1. Deferment, Suspension or Cancellation of Enrolment Policy by IETS

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<th>Policy Version Details</th>
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<td>v24.0 February 2015</td>
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Statutory and regulatory compliance

- National Code 2007 Standards 2, 13

Related Policies

- Deferment or Suspension of Enrolment by a Student
- Cancellation and Refund
- Learner Support and Welfare Services
- Reviewing and Improving Learner Support and Welfare Services
- Monitoring Course Progress
- Attendance
- Completion with Expected Duration
- Compassionate or Compelling Circumstances
- Complaints and Appeals
- Applications, Offers and Enrolments
- Information Provided to Applicants Prior to Enrolment
- Records Management
- Fees and Charges
- Refunds
- Plagiarism, Collusion and Cheating
- Critical incidents
- Transfer between Registered Providers
- Applications, Offers and Enrolments
- Information Provided to Applicants Prior to Enrolment
- Enrolment Offer and Acceptance Agreement
- Scheduling and Timetabling
- Welfare of Younger Learners

Related Documents

- Notice of intention to defer, suspend or cancel enrolment
- Notice of deferment, suspension or cancellation of enrolment
- Register of deferments, suspensions and cancellations of enrolment
Policy

Under certain limited circumstances, a student’s enrolment may be deferred, suspended or cancelled by IETS.

Deferment means to delay the commencement of a course.

Suspension means the temporary postponement of enrolment during a course.

Cancellation means termination of enrolment in a course.

Procedures

Deferments, suspensions or cancellations by IETS

Under certain circumstances, IETS may initiate the deferment, suspension or cancellation of a student’s enrolment.

Deferment

IETS may defer the commencement of a course if the course is not offered. Should this occur, learners enrolled in the course will be offered a refund of all the course money they have paid to date. The refund will be paid within two (2) weeks of the day on which the course ceased being provided. Alternatively, such learners may be offered enrolment in an alternative course by IETS at no extra cost to the student. Learners have the right to choose whether they would prefer a full refund of course fees, or to accept a place in another course. If they choose placement in another course, IETS will ask them to sign a document to indicate that they accept the placement.

If IETS is unable to provide a refund or place a student in an alternative course, the Tuition Protection Scheme will provide assistance to the student in obtaining a place in a suitable alternative course.

Suspension

IETS may temporarily suspend a student’s enrolment if the student’s behaviour is assessed as unacceptable for an educational setting. The IETS Management Committee is responsible for making this assessment. This is referred to as suspension of enrolment due to misbehaviour.

Grounds for suspending a student for misbehaviour

IETS may suspend the enrolment of a student due to misbehaviour if the student:

- has been in breach of the IETS Student Code of Conduct
- is assessed by the CEO as providing a threat to the well-being of other learners or staff
- has being assessed as behaving in a way such as to constitute serious misconduct

Applicants are advised of each of these grounds for suspension due to misbehaviour prior to signing the Enrolment Offer and Acceptance Agreement.

Cancellation

IETS may cancel the enrolment of a student if the student:

- is in breach of a condition of ongoing enrolment, including:
  - the requirement to not plagiarise, collude or cheat
  - the requirement to pay agreed tuition fees by the dates agreed in the Enrolment Offer and Acceptance Agreement
  - has been in breach of the IETS Student Code of Conduct
  - is assessed by the CEO as providing a threat to the well-being of other learners or staff
  - has being assessed as behaving in a way such as to constitute serious misconduct
  - fails to meet the requirements of the course progress policy
  - fails to pay tuition fees
Applicants are advised of each of these grounds for deferment, suspension or cancellation prior to signing the Enrolment Offer and Acceptance Agreement.

**Notice of intention to defer, suspend or cancel enrolment**

Where a deferment, suspension or cancellation is initiated by IETS, the student will receive a notice of intention to defer, suspend or cancel enrolment.

**Appealing against IETS’s intention to suspend or cancel enrolment**

A notice of intention to defer, suspend or cancel enrolment will clearly identify that the student receiving the notice will be given 20 working days to access IETS’s internal complaints and appeals process. The 20 working days begins from a date specified in the letter which allows for reasonable time for delivery of the letter. Notices of intention to defer, suspend or cancel enrolment are sent by registered mail to the address on the student’s file and by email to the email address on the student’s file.

**Contacting the student within the 20 working days available to appeal**

If no appeal is received, then the Student Services Manager is responsible for contacting the student on the 19th working day following the date specified in the letter in order to provide the student with a final opportunity to lodge an internal appeal. Contact will be made by telephone and email.

For more information, please refer to the IETS Complaints and Appeals Policy.

**Maintaining enrolment in the case of an appeal**

If an appeal against a deferment, suspension or cancellation by IETS is lodged by the student, IETS will maintain the student's enrolment until the internal appeals process is complete, unless there are extenuating circumstances relating to the student’s welfare.

**Extenuating circumstances relating to the student’s welfare**

Extenuating circumstances relating to the welfare of the student may include, but are not limited to, the following. The student:

- is missing
- has medical concerns, severe depression or psychological issues which lead IETS to fear for the student’s wellbeing
- has engaged, or threatens to engage in behaviour that is reasonably believed to endanger the student or others
- is at risk of committing a criminal offence

The Student Services Manager is responsible for ensuring that claims by IETS of extenuating circumstances relating to the welfare of the student are supported by appropriate evidence. All such documentary evidence is filed in the student’s file.

**Reserving the right to not provide learning opportunities**

IETS reserves the right to not provide learning opportunities during throughout the 20 working days provided to a student to make an appeal and throughout the appeals process should it be deemed appropriate. The CEO is responsible for making this determination.

**Notice of suspension or cancellation**

If there is no appeal against a decision by IETS to suspend or cancel a student's enrolment, or an appeal is lodged and the outcome supports IETS's intention to suspend or cancel the student’s enrolment, or an appeal lodged and then withdrawn, IETS will issue a notice of deferment, suspension
or cancellation. The notice of deferment, suspension or cancellation will indicate that the deferment, suspension or cancellation is to be initiated.

The Student Services Manager is responsible for ensuring that the notice of intention to defer, suspend or cancel enrolment is attached to the notice of deferment, suspension or cancellation of enrolment and provided to the CEO.

Filing documents

All documentation about the deferment or temporary suspension, cancellation by IETS of a student’s enrolment are filed in the student’s file.