

## Deferral, Suspension, Cancellation or Transfer of Enrolment

APPLICATION FORM			
Student ID No.		Date:	
Given Name			
Surname			
Course Name			
Course ID			
I, _____ would like to defer / suspend / cancel / transfer my current enrolment from ____/____/____ to ____/____/____ due to the following reason/s: <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>			

**\*Please provide all supporting documents for the granting and recording of your Deferral, Suspension, Cancellation or Transfer of Enrolment upon application.**

Student Signature:		Date	/ /
Administration Signature:		Date	/ /
Approved by: Course Coordinator / Training Manager / CEO:			
Signature		Date	/ /

## Deferral, Suspension, Cancellation or Transfer of Student Enrolment Policy and Procedure

### 1. PURPOSE

The purpose of this policy is to establish the conditions under which students at Australian Institute of Language (AIL) may defer, suspend, cancel, or transfer their enrolment. This policy ensures compliance with the **Education Services for Overseas Students (ESOS) Act 2000**, the **National Code of Practice for Providers of Education and Training to Overseas Students 2018**, and the **Standards for RTOs 2015**. It also ensures that student transfers are assessed using **professional judgement** to prevent misuse of visa arrangements.

### 2. SCOPE

This policy applies to all international students enrolled at AIL and covers student-initiated and provider-initiated deferral, suspension, cancellation, and transfer requests.

### 3. POLICY CONTEXT & LEGISLATIVE COMPLIANCE

This policy aligns with:

- **National Code of Practice for Providers of Education and Training to Overseas Students 2018:**
  - **Standard 9:** Completion within Expected Duration
  - **Standard 10:** Monitoring Course Progress
  - **Standard 13:** Student Transfers
- **Education Services for Overseas Students (ESOS) Act 2000**
- **Standards for RTOs 2015**
- **Provider Registration and International Student Management System (PRISMS) Guidelines**

### 4. DEFINITIONS

- **Deferral:** A student-initiated request to delay the commencement of their course.
- **Suspension:** A temporary halt in studies after course commencement.
- **Cancellation:** Termination of enrolment.
- **Compassionate and Compelling Circumstances:** Situations beyond a student's control, impacting their ability to study.
- **PRISMS:** A government system for managing international student enrolment.
- **Letter of Release:** A document provided by AIL allowing students to transfer to another provider before completing six months of their principal course.
- **Unsubstantiated Transfer Request:** A request where the proposed new course is of a lower AQF level, unrelated to the student's current program, or appears to be primarily for visa extension purposes rather than genuine educational progression.

## 5. DEFERRAL, SUSPENSION, OR CANCELLATION PROCESS

### 5.1 Student-Initiated Deferral, Suspension, or Cancellation

Students may request deferral, suspension, or cancellation in the following circumstances:

- **Deferral:** Prior to course commencement due to visa delays, medical issues, or other approved reasons.
- **Suspension:** Temporary leave due to compassionate or compelling circumstances such as:
  - Serious illness or injury (medical certificate required)
  - Death of a close family member (evidence required)
  - Major upheaval in the home country (e.g., war, natural disaster)
  - A traumatic event affecting the student's ability to study
- **Cancellation:** Students may cancel enrolment at any time, but if within the first six months of their principal course, they must provide a **Letter of Offer** from another provider and demonstrate a valid academic or personal reason for the transfer.

#### Procedure:

1. Submit a **Deferral/Suspension/Cancellation Request Form** to Student Support.
2. Provide supporting evidence (e.g., medical certificates, visa delays, compassionate circumstances).
3. AIL processes the request within **10 working days** and provides a written outcome.
4. Approved changes are reported via PRISMS, which may affect the student visa.

### 5.2 Provider-Initiated Deferral, Suspension, or Cancellation

AIL may defer, suspend, or cancel a student's enrolment in the following situations:

- **Deferral:** If a course is unavailable or AIL is unable to deliver the course.
- **Suspension or Cancellation** due to:
  - Academic misconduct (e.g., plagiarism, cheating)
  - Non-payment of tuition fees
  - Misconduct (e.g., discrimination, harassment, criminal activity)
  - Failure to meet satisfactory course progress requirements

#### Procedure:

1. AIL provides a **written notice** to the student outlining the reason for suspension/cancellation.
2. The student has **20 working days** to appeal the decision.
3. If an appeal is lodged, suspension/cancellation does not take effect until the appeal process is completed.
4. If no appeal is lodged, AIL notifies the **Department of Home Affairs via PRISMS**.

## 6. STUDENT TRANSFERS (STANDARD 13)

### 6.1 Transfer Requests within the First Six Months

- Students cannot transfer to another provider within the first **six months** of their principal course unless:
  - AIL ceases to be registered.
  - AIL is unable to provide the course.
  - The student's government sponsor deems the transfer beneficial.
  - AIL provides a **Letter of Release**.
- Transfer requests must include a **completed Transfer of Enrolment Form** and a **valid Letter of Offer** from the new provider.
- AIL processes transfer requests within **10 working days**.

### 6.2 Preventing Misuse of Visa Arrangements

To ensure that students are not misusing the transfer process for visa purposes:

- **AIL will reject transfer requests** if the proposed course:
  - Is at a **lower AQF level** than the student's current course (e.g., transferring from a **Diploma** course to a **Certificate III/IV** course).
  - Is **unrelated to the student's current field of study** without a valid reason.
  - Appears to be an attempt to **extend visa duration** without genuine educational progression.
- Requests will be assessed **case-by-case** using **professional judgement**.

## 7. ETHICAL CONDUCT OF EDUCATION AGENTS

AIL ensures that education agents act in the best interests of students by:

- Conducting regular performance reviews of education agents.
- Terminating agreements with agents found to be engaging in **misleading or unethical practices**.
- Educating agents on **student transfer policies** and compliance with the ESOS Act.

## 8. APPEALS PROCESS

If a student disagrees with a decision, they may:

1. Submit an appeal in writing within **20 working days** to [admin@ail.edu.au](mailto:admin@ail.edu.au)
2. Attend a formal meeting with AIL representatives.
3. If unresolved, escalate the matter to an external body such as the **Overseas Students Ombudsman**.

## 9. POLICY REVIEW AND CONTINUOUS IMPROVEMENT

- The **Compliance Manager** reviews this policy annually.
- Improvements are discussed at **management meetings**.

**Responsible Officer:** Compliance Manager

**Contact Officer:** Compliance Manager

**Version Number:** October 2024

**Endorsed by:** CEO

**Endorsement Date:** 23/10/2024

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