



QUANTUM INSTITUTE OF HIGHER EDUCATION

**Deferment, Withdrawal and Cancellation
Policy and Procedure**

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Deferment, Withdrawal and Cancellation Policy and Procedure

Purpose

The Deferment, Withdrawal and Cancellation Policy and Procedure ('the Policy') outlines the principles and procedures in Quantum Institute of Higher Education ('QIHE' or 'the Institute') for deferring, suspending or cancelling students' enrolments, including in voluntary and involuntary situations.

Scope

This Policy applies to all enrolled QIHE students, both domestic and international as well as QIHE staff who manage matters regarding enrolments at QIHE.

I. Policy Principles

QIHE is committed to the following key principles:

- i. **Procedural Fairness.** Applying the procedures uniformly to all students, while taking individual circumstances into account where appropriate;
- ii. **Student-Focused Approach.** Placing students' rights at the core of decision-making to ensure that the process remains sensitive to their wellbeing;
- iii. **Transparency.** Ensuring that any decision regarding deferment, withdrawal and cancellation are made appropriately with transparency, ensuring accountability;
- iv. **Timeliness.** Handling all requests for deferment, suspension, and cancellation within an appropriate and efficient timeframe;
- v. **Regulatory Adherence.** Maintaining full compliance with applicable legal and regulatory standards in all processes and decisions taken.

2. Deferment Policy and Procedures

2.1 Eligibility and Conditions for Deferment

Deferment allows students to delay the continuation of their studies under specific circumstances but only if they meet the eligibility criteria to apply for deferment as follows:

- i. Medical grounds: Serious health conditions or injuries that significantly impact the student's ability to study. This must be verified by a registered medical practitioner through certificate or official medical documentation;

- ii. Personal or family circumstances which are unforeseen at the time of enrolment. This may include death or serious illness of a family member or other family emergencies that affect the student's capacity to continue their studies;
- iii. Financial hardship: which are unforeseen financial circumstances that are demonstrable and prevents the student from meeting their academic commitments;
- iv. Other compassionate and compelling reasons that considered to be out of the student's control but greatly impact their ability to commence or continue their studies. Examples of circumstances may include but not limited to visa grant, military service or legal obligations. These will be assessed accordingly and will require the student to submit documentation regarding the situation.

2.2 Deferment Duration and Limits

- i. The maximum deferment period is typically one academic semester except in exceptional cases. For domestic students, a deferment period for up to one academic year may be granted for exceptional cases that justifies the longer period.
- ii. For international students, with regards to visa implications, a deferment can be approved for no more than one semester.
- iii. A student may request deferment only once per course. Should exceptional circumstances remain unsolved beyond the defined period, a further extension for another semester would have to be requested to and approved by the Dean.

2.3 Official Documents Required for Deferment

Students seeking to defer their study must submit a formal application through the Deferment, Withdrawal or Cancellation Form, along with appropriate supporting documentation. QIHE will require this document for verification purposes of the request and to ensure compliance with applicable regulatory requirements. All documents must be in English or accompanied by a certified English translation. QIHE may request for additional evidence to assess the request.

The required documents might be in the form of the following:

- i. Medical reasons: Medical certificate or letter from a registered practitioner that clearly states the nature of the illness, the condition and the duration;
- ii. Compassionate circumstances: Death certificate of an immediate family member, official correspondence, or statutory declaration outlining the personal circumstances;
- iii. Financial Hardship: Letter explaining the financial situation, supported by evidence such as a bank statement or letter from a financial advisor;
- iv. Visa related issue: Correspondence from the Department of Home Affairs or a registered migration agent.

2.4 Procedures for Deferment

- i. To request a deferment, students must submit their request through the Deferment, Withdrawal or Cancellation Form along with other relevant documentation required to support their request. Their request must be submitted through the dedicated Student Support Team email.
- ii. Requests are to be submitted by the census date of the intended deferred semester. Late request may be considered only if there are exceptional circumstances.
- iii. For international students, the Institute will remind the students that deferment may affect their student visa under the ESOS Act.
- iv. The requests will be considered by the Dean who will consult with other relevant and appropriate parties if required.
- v. Students will be notified of the outcome within ten (10) working days after the Institute has received their formal request. If the Institute requires additional time to consider the application, the student will be notified of the delay in writing.
- vi. If the Deferment request is approved, the student will be notified in writing of the specific details pertaining to the deferment. Students will then be required to re-enrol in the subsequent semester following the deferment period.
- vii. In exceptional circumstances, students may be given a waiver of financial or academic penalties associated with their deferment. Such circumstances must be beyond the student's control and may include, but are not limited to, serious illness or injury, bereavement of an immediate family member, or other compassionate or compelling situations. Approval of any waiver is at the discretion of the Dean during the review of the student's deferment request, whose decision will be final.
- viii. If the course structure or availability changes during the deferment period, students must comply with the new course requirements upon re-enrolment.
- ix. Any potential refunds due to Deferment are to be processed in accordance with the *Fee Refund Policy*.

3. Withdrawal and Cancellation of Enrolment

3.1 Student-Initiated Withdrawal

- i. Withdrawal of enrolment is when a student made a voluntary request to discontinue their enrolment in a program of study. This might be requested by students due to personal, academic, financial or health-related reasons.
- ii. For international students, withdrawal may affect their visa status.

- iii. When a student's request for withdrawal is approved, their enrolment will be considered as cancelled.

3.2 Procedure for Student-Initiated Withdrawal and Cancellation

- i. Student may apply for a withdrawal of their enrolment by submitting the Deferment, Withdrawal or Cancellation Form alongside their supporting documentation to the dedicated Student Services Team email.
- ii. The application for withdrawal must be submitted as soon as the circumstance that prompted the application arose.
- iii. For international students, the Institute will remind students that withdrawal of their enrolment will affect their student visa.
- iv. The application will be reviewed by the Dean. The Dean may consult with other relevant and appropriate parties if required, including the Student Services Team.
- v. Students will be notified of the decision in writing at least ten (10) working days after the receipt of their official application.
- vi. In cases where the student's request for withdrawal has been approved by the Institute, the cancellation of their enrolment will take effect from the date when the request has been approved. For withdrawals due to circumstances beyond the student's control, with the discretion and approval of the Dean, the student may be given a waiver of financial or academic penalties associated with their withdrawal.
- iv. The Institute will promptly update the Provider Registration and International Student Management System (PRISMS) to reflect the cancellation of the student's enrolment upon the completion of all required procedures.

3.3 Official Documents Required for Withdrawal

Students seeking to withdraw from their course of study must submit a formal application through the Deferment, Withdrawal or Cancellation Form, along with appropriate supporting documentation. QIHE will require this document for verification purposes of the request and to ensure compliance with applicable regulatory requirements. All documents must be in English or accompanied by a certified English translation. QIHE may request for additional evidence to assess the request.

The required documents might be in the form of the following:

- i. Medical reasons: Medical certificate or letter from a registered practitioner that clearly states the nature of the illness and the condition;
- ii. Transfer to a new provider: Offer letter or Confirmation of Enrolment (CoE) from the new provider;
- iii. Personal or compassionate reasons: Statutory declaration, death certificate of an immediate family member, or legal documents;
- iv. Visa related issue and departure from Australia: Correspondence from the Department of Home Affairs, copy of flight itinerary, visa cancellation notice.

4. Suspension and Cancellation of Enrolment

4.1 Institute-Initiated Suspension

- i. The Institute reserves the right to suspend or cancel a student's enrolment in specific circumstances, including when a student has failed to meet their obligations or has breached Institute policies such as those stated in the *Student Code of Conduct*.
- ii. For Institute-initiated cancellation, decisions will be made on the basis of academic integrity, financial accountability and the safety and well-being of the Institute's community.

4.2 Procedure for Institute-Initiated Suspension and Cancellation

- i. The Institute reserves the right to either suspend or cancel a student's enrolment if the student engages in any of the following:
 - a. Academic misconduct (e.g. plagiarism, inappropriate use of AI, or cheating);
 - b. Behavioural misconduct that impacts the safety or well-being of other students or staff;
 - c. Breaching the *Student Code of Conduct*, Institute's policies or the terms of enrolment;
 - d. Failing to meet academic progress requirements as indicated in the *Academic Progression and Graduation Policy*;
 - e. Failing to meet their financial obligations including non-payment of fees;
 - f. Breaching visa conditions (for international students).

The Institute will conduct a preliminary investigation of the matter and provide the student with the opportunity to respond.

- ii. If suspension or cancellation is deemed necessary, the student will be issued a written notice outlining:
 - a. The reason/s for suspension or cancellation;
 - b. The effective date;
 - c. The length of the suspension period and conditions for re-enrolment or actions required during the suspension (for suspensions);
 - d. The right to appeal within 20 working days.
 - e. Any possible steps for readmission (for cancellation).
- iii. The student may appeal the decision made by the Institute regarding their suspension or cancellation within 20 (twenty) working days from the date of the notification. The

student appeal must follow the procedure described in the *Complaints and Appeal Policy and Procedure*.

- v. Suspended students may be required to fulfil specific conditions (for example, completing counselling sessions) prior to returning to their studies. Prior to their return the student must contact the Institute's Student Services Team to arrange their return before the end of their suspension period.
- vi. For international students whom enrolment is cancelled by the Institute, the cancellation will be reported to PRISMS as required by the ESOS Act, upon the completion of all required procedures. If any appeals are lodged by a student regarding the decision, the Institute will notify PRISMS only after those appeals have been fully resolved.

5. Visa Implications for International Students

QIHE is committed to ensuring that students are fully informed of their responsibilities and the potential visa consequences of deferring or withdrawing their enrolment. The Institute will remind students that deferment, withdrawal or cancellation will affect their student visa. While the Institute will provide guidance and support where necessary, it is the student's duty to remain compliant with visa conditions during any process of and approved leave of studies. QIHE advises students to be informed of their visa conditions and seek guidance wherever possible, including from the Student Services Team, to avoid any unintended visa breaches. QIHE also advises students to contact the Department of Home Affairs for guidance on potential visa implications.

6. Reporting and Compliance

QIHE is committed to complying with all applicable standards. All changes to the enrolment of international students will be reported to the Department of Home Affairs via Provider Registration and International Student Management System (PRISMS) within 7 business days of the decision. QIHE will maintain accurate records of all requests, decisions, and communications with students for a minimum of 7 years.

7. Roles and Responsibilities

i. Student Services Team

- a. Act as the main point of contact for students regarding deferment, suspension or cancellation inquiries and process.
- b. Receive and process the deferment, suspension and cancellation requests, ensuring all applications are complete and that students meet eligibility requirements.
- c. Provide students with information on support services and advises them on the implications of deferment, suspension or cancellation.
- d. Maintains accurate records and documentation of applications and outcomes in line with the *Records Retention Policy*.

- e. Notifies students regarding the outcomes and directs them to additional support if required and coordinates with the related departments as required.
- f. Provide reports to the Dean and the Executive Management Team for any deferral, suspension, and cancellation requests during the Executive Management Team's regular meeting.

ii. The Dean

- a. Oversees the implementation of this Policy and the procedures within it, ensuring consistent and fair application across cases.
- b. Reviews and makes final decisions on applications for deferment, suspension or cancellation as well as consulting with relevant parties when required for complex cases.
- c. Ensures that any appeals, following the appeals process in line with the *Complaints and Appeal Policy and Procedure*.
- d. Provides periodic reports to the Governing Council on the outcomes, trends and any issues relating to deferment, suspension and cancellation in the Institute.

iii. Accounts Team (Finance Manager and Accounts Officer)

- a. Handle all financial aspects of the deferment, suspension and cancellation processes, including verifying payments, calculating refunds and processing approved refunds.
- b. Provide students with guidance regarding their financial obligations during the deferment, suspension or cancellation process.
- c. Maintain accurate records and ensures that changes in student enrolment status are accurately reflected in financial records
- d. Maintains compliance with financial regulations and audit requirements.
- e. Provide reports to the Dean and the Executive Management Team regarding the financial aspects of the deferral, suspension, and cancellation process.

iv. The Executive Management Team

- a. Monitor the deferment, suspension and cancellation processes and ensure proper implementation of the Policy.
- b. Allocates resources and support departments to facilitate effective implementation of the deferment, suspension and cancellation process.
- c. Prepares comprehensive reports regarding the deferment, and cancellation processes. The Dean then presents that report to the Governing Council.

v. Governing Council

- a. Oversee the implementation of this Policy, and through the Dean, conducts regular reviews to ensure its effectiveness and relevance.
- b. Provides input on strategic implications of deferment, suspension and cancellation trends, ensuring Institute policies address emerging needs and issues.

- c. Receive reports on the deferral, suspension, and cancellation processes and decisions from the Dean.
- d. Ensures that the risks pertaining to deferment, suspension and cancellation are identified and managed.

8. Privacy and Records Management

Documentation of the process and outcomes are to be kept in accordance with the *Records Retention Policy*.

QIHE respects everyone's privacy. All records and information of students will remain confidential within the Institute's database and no information should be disclosed except with the permission of the parties involved and/or should it be required by the relevant authorities.

9. Continuous Improvement and Policy Review

QIHE regularly assesses the effectiveness of its policies and procedures to ensure alignment with the evolving educational environment. QIHE will continuously monitor, examine and improve the procedure of deferment, suspension and cancellation of enrolments. Regular internal reviews of this Policy and the implemented system in the Institute will be conducted. Ongoing monitoring and regular reviewing ensure that QIHE remains accountable, responsive, and aligned with its overarching mission to uphold the highest standards of ethical conduct in professional and academic pursuits.

Glossary

Appeal refers to the formal request made by a student to have a decision reconsidered, when the student believes the decision was incorrect or unfair. In this Policy, appeal refers to the formal request by a student to review a decision made by QIHE regarding deferment, suspension or cancellation of enrolment.

Cancellation of Enrolment refers to the termination of a student's enrolment, which ends their student status with the institution. Cancellation may result from voluntary withdrawal, failure to meet academic or financial obligations, serious misconduct, or breach of visa conditions (for international students).

Exceptional Circumstances refer to situations beyond a student's control that significantly impact their ability to continue studies, such as serious illness, natural disasters, or other compassionate or compelling circumstances. These circumstances may warrant deferment, withdrawal, or cancellation of enrolment.

Confirmation of Enrolment (CoE) refers to an official document issued by an Australian education provider to confirm that an international student has accepted an offer and enrolled in a course.

Course refers to QIHE's units of study or subjects.

Cut-off Date refers to the final date by which specific actions, such as applications, registrations, or submissions (e.g., assessments), must be completed or received. This non-negotiable date is typically set by QIHE or relevant authority.

Deferment refers to the formal process where a currently enrolled student defers the continuation of their studies for a specified period, usually due to compassionate or compelling circumstances. Deferment may affect a student's enrolment and visa status and must be approved by the institution.

Domestic Student refers to a student who is an Australian citizen, permanent resident, or holder of a humanitarian visa in Australia.

ESOS refers to the Education Services for Overseas Students (ESOS) Act 2000.

International Student refers to a student who is not an Australian citizen or permanent resident and who requires a student visa to study in Australia.

PRISMS (Provider Registration and International Student Management System) refers to Australian government database used by educational institutions to manage and report on the enrolment and status of international students, ensuring compliance with visa regulations under the Education Services for Overseas Students (ESOS) framework.

Program refers to QIHE's Bachelor of Business and Bachelor of Information Technology degree.

Suspension refers to a temporary restriction placed on a student's enrolment for a defined period as a result of misconduct or failure to meet institutional requirements.

TEQSA (Tertiary Education Quality and Standards Agency) refers to the independent national regulator for the higher education sector in Australia.

Withdrawal refers to a voluntary decision made by a student to discontinue their enrolment in the Institute. Withdrawal may occur due to personal, academic, financial, or health-related reasons and can have academic and financial consequences depending on the timing of the request.

Version Control

Version	1.1
Last Review	16 May 2025
Policy Category	Governing Council
Related Documents	<i>Admission Policy and Procedure</i> <i>Academic Progression and Graduation Policy</i> <i>Complaints and Appeal Policy and Procedure</i> <i>Discontinuation and Teachout Policy and Procedure</i> <i>Records Retention Policy</i> <i>Fee Refund Policy</i>
Legislation References	TEQSA Higher Education Standards Framework (Threshold Standards) 2021 The Education Services for Overseas Students (ESOS) Act 2000 The National Code of Practice for Providers of Education and Training to Overseas Students 2018, Standard 3
References	Australian Institute of Higher Education Sydney Polytechnic Institute Crown Institute of Higher Education La Trobe University University of Sydney University of Newcastle