

Deferral, Suspension, Withdrawal and Cancellation Policy and Procedures

1. Purpose

This policy sets out how Insight Academy manages the deferral, suspension, withdrawal and cancellation of a student's enrolment. It provides a clear process for:

- Assessing and deciding on student requests for changes to enrolment consistently and fairly.
- Initiating provider actions when required.
- Communicating decisions to students in a fair, timely, and transparent manner.
- Ensuring all actions are supported by appropriate evidence and properly recorded.

The aim is to ensure decisions are consistent, protect student welfare, and maintain accurate enrolment records while minimising disruption to students' study plans.

2. Scope

This policy applies to all enrolled international students (current and prospective), Insight Academy staff involved in admissions, student support, compliance, and management of enrolments as well as education agents representing Insight Academy.

3. Policy Statement

Insight Academy may approve or initiate the **deferral, suspension, withdrawal or cancellation** of a student's enrolment in specific circumstances, ensuring:

- Applications are assessed consistently and fairly.
- All decisions are supported by documentary evidence.
- Students are informed of their rights, including the right to appeal.
- Reporting obligations to PRISMS are met.

Some important definitions for the purpose of clarity of this policy and procedures are:

- Deferral: Delay in commencement of a course before the scheduled start date.

- Suspension: Temporary pause of enrolment after the course has commenced.
- Withdrawal: Student-initiated permanent exit from a course.
- Cancellation: Termination of enrolment in a course.
- Compassionate or Compelling Circumstances: Circumstances beyond the student's control impacting their capacity to commence or continue studies, including but not limited to:
 - Serious illness or injury (supported by a valid medical certificate).
 - Bereavement of a close family member (supported by a death certificate where possible).
 - Major political upheaval or natural disaster in the home country requiring emergency travel.
 - A traumatic experience (e.g., serious accident, crime victimisation) supported by police or psychological reports.
 - Delays in visa processing preventing timely arrival.
- Student Misconduct: Breaches of the Student Code of Conduct, including disruptive behaviour, harassment, academic dishonesty, or unsafe actions.

Students are informed of this policy and related information via the ***Student Handbook*** and Insight Academy website.

Deferral, suspension, withdrawal and cancellation of a student's enrolment may happen in the following circumstances:

- Student-Initiated Requests: Where the student is unable to commence or attend classes for a significant period due to compassionate or compelling circumstances.
- Provider-Initiated Actions: Insight Academy may initiate course cancellation due to misconduct or breaches of the Student Code of Conduct. This may include:
 - Non-commencement within 14 days of course start date without notification.
 - Non-payment of fees as per the Written Agreement.
 - Failure to meet visa conditions, including attendance or course progress requirements.

Where the course cancellation is provider initiated, the students are informed of:

- of the intention of the provider.
- of their right to appeal a decision as detailed in the *Feedback, Complaints and Appeals Policy and Procedures* within 20 working days of notification and that the suspension or cancellation will not take effect until the appeal process is finalised unless extenuating circumstances apply (e.g., risks to health, safety, or welfare).
- this policy does not remove their right to take action under Australia's consumer protection laws.
- to contact the Department of Home Affairs for advice on the effect of such changes to enrolment status on their visa and that deferrals or suspensions over six months may result in visa cancellation.
- Where a student is requesting withdrawal from a course as they wish to transfer to another provider, they must refer and follow the *Student Transfer between Providers Policy and Procedures*.

Guiding Principles:

- Compliance with Regulatory Standards – All actions will comply with the ESOS Act 2000, National Code 2018 Standard 9, and SRTOs 2025 requirements for transparency, fairness, and accurate recordkeeping.
- Fair and Consistent Decision-Making – All applications and provider-initiated actions will be assessed on individual merits using consistent criteria, without discrimination.
- Evidence-Based Assessment – Decisions will be based on verifiable documentary evidence, retained in the student's file.
- Transparency and Clear Communication – Students will be informed in writing of all decisions, reasons, potential impacts, and appeal rights.
- Protection of Student Welfare – Immediate action may be taken if the student's health, safety, or wellbeing is at risk, supported by documented evidence.
- Support for Genuine Students – Reasonable steps will be taken to assist students facing compassionate or compelling circumstances to continue their studies.

- Timely Processing – Applications and decisions will be processed within published timeframes to minimise disruption to studies and visa status.
- Accurate PRISMS Reporting – All approved deferrals, suspensions, or cancellations will be reported to the Department of Home Affairs via PRISMS within required timeframes.

4. Procedure

The following procedures ensure compliant management of deferral, suspension and course cancellation requirements.

4.1 Student-Initiated Deferral

- Students are required to complete and submit the **Deferral Form** with supporting evidence least 10 working days prior to the start date of the course unless in emergencies.
- Student Support/Admin team reviews the application within ten (10) working days, and written outcome is provided to the students.
- If the student request for deferral of the course start date is approved students are issued an updated **Letter of Offer and Student Acceptance Agreement**.
- When the student accepts this updated **Letter of Offer and Student Acceptance Agreement** by returning a signed copy back to the RTO, this change is reported via PRISMS and an updated CoE is issued.

4.2 Student- Initiated Suspension

- Students are required to complete and submit the **Course Suspension Form** with supporting evidence least 10 working days prior to the start date of the suspension period unless in emergencies.
- Within ten (10) working days, student support/admin team reviews the application for compelling and compassionate grounds for suspension of studies, and written outcome is provided to the students.
- The student's course progress is verified with the training team to advise the student of an alternate training plan post suspension period is over to accommodate the missed time as well as any course progress requirements. The students are also informed of the possible changes to the course end dates resulting from this suspension of studies.

- If the student agrees to the new course end date and the training plan, this change is reported via PRISMS and an updated CoE is issued.

4.3 Course Withdrawal

- Students must submit **Withdrawal Form** with supporting evidence.
- Course withdrawal due to change of provider will be processed as per the *Student Transfer between Providers Policy and Procedures* and submit the new provider details within the **Withdrawal Form** as well as the new Course Offer as evidence.
- Insight Academy may refuse withdrawal if:
 - Less than six months of primary course completed (unless release conditions met).
 - Outstanding fees remain unpaid.

4.4 Provider - Initiated Cancellation

- Insight Academy team identifies student breach (e.g., misconduct, non-payment, non-attendance) and issues written **Notice of Intention to Report** with reasons of course cancellation and students' appeal rights.
- Insight Academy allows 20 working days for the student to appeal.
- If appeal not upheld, Insight Academy admin team processes course cancellation and reporting via PRISMS.
- In extenuating circumstances (serious welfare risk), action may be immediate.

4.5 Recordkeeping

- All forms, evidence, and communications are retained in the student file.
- Decisions and rationale are documented in the Student Management System (SMS).

Standard Operating Procedure: DSCW Management

Step	Procedure Description	Responsible Person(s)	Supporting Documents

1	Receive Deferral/ Course Suspension/ Withdrawal Form and evidence	Student Support / Admin Officer	Deferral/ Course Suspension/ Withdrawal Forms
2	Review the request against policy	Student Support / Admin Officer	Deferral/ Course Suspension/ Withdrawal Forms, Assessment Notes
3	<p>Approve/decline request within 10 working days from the receipt of the request.</p> <ul style="list-style-type: none"> - Provide an updated course offer for approved Deferral requests - Advise student of the possible updates to the training plans/ course end dates for approved suspension requests. 	Student Support / Admin Officer	Written decision, Letter of Offer and Student Acceptance Agreement
4	Receive signed updated course offer from the student OR a confirmation of agreement to changed training plan and course end dates.	Student Support / Admin Officer	Letter of Offer and Student Acceptance Agreement, email communication
5	Update CoE as required	Admin Officer	PRISMS records, CoE
6	Maintain records	Admin Officer	SMS, Student File

5. Supporting Documents

- Deferral Form
- Course Suspension Form
- Withdrawal Form
- Student Handbook
- Student Code of Conduct
- Letter of Offer and Student Acceptance Agreement template

- Notice of Intention to Report

6. Related Policies

- Student Information Policy and Procedures
- Student Enrolment and Written Agreement Policy and Procedures
- Fees, Charges and Refunds Policy and Procedures
- Student Transfer Between Providers Policy and Procedures
- Feedback, Complaints and Appeals Policy and Procedures
- Document Management and Records Retention Policy and Procedures

7. Roles & Responsibilities

CEO: Approves this policy and makes final decisions in complex or escalated cases.

Operations Manager: Oversees policy implementation, staff guidance, and authorises provider-initiated actions.

Admin Officer: Processes approved requests in PRISMS, issues updated CoEs and maintains accurate records.

Student Support Officer: Receives and assesses applications, communicates outcomes, and supports students.

Training Coordinator: Advises on academic impacts, adjusts training plans, and monitors course progress.

Compliance Consultant: Monitors compliant PRISMS reporting during annual reviews and supports improvements.

8. Legislative Background

This policy is guided by the following legislative and regulatory frameworks:

- Standard 9 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018 under the Education Services for Overseas Students Act 2000 (ESOS Act).
- Standard 2.1 of the Outcome Standards for NVR Registered Training Organisations 2025 under the National Vocational Education and Training Regulator Act 2011 (Cth).

9. Monitoring and Improvement

This policy is reviewed annually or earlier in response to changes in regulatory requirements or audit outcomes. Review activities including, audit findings, and student, staff as well as industry feedback.