of all Tuition Fees for the scheduled Term period up until the application date/term end to Australian International Institute of Technology.

If a student is intending to withdraw from their studies prior to the completion of "**six (6) months**" of their "*principal course of study*", they should be directed to and given access to the "*Overseas Student Transfers policy and procedure*". Please refer to <https://aiit.vic.edu.au/pol-pro> for more information or to download a copy.

Students should be informed that providing courses to international students are restricted from enrolling transferring students from other providers prior to the student completing "**six (6) months**" of his or her "*principal course of study*" (National Code 2018, Standard 7, 7.1).

The reasons stated for the request to withdraw and transfer have not been adequate:

- The transfer does not appear to be for the purpose of an educational or career-oriented benefit
- The course requested transfer to is the same or like the currently enrolled course(s).
- The primary reason for a transfer request is for a different class schedule which is more suited to the student's current or anticipated employment interests, or other non-educational interests.
- When a student applies to withdraw from a course during this restricted period, the student must complete and submit a "*Withdrawal from Studies request form*" which is accompanied by:
 - a valid "*conditional letter of offer*" from another registered training provider
 - a "*statement of purpose*" explaining the reasons for the overseas student transfer request.

In the event that a student's application for withdrawal from an enrolled course(s) is approved, a designated Student Services Administration Officer must notify the Secretary of the Department of Education (Formally DET, DEEWR) via Provider Registration and International Student Management System (PRISMS) within "**fourteen (14) days**" of the change to the student's enrolment status (*Section 19, ESOS Act*).

8. VISA Entitlement Implications

Any processed and approved leave from studies, deferral, suspension, withdrawal, or cancellation of enrolment may have implications for a student's visa; especially if the course end date has been revised.

Australian International Institute of Technology recommends that students seek appropriate advice regarding the potential implications to their student visa.

9. Appeal Lodgment

Once a decision is made on deferral, suspension, cancellation and/or exclusion for either reasons initiated by the student or Australian International Institute of Technology, the student will be notified in writing of the outcome, including the reasons for the final decision.

Students should further refer to Australian International Institute of Technology's "*Complaints and Appeals policy and procedure*" available from student services administration, reception, and online via the Learning Management System (LMS) for information on lodging an appeal against any decision.

Please refer to <https://aiit.vic.edu.au/pol-pro> for more information, to download a copy, or contact reception for a physical.

10. Responsibility

The Student Services Admissions Officer has the responsibility to provide the student details and current course and tuition fee status to the Chief Executive Officer (CEO) and Academic Manager for effective implementation and maintenance of this policy and procedure.

The Academic Manager is responsible for the effective implementation and management of this policy as well as provision of information on how to resolve complaints of breaches of this policy. Further the Academic Manager is responsible for the "*final decision*" to either approve or reject any Deferment, Suspension, Withdrawal or Cancellation of Enrolment.

Any complaints or breaches in relation to this policy should be reported to the Chief Executive Officer (CEO) in person or by email to ceo@aiit.vic.edu.au.

10. References (Key)

Source	Document Title	Version - Date
External	Commonwealth Ombudsman https://www.ombudsman.gov.au/	(Accessed 01/07/2025)
	Department of Education https://www.education.gov.au/	(Accessed 01/07/2025)
	Department of Home Affairs https://immi.homeaffairs.gov.au/	(Accessed 01/07/2025)
	Education Services for Overseas Students Act 2000 - Section 19 (2) https://www.legislation.gov.au/Details/C2017C00263	(Accessed 01/07/2025)
	Education Services for Overseas Students (ESOS) Regulations 2019 https://www.legislation.gov.au/Details/F2016C00681	(Accessed 01/07/2025)
	the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018)	2018
	National Vocational Education and Training Regulator (Outcome Standards for Registered Training Organisations) Instrument 2025 https://www.legislation.gov.au/F2025L00354/asmade/text	(Accessed 01/07/2025)
	National Vocational Education and Training Regulator (Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements) Instrument 2025 https://www.legislation.gov.au/F2025L00355/asmade/text	(Accessed 01/07/2025)
	Tuition Protection Scheme (TPS) https://tps.gov.au/Home	(Accessed 01/07/2025)
	Tuition Protection Scheme (TPS) Charter 2020	PDF

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