

Cancellation and Suspension Procedure

Policy Category	Corporate		
Policy Owner	IGI General Manager		
Responsible for Implementation	Registrar		
Review Date (2 years)	October2025		
Relevant to	IGI prospective and current students, IGI staff		
Related Documents	Academic Integrity Policy Academic Integrity Procedure Academic Progression Policy Academic Progression Procedure Complaints and Appeals Policy Complaints and Appeals Procedure Enrolment Terms and Conditions General Misconduct Policy General Misconduct Procedure Student Code of Conduct Withdrawal Procedure		
Version	Authorised by	Approval Date	Effective date
1.1	General Manager IGI	1 Oct 2023	1 Oct 2023

1. Purpose

IGI reserves the right to suspend or cancel a student's enrolment. The Cancellation and Suspension Procedure gives effect to the Enrolment Terms and Conditions in respect of enrolments that are cancelled or suspended by IGI. This procedure ensures that cancellation and suspension requirements and processes are applied fairly, consistently, objectively and are documented.

2. Definitions

Item	Definition
Confirmation of Enrolment (CoE)	A document issued by a registered provider to an intending overseas student. It confirms the overseas student's eligibility to enrol in the course and supports their application for a student visa. They are sometimes called eCoE (electronic CoE).
Course	A structured sequence of study undertaken leading to the award of a diploma and degree.
Current student	Students who are enrolled in a course are current until: <ul style="list-style-type: none"> • they complete the course of study. • they withdraw from the course of study. • their enrolment is discontinued, or they are excluded from a course or study at ihGI due to misconduct or other reasons. • they fail to re-enrol in units of the course without approved leave, in which case the student will be regarded as having ceased their course of study.

Item	Definition
International student (or Overseas Student)	A person who is required to hold an Australian student visa for the purpose of study in Australia as defined by the ESOS Act.
Principal course	The main course of study undertaken by an international student, where a student visa has been issued for multiple courses (packaged courses).
PRISMS	The Provider Registration and International Student Management System is used to process information provided to the Secretary of the Department of Education by ihGI in connection with an international student's course enrolment. It is used by ihGI to issue/amend CoEs, extract reports on student visas, etc.

3. Scope

This procedure applies to students, and to staff who are required to cancel or suspend a student's enrolment.

4. Procedure

4.1. IGI reserves the right to suspend or cancel a student's enrolment for reasons including (but not limited to):

- admission to a course on the basis of incomplete, inaccurate, fraudulent or misleading information supplied by the applicant, agent, delegated authority or certifying authority;
- a breach of the Enrolment Terms and Conditions;
- failure to complete, to IGI's satisfaction, all requirements for enrolment in a course, including payment of fees, charges or other money owed to IGI;
- found guilty of student misconduct (General Misconduct Policy and Procedure and Academic Integrity Policy and Procedure); or
- a breach of course progress or attendance requirements (Academic Progression Policy and Procedure, Attendance Policy and Procedure).

Action taken

4.2. Upon determining that a student's enrolment must be cancelled or suspended, the Registrar issues the student with a notice of intention to cancel or suspend.

4.3. The notice of intention to cancel or suspend includes:

- the reasons for cancelling or suspending the enrolment;
- the suspension period and return date (if applicable);
- for international students, potential impacts on their student visa and IGI's obligation to report them to the Department of Home Affairs (DHA);
- if the student is dissatisfied with the outcome to cancel or suspend their enrolment they may lodge a complaint within 20 working days in accordance with the Complaints and Appeals Policy.

4.4. The notice of intention to cancel or suspend proceeds only after one of the following has occurred (unless a student's health or wellbeing, or the wellbeing of others, is at risk):

- the student did not submit a complaint within the 20 working day timeframe;
- the student formally withdraws from the complaint process; or
- the complaint outcome was unsuccessful.

4.5. The Registrar issues a final cancellation or suspension letter that includes:

- for suspensions, the suspension period and return date;
- for international students, notice that IGI has cancelled the student's Confirmation of Enrolment (CoE), that they will report the student to DHA and that they should contact the DHA within 28 days to discuss their visa status.

Recordkeeping

- 4.6. Cancellation and suspension request outcomes are recorded on the student management system. IGI keeps records of outcomes for at least two years after the person ceases to be an accepted student.

PRISMS reporting

- 4.7. IGI reports to DHA via PRISMS any student who has had their CoE cancelled. The report must be completed within 31 days after the requirements of paragraph 4.4 have occurred.

Complaints

- 4.8. A student may lodge a complaint if the cancellation or suspension outcome was inconsistent with this procedure. Complaints must be made in accordance with the Complaints and Appeals Policy.

5. Roles and responsibilities

- 5.1. The Registrar is responsible for administering the implementation and dissemination of this procedure.

- 5.2. The student is responsible for:

- providing true and accurate information; and
- providing authentic and genuine documentation.

- 5.3. IGI is responsible for:

- ensuring the policy and procedure are easily accessible and publicly available;
- ensuring procedures are transparent and equitable; and
- providing timely responses to students.

6. References

- Higher Education Standards Framework (Threshold Standards) 2021
- Education Services for Overseas Students Act 2000 (Cth)
- Education Services for Overseas Students Regulations 2019
- The National Code of Practice for Providers of Education and Training to Overseas Students 2018 (The National Code)
- Tertiary Education Quality and Standards (TEQSA) Act 2011 (Cth)

7. Document History

Version	Date	Author	Reason	Sections
1.0	Jun 2022	PBL Education	New policy	All
1.1	Oct 2023	IGI	Rebrand and minor amendments	All