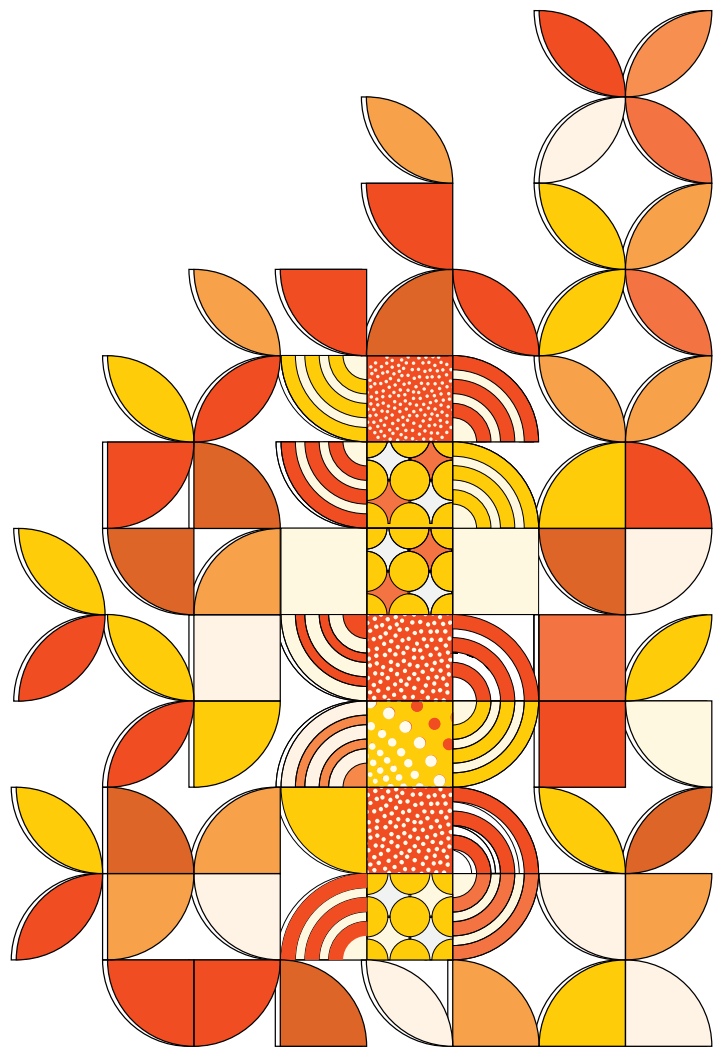


Changes to Enrolment Procedure



SECTION 1

Purpose

1. This procedure outlines the eligibility criteria, requirements, processes, and duration for approving the deferment, suspension, or cancellation of enrolment for domestic and overseas students. It ensures compliance with the Higher Education Support Act 2003 (HESA), the Education Services for Overseas Students Act 2000 (ESOS Act 2000), and the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018), specifically addressing Standards 9 and 8.16.
2. This procedure aims to provide clear guidance and support to students while ensuring alignment with legislative and regulatory requirements.

Scope

3. This procedure applies to students enrolled in a course of study at IHM including:
 - a) All domestic and online students
 - b) All international students, to whom the Education Services for International Students Act 2000 applies.
 - c) All ELICOS students.
 - d) All staff involved in the assessment and implementation of student deferral, suspension and cancellation processes.

Definitions

4. Refer to [IHM's Glossary of Terms](#).

Suite Documents

5. This Policy is linked to the following policy:
 - a) Changes to Enrolment Policy
 - b) See also the Associated Information listed in the 'Related Internal Documents' in Section 3 below.

SECTION 2

Procedure

6. **Student initiated deferral, suspension or cancellation**
 - 6.1 **Deferring commencement of course**
 - a) For international students on a student visa, IHM may grant deferral of commencement only on grounds of compassionate or compelling circumstances. In this case, IHM will complete the CoE variation (deferment) in PRISMS with the intended start date of the next intake.
 - b) When submitting a Deferral application, it is essential to include supporting documents that validate the compassionate and compelling circumstances necessitating the deferral. These documents must be submitted along with the application for consideration.

- c) The Deferral application is assessed by relevant IHM staff (Head of School / Course Coordinator/appropriate delegate). If required, a meeting with the relevant staff member and student may be held.
- d) If the request is approved, IHM will inform the student of the decision in writing and will issue a revised Letter of Offer (and CoE for international students on a visa). The student must sign the revised Offer Acceptance.
- e) All decisions regarding deferral requests must be finalised within a period of 10 working days.
- f) In cases where an application is not successful, IHM will communicate the outcome to the student in writing. The notification will include the rationale behind the decision and will also inform the student of their right to utilise IHM's complaints and appeals process within a period of 20 working days from the date of the decision.

6.2 Suspending study

- a) A suspension of study is an approved period of leave from a course of study requested by a student after they have commenced their course (example: leave of absence).
- b) Once the student has commenced the course, IHM will only grant a suspension of study for compassionate and compelling circumstances.
- c) When submitting a Leave of Absence application, it is essential to include supporting documents that validate the compassionate and compelling circumstances necessitating the suspension. These documents must be submitted along with the application for consideration.
- d) The final decision for assessing and granting a suspension of studies lies with the Head of School/ Course Coordinator / appropriate delegate.
- e) The Head of School or the Course Coordinator may have a meeting with the student before finalising the decision.
- f) In the case of international students, if the request is approved, IHM will inform the student of the decision in writing. IHM will cancel the existing CoE and cancellation will be recorded in PRISMS within the 31 days timeframe wherever applicable.
- g) The maximum initial suspension period is six months. Extensions beyond this time will only be granted on compassionate and compelling grounds and at IHM's discretion.
- h) All decisions regarding deferral requests must be finalised within a period of 10 working days.
- i) In cases where an application is not successful, IHM will communicate the outcome to the student in writing. The notification will include the rationale behind the decision and will also inform the student of their right to utilise IHM's complaints and appeals process within a period of 20 working days from the date of the decision.

6.3 International Student initiated cancellation

- a) For international students, cancellation and withdrawal requests (example: course withdrawal) will be handled as per IHM's International Student Transfer Request Assessment Policy and International Student Transfer Request Assessment Procedure.
- b) If a request for cancellation is made within six months of the course commencement, IHM reserves the right to deny the application or withhold approval for release.
- c) It is important for students to note that there could be financial implications as per terms outlined in the student's signed agreement (Letter of Offer and Acceptance) and IHM's Fees, Charges and Refund Policy and Fees, Charges and Refund Procedure.

6.4 Deferral, Suspension and Cancellation initiated by IHM

- a) In cases where a course or unit of study cannot being offered, IHM reserves the right to postpone the start of the course. In this case, a student will be eligible for a full refund in accordance with Fees, Charges and Refund Policy and Procedure.
- b) IHM may exclude, cancel or suspend a student's enrolment for:
 - i) Student Misconduct or misbehaviour:
 - In situations where student's conduct has significantly violated IHM's rules, code of conduct, policies and procedures.
 - Student has breached the enrolment conditions.
 - Student is evaluated as a potential danger to the health, safety and well-being of other students or staff.
 - Failing to maintain satisfactory course progression in accordance with the Student Academic Progression and Attendance Policy and procedure.
 - Breach of student visa conditions.
 - ii) Failure to pay the course fee.
 - iii) Non-commencement or non-enrolment in a study period.

6.5 Communication with students

- a) If IHM decides to suspend or cancel a student's enrolment, IHM will inform the student in writing of its intention:
 - i) Giving details of the decision;
 - ii) International students will be notified of the potential impact on their student visa due to these changes and are encouraged to proactively reach out to the Department of Home Affairs for guidance on understanding and managing any implications on their visa status.
 - iii) That they have 20 working days to appeal the decision, and
 - iv) Informing the student of the available appeals process in accordance to IHM Complains & Appeals Policy and Procedure.
- b) If the student initiates an appeal through IHM's internal complaints and appeals process, suspension or cancellation of the student's enrolment will not take effect until the internal process is completed.
- c) IHM reserves the right to implement suspension or cancellation immediately if extenuating circumstances, particularly those related to the wellbeing of the student or others, are deemed applicable.
- d) If a student does not commence a course or fails to re-enrol during a study period (without obtaining prior approval), the student will be deemed to have notified cessation of studies (and the CoE will be cancelled for international students) without further notice.

6.6 Extenuating Circumstances

- a) Extenuating circumstances relating to the welfare of the student may include, but are not limited to the following:
 - i) The student is missing;
 - ii) The student has participated in, or is deemed likely to participate in, actions that are reasonably thought to jeopardize the safety of the student or others; or
 - iii) The student is at risk of committing a criminal offence.
- b) Any claim of extenuating circumstances needs to be supported by appropriate evidence.

6.7 Reporting to PRISMS (international student on visas only)

- a) IHM will notify the Australian Department of Education using PRISMS when a student's enrolment status is deferred, suspended, or cancelled within the 31 days timeframe wherever applicable.
- b) There may be three different outcomes for the student's CoE:
 - i) The deferral or suspension period of a student's enrolment does not affect the end date of the CoE. In this case there is no change to the CoE or the student's enrolment status on PRISMS i.e. the student's CoE status will still be listed as 'studying'. However, the notice of deferment or suspension will be recorded in PRISMS. This information will be retained for future reference.
 - ii) The deferral or suspension period of a student's enrolment does affect the end date of the CoE. In such situations, PRISMS will cancel the original CoE, and immediately offer the opportunity to create a new CoE with a more appropriate end date. If IHM does not know when the student will return, it can choose not to create a new CoE at that point, but wait until the student has notified (minimum 2 weeks prior to the course start date) IHM of the intended date of return before creating the new CoE.
 - iii) IHM notifies the Department of Education through PRISMS by permanently cancelling (terminating) the student's enrolment and student's CoE status will be listed as 'cancelled'.

7. Allowable Extensions of Course Duration

- 7.1 IHM must not extend the duration of an overseas student's enrolment if the student is unable to complete the course within the expected duration, unless:
- a) **Compassionate or Compelling Circumstances:** Compassionate or compelling circumstances exist, as assessed by IHM, based on demonstrable evidence provided by the student.
 - b) **Intervention Strategy:** In accordance with the Student Academic Progression Policy and Student Academic Progression Procedure, IHM has implemented, or is in the process of implementing, an intervention strategy to support the student who is at risk of not meeting course progress requirements.
 - c) **Approved Deferral or Suspension:** An approved deferral or suspension of the student's enrolment has occurred in line this Policy and Procedure, which governs the deferral, suspension, or cancellation of enrolments.

Responsibilities

8. When processing the request for deferral, suspension or cancellation, IHM staff must:

- 8.1 Ensure international students (who are on a student visa) are advised that any deferral, suspension or cancellation of their course may affect their student visa and students are informed to seek advice from the Department of Home Affairs to determine the potential impact on their visa.
- 8.2 Ensure that appropriate forms (example: Deferral, Withdrawal, Leave of Absence, Transfer Request) are completed and submitted to the concerned staff.
- 8.3 Determine if the reasons for change, and the evidence submitted, are based on compassionate or compelling grounds.
- 8.4 Notify the student, in writing, of the outcome of the request for change within 10 working days.
- 8.5 Notify the Department of Education via PRISMS of the change in the enrolment, if applicable within 31 days (for international students on a student visa).

9. When submitting a request for a deferral, suspension or cancellation, students must:

- 9.1 Be aware that any deferral, suspension or withdrawal of their course may affect their student visa (for students who are on a student visa) and students are informed to seek the advice of the Department of Home Affairs to determine the potential impact on their visa.
- 9.2 Students wishing to defer, suspend or cancel their enrolment must complete the relevant *Deferral (Pre-commencement)* or *Suspension (Post-commencement)* application form (example: Deferral, Withdrawal, Leave of Absence, Transfer Request).
- 9.3 Students must provide reasons for their request and provide sufficient documentary evidence to support their application (example: medical reports, death certificate, police report, psychologists' report etc.)

SECTION 3

Associated Information

Related Internal Documents	Changes to Enrolment Policy Fees, Charges and Refund for Internationals students Policy and Procedure Fees, Charges and Refunds for Domestic Students Policy and Procedure International Student Transfer Request Assessment Policy International Student Transfer Request Assessment Procedure Student Academic Progression Policy and Procedure Student Code of Conduct and Implementation Guidelines Student Complaints and Appeals Policy and Procedure Student Misconduct Policy and Procedure
Related Legislation, Standards, and Codes	Higher Education Support Act 2003 and Guidelines Education Services for Overseas Student (ESOS) Act 2000: Standard 9: Deferring, suspending or cancelling the overseas student's enrolment HESF (2021): Higher Education Standard Framework Domain 1: Student participation and attainment National Code 2018
Date Approved	24.11.2023
Date of Effect	27.11.2023
Date of Next Review	01.11.2026
Approval Authority	Academic Board endorsed by Board of Directors
Responsibility for implementation	Learning and Teaching Committee
Responsible Department	Learning and Teaching
Document Custodian	Academic Dean
Additional changes	27/11/2024
Additional changes approved by	Chief Executive Officer In exercise of power delegated to him under paragraph 3.4 of Schedule 1 to the <i>Delegation Framework</i> for "Board of Directors powers in urgent and unforeseen circumstances".
IHM Doc ID	IHM-CEP2-1.2

Change History

Version Control		
Change Summary	Date	Short description of change, incl version number, changes, who considered, approved etc
Version 1.0	24/11/2023	<ul style="list-style-type: none"> New Policy
Version 1.1	15/4/2024	<ul style="list-style-type: none"> Expansion of scope and content to include domestic and online students Minor formatting and editorial corrections
Version 1.2	22/11/2024	<ul style="list-style-type: none"> Changes to Policy further to align with National Code 2018 and HESF 2021 based on feedback from TEQSA CRICOS review in October 2024