

Domestic Student Deferment, Suspension and Cancellation of Study Policy and Procedure

Policy Category	Administration
Policy Code	ADM-HE-42
Policy owner	Principal Executive Officer
Responsible Officer	Registrar
Approving authority	Board of Directors
Approval date	25 March 2026
Commencement date	26 March 2026
Review date	3 years
Version	2026.1
Related Documents	<p>Student Handbook</p> <p>Student Progression and Exclusion Policy and Procedure</p> <p>Student Complaint and Appeal Policy and Procedure</p> <p>Student Code of Conduct</p> <p>Student Academic Misconduct Policy and Procedure</p> <p>Refund Policy and Procedure for International and Domestic Students</p> <p>Fees and Charges Policy and Procedure</p> <p>International Student Deferment, Suspension and Cancellation of Study Policy and Procedure</p> <p>Higher Education Standards Framework (Threshold Standards) 2021</p> <p>Higher Education Support Act 2003</p>
HESF (Threshold Standards) 2021	1.1.2
Policy Visibility	Public

1. Purpose

The purpose of this Policy and Procedure is to provide a framework for assessing, approving and recording the deferral, suspension, withdrawal, or cancellation of study for domestic students at the Australian Institute of Higher Education Pty Ltd (the 'Institute'). The Policy ensures compliance with the Higher Education Support Act 2003, particularly regarding withdrawal prior to census dates for FEE-HELP purposes.

2. Principles

The key principles informing this Policy and Procedure are:

- Domestic students have the right to defer, suspend, or withdraw from study in accordance with published procedures.
- Clear timelines, especially the census date, will be communicated to students prior to enrolment.
- All applications must be made in writing on the approved form found on the AIH website.
- Students will be informed of academic and financial implications of their decision.

3. Scope

This Policy and Procedure applies to all domestic students (including FEE-HELP eligible) enrolled at the Institute, Executive Management, Admissions, Student Services and Accounts staff.

4. Definitions

See the AIH ***Glossary of Terms*** for definitions.

5. Policy Details

5.1 Publication and dissemination

Domestic students are advised of the circumstances and potential consequences regarding deferment or suspension of study prior to enrolment and during the student orientation process.

In the event that the deferment of study for a commencing student has been approved, the Admissions team will notify the student in writing of the decision.

In the event that the suspension of study for a continuing student has been approved, the Student Services team will notify the student in writing of the decision.

5.2 Compassionate and compelling circumstances

Compassionate or compelling circumstances are generally those beyond the control of the student and which are likely to have an impact upon the student's course progress or wellbeing. They could include, but are not limited to:

- serious illness or injury, where a medical certificate states that the student will be unable to attend classes;
- death or illness of close family members such as parents or grandparents (where possible, a doctor's or death certificate should be provided);
- a traumatic experience which has impacted on the student, which could include:
 - involvement in, or witnessing of a serious accident; or
 - witnessing or being the victim of a serious crime

These cases should be supported by evidence, such as police or psychologist's reports.

Domestic students may also defer or suspend their studies with the Institute for other reasons; however, the student will be required to provide compelling documentary evidence to support their request.

5.3 Deferral of Commencement of Study

Domestic students may apply to defer the commencement of their study for a maximum of one semester, provided the teaching period for the semester they are due to commence has not started, and the student has not engaged in any

activities online. Thereafter, students will be required to submit a new admission application.

Applications must be made before the commencement of the teaching period using the Course Deferment Form (New Students) found on the AIH website, accompanied by relevant documentation.

5.4 Withdrawal from Units or Course

Domestic students may apply to withdraw from a unit of study or course at any time by completing the Withdraw from Course Form found on the AIH website.

Withdrawal from a unit of study or course on or before census date will result in no academic penalty and no FEE-HELP debt. Withdrawals made after census date will incur academic and/or financial liability of all enrolled units. For more information regarding refunds of tuition fees, see the Refund Policy and Procedure for International and Domestic Students.

Approved course withdrawal applications will result in the student's enrolment being cancelled.

5.5 Leave of Absence (Suspension of Study)

Domestic students may apply for leave of absence for one semester. Extensions beyond this time period are only granted in exceptional circumstances. Leave of absence will normally only be granted after the successful completion of one semester of study.

Students must submit a Course Suspension Request Form (Continuing Students) obtained from the AIH website, outlining the circumstances and reasons for the leave.

For those intending to be absent from classes for 5-14 consecutive days, or for those expected to miss the start of any study period, students should submit a Holiday Leave Application Form. If approved, it is the student's responsibility to contact their lecturers to discuss what will be missed in class, including any assessment tasks due in this period.

5.6 Cancellation of Enrolment (Institute-Initiated)

All students are subject to the potential for institute-initiated suspension of study or cancellation of enrolment for:

- Academic misconduct or non-academic misconduct, in accordance with the Student Academic Misconduct Policy and Procedure and Student Code of Conduct, respectively;
- Non-payment of fees (a student's failure to pay the required amount to the Institute to undertake or continue their course);
- Unsatisfactory academic progress, in accordance with the Student Progression and Exclusion Policy and Procedure.

Students will be informed in writing of the Institute's intent to suspend or cancel their enrolment.

5.7 Appeals

Domestic students may appeal against a decision under this policy via the Student Complaint and Appeal Policy.

6. Actions and Responsibilities

All requests for deferrals, suspensions and cancellations must be approved by the Institute's senior management.

6.1 Fees

6.1.1 Leave of Absence

Once a study period's census date has passed, students requesting a Leave of Absence will be required to pay any remaining tuition balance for the study period they are currently enrolled in.

6.1.2 Cancellation of enrolment

Students who wish to cancel their course must submit a Withdrawal from a Course application form before the census date of the relevant study period to avoid incurring financial and/or academic penalty, including a FEE-HELP debt.

Students who apply to cancel their course after the relevant census date are liable for all fees due for the study period.

Students should also refer to the Refund Policy and Procedures for International and Domestic Students.

6.2 Maximum time

The maximum time allowed for a deferment or voluntary suspension of study is one study period.

6.3 Procedure for domestic students applying for Course Deferment (prior to commencement of study)

- 6.3.1** Domestic students who wish to defer the commencement date of their course must advise the Institute in writing by completing the Course Deferment Form (New Student). The request form is to be accompanied by documentation demonstrating the compassionate or compelling reasons why the deferment should be granted.
- 6.3.2** In the event that the request for deferment of studies demonstrates compassionate and compelling circumstances (as outlined in section 5.2) the Institute will approve the application and, within five (5) working days of receiving the application, advise the student in writing of the decision.
- 6.3.3** If the request for deferment of commencement of study does not meet the requirements for compassionate and compelling circumstances, the Institute will not approve the application and will advise the student in writing within five (5) working days of the reason for the decision. If the student does not agree with the decision and believes there are compassionate and compelling circumstances, the student has twenty (20) working days to access the Institute's complaint and appeal process in accordance with the Student Complaint and Appeal Policy and Procedure.
- 6.3.4** The request for deferment of commencement of study, any accompanying evidence, a copy of the written advice to the student of the decision, and records of any appeal including the outcome, will be placed on the student's file and maintained in accordance with the Records Management Policy and Procedure.

6.4 Procedure for domestic students applying for Leave of Absence (Suspension of Study)

- 6.4.1** Domestic students who, after commencing their course, wish to have a break in their studies during a compulsory study period(s) should apply in writing by submitting the Course Suspension Request Form (Continuing Students). All relevant documentation supporting this request should also be submitted. This should be done before the relevant study period commences to avoid any financial and/or academic penalties, including a FEE-HELP debt.
- 6.4.2** In the event that the request for Leave of Absence demonstrates compassionate and compelling circumstances (as outlined in section 5.2), and the student has paid the relevant fees, as applicable, the Registrar or delegated nominee will approve the application and, within five (5) working days of the Institute receiving the student's

application, the student will be advised in writing by Academic Services of the decision.

- 6.4.3** Admissions will ensure that the following tasks are undertaken:
- the student's financial records are adjusted to take account of the period of Leave of Absence;
 - e-mail the relevant personnel advising them that the student has suspended their study so that records can be updated.
- 6.4.4** If the request for Leave of Absence does not demonstrate compassionate and compelling circumstances (as outlined in section 5.2), the Registrar or delegated nominee will decline the request and, within five (5) working days of the Institute receiving the student's application, will advise the student in writing of the reason for the decision and that the student has twenty (20) working days to access the Institute's complaint and appeal process in accordance with the Student Complaint and Appeal Policy and Procedure.
- 6.4.5** The request for voluntary Leave of Absence, any accompanying evidence and a copy of the written advice to the student of the decision, and records of any appeal including the outcome, will be placed on the student's file and maintained in accordance with the Records Management Policy and Procedure.

6.5 Procedure for domestic student-initiated Cancellation of Enrolment

- 6.5.1** Continuing students who wish to withdraw from their course must complete the Withdrawal Form Course Form before the semester has commenced. Supporting evidence must be submitted with the application form.
- 6.5.2** Domestic students may be eligible for a refund depending on when the withdrawal application is submitted. Students should refer to the Refund Policy and Procedure for International and Domestic Students. Students who are eligible and are wishing to receive a refund must also complete the Refund Request Application Form.
- 6.5.3** Withdrawals made after census date will incur full financial liability of all enrolled units, including a FEE-HELP debt.

6.6 Procedure for institute-initiated Suspension of Study or Cancellation of Enrolment

- 6.6.1** The Program Director, Registrar, Accounts team or a delegate will present to the PEO their intention to suspend a student's studies or cancel their enrolment for misconduct or non-payment of fees together with supporting evidence. Further information can be found in the Student Code of Conduct or the Student Academic Misconduct Policy and Procedure.

- 6.6.2** The PEO will consider the request to suspend the student's studies, and supporting evidence, and advise the relevant staff members of their decision.
- 6.6.3** In the event that the PEO approves the request to suspend a student's studies or cancel their enrolment, the PEO or delegated nominee will write to the student informing them of their intention, the reasons for the decision, and advise the student that if they wish to appeal the decision, they have twenty (20) working days to access the Institute's complaint and appeal process in accordance with the Student Complaint and Appeal Policy and Procedure.
- 6.6.4** A copy of the letter and supporting evidence along with the documented decision is placed on the student's file and maintained in accordance with the Records Management Policy and Procedure.
- 6.6.5** If the student chooses to access the Institute's complaint and appeal process, subject to the extenuating circumstances set out below, the Institute will maintain the student's enrolment until the complaint and appeal process is completed.
- 6.6.6** Extenuating circumstances are those in which the student's health or wellbeing, or the wellbeing of others, is likely to be at risk. These may include, but are not limited to, where the student:
- is missing;
 - has medical concerns, severe depression or psychological issues which leads the Institute 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; or
 - is at risk of committing a criminal offence.
- Any claim of extenuating circumstances will need to be supported by appropriate evidence.
- 6.6.7** The National Code does not require the Institute to continue providing learning opportunities throughout the twenty (20) working days allowed to appeal the decision and during the internal complaint and appeal process. Based on the nature of the misconduct, the Institute will decide, on a case by case basis, whether to:
- allow the student to continue to attend class;
 - make alternative study arrangements for the student; or
 - deny the student access to study opportunities.
- In making such a decision, the Institute will consider whether denying the student learning opportunities throughout the twenty (20) day appeal period and the internal complaint and appeal process may

disadvantage the student in their subsequent studies, should that process find in their favour.

6.6.8 If the student:

- chooses not to appeal the suspension of study or cancellation of their enrolment in accordance with the Student Complaint and Appeal Policy and Procedure within twenty (20) working days of receiving the Institute's decision to suspend the student's study or cancel the student's enrolment; or
- has unsuccessfully exhausted the internal appeal process under the Student Complaint and Appeal Policy and Procedure,

the suspension of study or cancellation of enrolment will be formally processed.

6.6.9 Admissions will ensure that the following tasks are undertaken:

- the student's financial records are adjusted to take account of the period of suspension or cancellation of enrolment, if applicable; and
- e-mail the relevant personnel advising them that the student's studies have been suspended or their enrolment has been cancelled so that records can be updated, and the student's computer access and e-mail suspended.

7. Legislation

This Policy and Procedure complies with Higher Education Standards Framework standard 1.1.2 (Admission), which specifies that:

1.1.2 The admissions process ensures that, prior to enrolment and before fees are accepted, students are informed of their rights and obligations, including:

- a. all charges associated with their proposed studies as known at the time and advice on the potential for changes in charges during their studies
- b. policies, arrangements and potential eligibility for credit for prior learning, and
- c. policies on changes to or withdrawal from offers, acceptance and enrolment, tuition protection and refunds of charges.

8. Version Control

This Policy has been endorsed by the Australian Institute of Higher Education Board of Directors as at March 2026 and is reviewed every 3 years. The Policy is published and available on the Australian Institute of Higher Education website <http://www.aih.edu.au/> under 'Policies and Procedures'.

Change and Version Control				
Version	Authored by	Brief Description of the changes	Date Approved:	Effective Date:
2026.1	Associate Dean, Academic Quality	New policy.	25 March 2026	26 March 2026