

# DEFERRAL/SUSPENSION OF STUDIES POLICY

Under Standard 13 of the National Code 2007, all providers must have documented procedures for assessing, approving and recording a deferment or suspension of study.

Prior to students accepting their course offer, they will be informed of the grounds on which their enrolment may be deferred or suspended. When students request for a suspension or deferral of enrolment or QII has initiated the suspension or deferral of enrolment, students will be reminded that any deferral or suspension of enrolment may affect their student visa. Where a student's enrolment is deferred or suspended, it means that their studies have been temporarily put on hold.

Where a student requests for the deferral or suspension of their enrolment, QII will only approve their request if the student is able to provide evidences of 'compassionate or compelling circumstances'. Compassionate or compelling circumstances are generally those beyond the control of the student which affect the student's course progress or wellbeing. This could include, but is not limited to:

- Serious illness or injury, where a medical certificate states that the student was unable to attend classes
- Bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
- 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:
  - Involvement in, or witnessing of a serious accident; or
  - 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 the registered provider 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.

QII staff must use their professional judgement to fairly assess each individual's case.

## PROCEDURE (INITIATED BY STUDENT)

1. Where a student has requested for the Deferral or Suspension of their enrolment, they must complete and submit the Deferral/Suspension of Studies Form.
2. This process may take up to 7 working days for the assessment and finalisation of the request.
3. The student will be informed in writing of whether their request has been approved or rejected.
4. If a student is unsatisfied with the outcome of their request, they have 20 working days to access QII's internal complaints and appeals process.
5. Where deferring or suspending a student's enrolment period WILL NOT affect the end date of the student's COE, there is no change to the COE or the student's enrolment stat on PRISMS. The deferment or suspension will be recorded on PRISMS however the student's COE status will still be listed as 'studying'.
6. Where deferring or suspending a student's enrolment period WILL affect the end date of the COE, PRISMS will cancel the original COE and immediately offer the provider the opportunity to create a

new COE with a more appropriate end date. When it is unknown if or when the student will return, the provider may choose not to create a new COE, and may wait until the student further informed the provider before creating a new COE.

7. All documentation and evidences during this process must be kept in the student’s file.

All applications for deferral and suspension of studies shall be assessed and/or processed according to the following six steps.

Department	Actions
Marketing Department	<ol style="list-style-type: none"> <li>1. The Marketing Department explains to the student that their visa may be affected by the course deferral.</li> <li>2. The deferral can only be granted on compassionate or compelling grounds. The student’s application for deferral of studies is assessed by the Marketing team who determines whether compassionate or compelling circumstances exist.</li> <li>3. The Marketing team shall ensure all the documentation supporting the claim that compassionate or compelling circumstances exist is provided by the student.</li> <li>4. The Marketing team shall explain the deferral fees to the student and ensure the flight ticket is provided (if applicable).</li> </ol> <p><b>Note:</b> If the student wishes to change their course and defer commencement of studies, the Marketing team ensure the student completes the change of course form and deferral form.</p>
Academic Department	The Academic Department verifies whether the student’s course progress is satisfactory.
Finance Department	The Finance Department verifies whether the student has any outstanding fees.
Admissions Department	A new Letter of Offer and payment plan are issued to the student.
Registrar	A new CoE is issued to the student.
Student Services	A new study schedule is issued to the student.

### PROCEDURE (INITIATED BY QII)

1. Where the deferral or suspension of enrolment has been initiated by QII, the student will be informed in writing of QII’s intention to do so including the grounds for doing so and any supporting evidences.
2. QII must inform the student that they have 20 working days to access QII’s internal complaints and appeals process. To access the appeals process is to initiate or state the process, there is no expectation that the process will be completed within 20 working days.
3. Where the student has chosen to access our internal complaints and appeals process, suspension of the student’s enrolment cannot take effect until the internal process is completed.
  - a. At the end of the appeals process where the decision supports QII’s intention to suspend, QII will notify DOE of the change to the student’s enrolment status.
  - b. At the end of the appeal process where the decision supports the appeal from the student, QII must allow the student to continue their studies.

4. Where the student has not chosen to access QII's internal complaints and appeals process, QII will notify DOE of the change to the student's enrolment status after 20 working days of issuing QII's intention letter to suspend or defer a student enrolment.
5. All documentation and evidences during this process must be kept in the student's file.

