



Deferral, Suspension and Cancellation Policy

Purpose

To provide a documented process for assessing, approving and recording a deferment of the commencement of study or the suspension of study for the overseas student, including keeping documentary evidence on the student's file of the assessment of the application.

Scope

This policy applies to all overseas students and intending overseas students at QIBA.

Definitions

Deferral:	Means to delay the commencement of a course.
Suspension:	Means to temporarily delay the enrolment once the course has commenced.
Cancellation:	Means the cessation of an enrolment on a course.
Withdrawal:	Means to withdraw from a commenced course
Compassionate or Compelling circumstances:	<p>Is defined as circumstances 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:</p> <ul style="list-style-type: none">a) Serious illness or injury, where a medical certificate states that the student was unable to attend classes,b) Bereavement of close family members such as parents or grandparents (Where possible a death certificate should be provided),c) Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies,d) A traumatic experience which could include:<ul style="list-style-type: none">• Involvement in, or witnessing of a serious accident; or• Witnessing or being the victim of a serious crime, and these experiences have impacted on the student (cases should be supported by police or psychologist's reports)e) Inability to begin studying on the course commencement date due to delay in receiving a Student VISA.
Student Misconduct:	<p>Is defined as students who display unacceptable behaviour in accordance with the Student Handbook and Code of Conduct.</p> <p>To ensure all students receive equal opportunity to gain the maximum benefit from their training, any person(s) displaying dysfunctional or disruptive behaviour may be asked to leave the session and/or the course. Examples of unacceptable behaviour include but are not limited to the following:</p> <ul style="list-style-type: none">• Continuous interruptions of the trainer.• Smoking in non-smoking areas.• Being disrespectful to other participants.• Harassment by using offensive language.• Sexual harassment.• Acting in an unsafe manner that places themselves and others at risk.• Refusing to participate when required, in group activities.• Continued absence or late arrival at required times.



Policy Statement

1.1 Acceptable reasons for suspension or cancellation

1.1.1 In accordance with the National Code 2018, QIBA can defer or temporarily suspend a student's enrolment on the grounds of compassionate or compelling circumstances.

1.1.2 In addition, QIBA can suspend or cancel a student's enrolment including, but not limited to, the following factors:

- Student misconduct
- Failure to pay fees according to the fee payment schedule outlined in the Letter of Offer and Written Agreement
- A breach of course progress or attendance requirements (please see Course Progress and Completion Policy and Attendance Policy).

1.1.3 The suspension or cancellation of the overseas student's enrolment for these reasons may not take effect until the internal appeals process is completed, unless the health or wellbeing of the overseas student or the wellbeing of others, is likely to be at risk.

1.2 Deferral

1.2.1 Applications for the deferral of the commencement of the course must be made by completing a Deferment Suspension Cancellation Form on the website together with any additional evidence and submitting it to QIBA Admissions Staff prior to the course commencing.

a) The Form can be submitted via Email, Mail or in Person.

b) Email address: info@qiba.edu.au

1.2.2 Once QIBA has processed the deferral request, the student will receive a written correspondence of the outcome and:

a) An updated Confirmation of Enrolment letter and Enrolment Agreement will be provided to reflect the new training plan, and

b) QIBA will inform the Secretary of the Department of Education via PRISMS as required under the ESOS Act.

1.3 Suspension

1.3.1 Applications for Suspension of enrolment must be made by completing a Deferment, Suspension or Cancellation Form with any additional evidence and submitting it to QIBA Student Support Officer.

a) Applications must be received at least 10 working days prior to the requested Suspension date.

b) Applications received less than 10 working days prior to the requested Suspension date will not be processed.

c) In the event of an emergency situation requiring Suspension, the submission timeline of 10 working days may be waived by the QIBA.

1.3.2 Once QIBA has processed the Suspension request, the student will receive a written correspondence of the outcome and:



- a) QIBA will inform the Secretary of the Department of Education via PRISMS as required under the ESOS Act.

1.4 Cancellation

1.4.1 Applications for the cancellation of enrolment must be made by completing a Cancellation Form together with any additional evidence and submitting it to a QIBA Student Support Officer.

- a) The Form can be submitted via Email, Mail or in Person
- b) The Student Support Officer will then check all information is attached and send the cancellation request to the Principal or Academic Manager for review against Policy & Procedures.
- c) The Principal/Academic Manager will then pass the cancellation request to the Admissions Manager for processing.

1.4.2 Once QIBA has processed the Cancellation request, the student will receive a written correspondence of the outcome from the Admissions Manager.

- a) If the request is granted, the student will receive a Release in PRISMS from QIBA. Once the Cancellation has been processed, QIBA will inform the Secretary of the Department of Education as required under the ESOS Act.
- b) If the request is denied, then the student may appeal the outcome in accordance with the Complaints and Appeals Policy.

1.5 Withdrawal

1.5.1 Applications for Withdrawal from a course must be made by completing a Deferral Suspension Cancellation Form together with any additional evidence and submitting it to a QIBA Student Support Officer.

1.5.2 The following conditions apply:

- Any withdrawal must be completed formally with evidence of why the student is withdrawing;
- QIBA has the right to refuse a withdrawal where a student has not completed six (6) months of their primary course;
- QIBA has the right to refuse a withdrawal on the grounds that the student has outstanding fees or if the student is in the debt recovery process as 'unresolved';
- Any refund application will be processed in accordance with the refund policy;
- Certification of any description will only be processed after all outstanding fees are paid;
- Certification will be issued within 30 calendar days of these conditions being met;
- All documentation will be recorded in the student file with the reasons well documented and recorded to justify the decision.

1.6 Prior to suspension or cancellation

1.6.1 In any given situation that leads to a deferment, suspension or cancellation of studies that is instigated by QIBA, QIBA will ensure that:

- Written notification is provided to the student of the intent and reasons for the suspension and/or cancellation
- The student is informed of their right to appeal this decision, as well as the timeframe and process for doing so



- The timeframe is 20 working days to access QIBA's Internal Complaints and Appeals process in accordance with the Complaints and Appeals Policy.

1.7 Complaints and Appeals Process

1.7.1 The deferment, suspension or cancellation of studies cannot take effect until the Internal Complaints and Appeals process has been completed, unless extenuating circumstances relating to the welfare of the student apply

1.7.2 At the completion of the complaints and appeals process, should the deferment, suspension or cancellation of studies be upheld by the complaints and appeals hearing, QIBA will inform the Secretary of the Department of Education via PRISMS as required under the ESOS Act.

1.8 Deferral, suspension or cancellation advising and reporting obligations

1.8.1 In the instance of a deferral, suspension or cancellation action going ahead QIBA will inform the overseas student regarding the need to immediately contact Immigration for advice on the potential impact to the student's visa.

1.8.2 QIBA will report the change to the overseas student's enrolment as per section 19 of the ESOS Act.

1.9 Record Keeping

1.9.1 All documentation relating to the deferment, suspension or cancellation of studies will be held in the student's file, recorded in the Student Management System and managed by Student Services Officers. This includes maintaining a record of any decisions made.