

Approved by: Board of Governors 8/2/17

International Deferral and Withdrawal Policy

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Responsible Officer	CEO

1. Purpose

The purpose of this policy is to outline the process for international students who elect to defer or withdraw from a course or withdraw from a unit of study. The policy also provides for the administration of applications for deferral and withdrawal.

2. Scope

The policy applies to all international students enrolled in all AQF accredited courses offered by the IKON Institute of Australia, in all teaching and learning locations and modes of delivery.

3. Definitions

Course: a course of study that leads to an Australian qualification.

Census Date: is the date when IKON Institute of Australia finalises student enrolment and is the closing date for students to apply for or withdraw from a semester of study. Students who withdraw after the census date will incur tuition fees for the semester as though they had continued to study.

CRICOS: The Commonwealth Register of Institutions and Course for Overseas Students (CRICOS) is the register prescribed under section 10 of the ESOS Act.

Overseas/International Student: A person (whether within or outside Australia) who holds a student visa as defined by the ESOS Act, but does not include students of a kind prescribed in the ESOS Regulations.

PRISMS: The Provider Registration and International Student Management System (PRISMS) is the system used to process information given to the Secretary of DEEWR by registered providers.

Education Support Officer: Employee of the provider who is the designated first point of contact for international students.

Student Visa: An authorisation permitting people who are not Australian citizens or permanent residents to come to Australia for the primary purposes of studying in Australia as defined by the *Migration Act 1958*.

4. Deferral and Withdrawal

All applications for withdrawal/deferral from courses and units of study must be submitted on the prescribed Application for Deferral/Withdrawal Form and addressed to the Education Support Officer.

5. Tuition Fees

Refer to ESOS007 International Student Refund and Tuition Assistance Policy for details regarding the refund of tuition fees.

6. Procedure for deferral or withdrawal from study

6.1 A student seeking to defer or withdraw from a course, module or unit of study must in the first instance speak with the Education Support Officer or Head of Faculty prior to submitting the Request for Application of Deferral/Withdrawal Form.

6.2 The IKON Institute of Australia's policy is to assess all requests for deferral and withdrawal to ensure the student has an accurate understanding of the academic and financial implications and to determine if there are options available that may assist the student to continue with their study. IKON Institute of Australia cannot guarantee a place is available in future subjects when convenient for the student.

6.3 When the Education Support Officer or Head of Faculty has discussed the matter with the student, the outcome will be either:

- a) the student will continue with the course, or
- b) the Education Support Officer or Head of Faculty will approve the deferral/withdrawal.

6.4 Where deferral/withdrawal is approved following those discussions, the student must formally complete and submit an Application for Deferral/Withdrawal form to the IKON Institute's Head Office and address this to the Education Support Officer.

6.5 Prior to processing the Application for Deferral/Withdrawal, the Education Support Officer will ensure that the application has been approved.

6.6 An Administration Officer will process the deferral/withdrawal amending the relevant student records, both paper and electronic files, and determine whether a credit or refund is due for any tuition fees.

6.7 The Administration Officer will issue the student with a Confirmation of Deferral/Withdrawal email outlining the student's academic and financial status at the point of deferral/withdrawal and ensure all associated academic and financial actions are completed.

8. Returning Students

Students returning to study after an approved period of leave should contact the Education Support Officer to confirm their re-enrolment no later than two weeks before commencement of the study period.

9. Complaints and appeals

A student has a right to appeal the outcome of their Application for Deferral/Withdrawal on the following grounds:

- procedural requirements specified in this policy were not followed; or
- relevant evidence was not considered in reaching the decision.

An appeal can be lodged in accordance with the procedure for an appeal in **S002 Student Grievance and Policy and Procedure**.

This policy does not remove the right of the student to take action under Australia's consumer protection laws.

10. Publication

This policy is to be published for students in the relevant publications and on the IKON Institute of Australia website to ensure prospective students and IKON Institute of Australia staff have up to date and accurate information.

11. Related Forms/Documents:

FS002 Application for Deferral/Withdrawal Form
Terms and Conditions of Enrolment

12. Related Policies:

ESOS002 International Student Transfer Policy
ESOS004 International Course Progress Policy
S002 Student Grievance Policy and Procedure
S004 Student Attendance Policy