

Deferral Procedures

1. Governing policy

These procedures relate to the *Admissions Policy* (“policy”).

The procedures describe the process involved when a student requests to defer the commencement of their course at the institution to a later commencement date.

2. Scope

These procedures apply to commencing students at the institution applying to defer their studies, and staff who implement the procedures. The procedures are aligned with applicable Australian Government legislation including the *National Code of Practice for Providers of Education and Training of Overseas Students 2018* (National Code), Standard 9, which requires institutions to have and implement procedures for assessing, approving and recording a deferment of the start of study, or suspension of study (refer to the *Leave of Absence Procedures* regarding suspension of study).

3. Procedures

3.1. Students who have received an offer of admission, may request to defer their commencement date at the institution up to a maximum of 12 months, as per the *Admissions Policy*, and subject to availability of a course in a given intake and places in that course. Students may avail of this period of up to 12 months only once during their enrolment at the institution i.e. multiple deferrals of commencement up to a total of 12 months or 1 deferral of 12 months only.

3.2. The procedures set out the two key processes involved in assessing a student’s request for a deferral of commencement as per Table 1 below:

1. Submit request

Students who have received an offer, and who have not accepted the offer, contact the Student Recruitment (either domestic or international) team to request a deferral.

Students who have received an offer and accepted their offer (for international

students this means paying the tuition fee deposit and issued a Confirmation of Enrolment (COE)) contact the Student Recruitment team and provide a reason for their deferral request before the commencement of their first study period.

Once an international student has their visa granted, requests for deferral of commencement date can only be approved by the Student Recruitment team for compassionate or compelling circumstances, in accordance with the National Code, Standard 9, with supporting documentary evidence.

2. Deferral request assessment, outcome and reporting

The deferral of commencement request is assessed as per these procedures. The student is notified in writing, the outcome is recorded by the Student Recruitment team in the CRM and PRISMS reporting is performed by the Student Services team for international students where required, and within the required timeframes.

Table 1

Process	Responsibilities	Timeframe
Step 1 Submit request		
<p>1.1 Before acceptance: students who have received an offer and who have not accepted the offer contact the Student Recruitment team via email to request a deferred commencement date and new offer:</p> <p>a. start@icms.edu.au - Domestic students</p> <p>b. info@icms.edu.au - International students</p> <p>1.2 After acceptance: students who have accepted their offer, which for international students means accepted an offer, paid the tuition fees and issued a COE, contact the Student Recruitment team via the online form to request a deferred commencement date and new offer, providing a reason/s for deferral.</p> <p>1.3 International students who have been granted a visa must provide relevant supporting documentary evidence detailing the compassionate or compelling reason for the deferral request.</p> <p>1.4 Compassionate or compelling circumstances for international students include (but not limited to):</p> <p>a. serious illness or injury affecting a student's ability to study;</p> <p>b. witnessing or being the victim of a serious crime;</p> <p>c. bereavement of close family members, such as parents or grandparents;</p> <p>d. major political upheaval or natural disaster.</p> <p>1.5 The supporting documentary evidence from international students may include (but not limited to):</p> <p>a. medical certificate/letter;</p> <p>b. death certificate;</p> <p>c. police report; or</p> <p>d. Evidence of inability to begin studying on the course commencement date due to delay in receiving student visa.</p>	Admissions AND Recruitment	Request deferral before commencement of first study period
Step 2 Deferral request assessment, outcome and reporting		

<p>2.1 The Student Recruitment team assesses the request and approves or rejects the request. For international students required to submit evidence of compassionate/compelling reasons, the recruitment team will determine whether the reason and evidence is acceptable.</p> <p>2.2 Applications will be rejected where:</p> <ol style="list-style-type: none"> The institution determines for international students who have been granted a visa that there are no compassionate or compelling circumstances to support the application or insufficient evidence was submitted; The institution does not accept the reason submitted for deferral request; The request for deferral is for more than 12 months; or The request is received after commencement of the course (students will be referred to the <i>Leave of Absence Procedures</i> if applicable). <p>2.3 The Student Recruitment team will update the CRM to reflect the decision to approve or reject a request, providing reasons for the decision, and to capture evidence submitted.</p> <p>2.4 For approved deferral requests, the Student Recruitment team will inform the relevant Admissions team who will:</p> <ol style="list-style-type: none"> Record the new commencement date in the student management system; Issue a Letter of Offer for the new preferred intake; <p>c. International students must submit the signed acceptance for the new offer before a COE can be issued;</p> <p>2.5 For international students with a COE but no visa granted, Student Services will commence reporting in PRISMS as follows:</p> <ol style="list-style-type: none"> Report the original COE via SCV 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 Instigate internal processes to align deposits made with new preferred intake. <p>2.6 For international students with a COE and visa granted, Student Services will commence reporting in PRISMS as follows:</p> <ol style="list-style-type: none"> Report the original COE via SCV as deferring/suspending student enrolment with reason type compassionate or compelling circumstances; Issue a COE with the new commencement date; and Instigate internal processes to align deposits made with new preferred intake. Send the Letter of Offer and COE (international students only) within two working days. <p>2.7 For rejected deferral requests:</p> <ol style="list-style-type: none"> The Student Recruitment team will communicate the outcome to the student in writing including the reasons for rejecting the request; <p>b. If student decides to then not commence their studies at the original commencement date, Student Services team will amend the student's record in the student management system to reflect the non-commencement; and</p> <p>c. For international students with a COE, Student Services team will commence reporting in PRISMS as follows:</p> <ul style="list-style-type: none"> Report the original COE as cancelled. <p>2.8 All reporting via PRISMS must be completed within:</p> <ol style="list-style-type: none"> 14 days after the student's studies are deferred (date deferral approved) for students under 18 years of age; or 31 days after the student's studies are deferred (date deferral approved) for students above 18 years of age. <p>2.9 Student services will advise any international students in writing that their COE has been cancelled. The student is advised to contact the Department of Home Affairs if their visa had already been granted as their student visa may be affected (if applicable). The communication will also provide details of how to reapply for admission at a later date.</p>	<p>Student Recruitment, Admissions AND Student Services</p>	<p>Letter of Offer or outcome issued within two working days</p>
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4. Roles and responsibilities

The Registrar is responsible for overseeing the deferral of commencement procedures and the required legislative reporting requirements.

5. Compliance and monitoring

These procedures are written in accordance with Standard 9 of the *National Code of Practice for Providers of Education and Training to Overseas Students 2018*.

6. Reporting

Requests for deferral of commencement from international students are reported on PRISMS where appropriate, as detailed in Table 1.

7. Records management

As detailed in Table 1 above, deferral requests are recorded in the institution's student management system and records of the deferral request are filed and saved for two years.

8. Related documents

Admissions Policy

Leave of Absence Procedures

Approved by EMG 22 November 2021