

Deferral Procedure

Policy Category	Corporate		
Policy Owner	General Manager IGI		
Responsible for Implementation	Registrar		
Review Date (2 years)	October 2025		
Relevant to	IGI prospective and current students, IGI staff		
Related Documents	Admissions Policy Enrolment Terms and Conditions Complaints and Appeals Policy Complaints and Appeals Procedure Deferral Procedure Refund Policy Refund Procedure		
Version	Authorised by	Approval Date	Effective date
1.1	General Manager IGI	1 Oct 2023	1 Oct 20

1. Purpose

The Deferral Procedure gives effect to the Enrolment Terms and Conditions in respect of students who have received an offer of admission to a course and wish to defer the commencement of that course. This procedure ensures that deferral 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.
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).

Item	Definition
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 who have received an offer of admission to a course but have not yet enrolled, and to staff who administer deferral applications.

4. Procedure

Eligibility requirements

- 4.1. Students who have received an offer of admission may request to defer the commencement of their course up to a maximum of 12 months subject to course availability.
- 4.2. Students are eligible to defer the commencement of their course either before they have formally accepted the offer of admission or after they have formally accepted their offer. For international students this means they have accepted an offer, paid the tuition fees and had their Confirmation of Enrolment (CoE) issued.
- 4.3. International students who have been granted a visa may apply to defer the commencement of their course (with supporting evidence) on compassionate or compelling circumstances only. This includes (but not limited to):
 - serious illness or injury affecting a student's ability to study;
 - witnessing or being the victim of a serious crime;
 - bereavement of close family members, such as parents or grandparents;
 - major political upheaval or natural disaster in a student's home country; or
 - traumatic upheaval.

How to apply

- 4.4. Students apply by completing the online Deferral Request form.
- 4.5. Students attach supporting documentary evidence with the completed form. This may include (but not limited to):
 - medical certificate/letter;
 - death certificate;
 - police report; and/or
 - evidence of inability to begin studying on the course commencement date due to a delay in receiving their student visa.

Assessment and outcome

- 4.6. The Registrar assesses the application and any supporting evidence and makes a decision to either approve or reject the application.
- 4.7. For approved deferral requests, the Registrar:
 - records the revised commencement date in the student management system;
 - issues a revised offer letter;
 - for international students, issues a CoE once the offer has been formally accepted by the student by signing and returning the written agreement.
- 4.8. For rejected requests, the Registrar notifies the student in writing and provides reasons for the rejection.

4.9. Deferral requests are rejected if:

- there are no compassionate or compelling circumstances (international students);
- there is insufficient supporting documentation;
- the deferral request is for more than 12 months in which case a student must reapply for admission at a later date;
- the request is received after the student has enrolled and the course has commenced in which case the student is referred to apply for a leave of absence in accordance with the Leave of Absence Procedure.

PRISMS reporting

4.10. For international students with a CoE but no visa granted, the Registrar reports in PRISMS as follows:

- record the original CoE as non-commencement and include the reason submitted by the student for the deferral request in the comments section;
- issue a CoE with the new commencement date; and
- initiate internal action to ensure alignment with the revised intake.

4.11. For international students with a CoE and a visa granted, the Registrar reports in PRISMS as follows:

- report the original CoE as deferring/suspending student enrolment and give the reason type as compassionate or compelling circumstances;
- issue a CoE with the new commencement date;
- initiate internal action to ensure alignment with the revised intake; and
- send the offer letter and CoE within two working days.

4.12. For international students with a CoE who has had their deferral request rejected, and have not commenced their studies on the original commencement date, the Registrar:

- amends the student's record in the student management system;
- performs a Student Course Variation (SCV) in PRISMS to cancel the CoE;
- informs the student in writing that their CoE has been cancelled, the cancellation has been reported to DHA and that they must seek advice from DHA about their visa status.

Recordkeeping

4.13. IGI keeps records of deferral outcomes for at least two years after the person ceases to be an accepted student.

Complaints

4.14. A student may lodge a complaint if he/she believes the deferral 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