

EQI initiated suspension and cancellation

Implementation Date: 23/03/2018

Version: 1.1

Audience

Education Queensland International (EQI), homestay providers, parents, principal, school staff, students.

Purpose

This procedure outlines the roles and responsibilities of EQI, schools, students, parents and homestay providers and the steps they follow when EQI initiates a suspension or cancellation of enrolment of a student.

This procedure should be read in conjunction with the EQI initiated suspension and cancellation policy, Behaviour management policy and procedure and EQI's Standard terms and conditions.

Overview

Where compassionate or compelling circumstances apply, EQI can decide to initiate a temporary suspension of enrolment, for example, where the student is, or is likely to be, absent for more than four school days due to an illness, injury or other serious event.

If a student has not met the expected standards of behaviour as outlined in the Behaviour management policy, EQI can initiate a suspension of the student's enrolment.

If a student's misbehaviour is sufficiently serious, EQI can commence the process to cancel the student's enrolment without first suspending their enrolment.

Responsibilities

School staff

- outline expected standards of behaviour and provide students with the school's responsible behaviour plan
- inform principal (or delegate) where circumstances warrant consideration of an EQI initiated suspension or cancellation of enrolment
- maintain accurate and up to date records (for example, adding a record of contact in OneSchool for each contact with student).

Director, International Student Programs (ISP), EQI

- decide to suspend or cancel a student's enrolment
- maintain accurate and up to date records including detailed record of all communications.

EQI

- collate all relevant material and prepare draft correspondence, as directed
- notify the Commonwealth Government that a student's enrolment is suspended or cancelled
- ensure safe and appropriate arrangements are in place for a student whose enrolment is suspended or cancelled, in accordance with the Accommodation and welfare policy
- provide advice and support to the school principal and school staff implementing this procedure
- maintain accurate and up to date records.

Homestay provider

- liaise with school staff if student fails to follow the homestay home rules or for any concerns about the student's health, welfare, behaviour or other issues.

Parent

- comply with the EQI Standard terms and conditions
- notify school of compassionate or compelling circumstances, if applicable
- assist the school to implement behaviour management strategies, if required
- respond to show cause to suspend or cancel enrolment, where applicable.

Principal (or delegate)

- inform Director, ISP, EQI where circumstances warrant consideration of an EQI initiated suspension or cancellation of enrolment.

Student

- comply with the EQI Standard terms and conditions
- notify the school of compassionate or compelling circumstances, if applicable
- respond to show cause of intention to suspend or cancel, where applicable.

Process

1. EQI initiated suspension of enrolment

School staff

- 1.1 inform principal where circumstances warrant consideration of an EQI initiated suspension of enrolment.

School principal

- 1.2 inform Director, ISP, EQI where circumstances warrant consideration of an EQI initiated suspension of enrolment via email to EQInternational@qed.qld.gov.au, including:

- “(student name), consideration for suspension of enrolment, (school name)” in the subject line of the email
- evidence of compassionate or compelling circumstances, if required
- attach any prior correspondence and relevant supporting documents.

Director, ISP, EQI

- 1.3 upon receiving a notification from school principal, instruct EQI to:
- collate all relevant documents
 - confirm whether student and parent support an EQI initiated suspension, if applicable
 - assess and prepare a recommended decision and draft correspondence.

EQI

- 1.4 follow instructions of Director, ISP, EQI.

Director, ISP, EQI

- 1.5 within three working days, either:
- decide whether to initiate a suspension of enrolment on compassionate or compelling grounds:
 - issue Suspension show cause notice to the student and parent, where student and parent do not support decision to suspend
 - form a preliminary view, as to whether the student’s enrolment should be suspended on the grounds of misbehaviour:
 - issue Suspension show cause notice to student and parent, if applicable
- 1.6 consider extending the duration of the student’s study as per Variation to student enrolment procedure
- 1.7 inform school principal, school staff and EQI.

Student/Parent

- 1.8 where a Suspension show cause notice is issued, either:
- make a submission, within five working days, to the Director, ISP, EQI as to why the student’s enrolment should not be suspended
 - apply for an extension of time to make a submission
 - decide not to make a submission within the timeframe.

Director, ISP, EQI

- 1.9 assess application for an extension of time to make a submission, if required
- 1.10 notify student/parent of outcome of application
- 1.11 where a submission is received, consider the submission and decide, within five working days, whether or not to suspend the student’s enrolment:
- if yes, issue a Notice of intention to suspend enrolment letter to the student and parent
 - if no, issue a Decision not to suspend enrolment letter to student and parent

1.12 where no submission is received, issue the Notice of intention to suspend enrolment letter to the student and parent

1.13 inform school principal and school staff of decision.

School principal

1.14 liaise with school staff regarding the decision of Director, ISP, EQI.

Student/parent

1.15 decide whether to appeal where a Notice of intention to suspend enrolment letter is issued.

Director, ISP, EQI

1.16 if student appeals, adhere to the Complaints and appeals policy and procedure:

- wait until the timeframe to make an appeal has elapsed
- wait to be provided with an outcome for the appeal

1.17 if appeal is in favour of Director, ISP, EQI's decision, or no appeal received, instruct EQI to notify the Commonwealth Government of the suspension of enrolment

1.18 notify school principal and school staff.

EQI

1.19 notify the Commonwealth Government via Provider Registration and International Student Management System (PRISMS), promptly, and within 31 days, that the student's enrolment is suspended

1.20 suspend student's enrolment record/s in International Student Management System (ISMS).

School principal

1.21 liaise with school staff to manage arrangements for student during suspension period in accordance with the EQI initiated suspension and cancellation policy

1.22 ensure student is appropriately supervised and accommodated during period of suspension, if applicable

1.23 contact student and parent, when the end of the suspension period is approaching to discuss the arrangements in place for student's return to school

1.24 liaise with Director, ISP, EQI if necessary

1.25 reassess the situation after the suspension, and determine if the suspension has been effective way of managing the issue

1.26 consider the cancellation process, if required.

Director, ISP, EQI

1.27 liaise with school principal about student's return to school, if applicable.

2. EQI initiated cancellation of enrolment

EQI

2.1 notify Director, ISP, EQI where consideration for cancellation is warranted when student has either:

- failed to pay fees

- provided false or misleading or incomplete information.

School staff

- 2.2 inform the principal where circumstances warrant consideration of an EQI initiated cancellation of enrolment.

School principal

- 2.3 inform Director, ISP, EQI where circumstances warrant consideration of an EQI initiated cancellation of enrolment via email to EQInternational@qed.qld.gov.au, including:
- “(student name), consideration for cancellation of enrolment, (school name)” in the subject line of the email
 - attach any prior correspondence and relevant supporting documents.

Director, ISP, EQI

- 2.4 upon receiving a notification from school principal, instruct EQI to:
- collate all relevant documents
 - assess and prepare a recommended decision and draft correspondence.

EQI

- 2.5 follow instructions of Director, ISP, EQI.

Director, ISP, EQI

- 2.6 form a preliminary view, within three working days, as to whether the student’s enrolment should be cancelled
- 2.7 issue the Cancellation show cause notice to the student, if applicable
- 2.8 inform school principal, school staff and EQI.

Student/Parent

- 2.9 where a Cancellation show cause notice is issued, either:
- make a submission, within five working days, to the Director, ISP, EQI as to why the student’s enrolment should not be cancelled
 - apply for an extension of time to make a submission
 - decide not to make a submission within the timeframe.

Director, ISP, EQI

- 2.10 assess application for an extension of time to make a submission, if required
- 2.11 notify student/parent of outcome of application
- 2.12 where a submission is received, consider the submission and decide, within 10 working days, whether or not to cancel the student’s enrolment:
- if yes, issue a Notice of intention to cancel enrolment letter to the student and parent
 - if no, issue a Decision not to cancel enrolment letter to student and parent

2.13 where no submission is received, issue the Notice of intention to cancel enrolment letter to the student and parent

2.14 inform the school principal and school staff of decision.

School principal

2.15 liaise with school staff regarding the decision of Director, ISP, EQI.

Student/parent

2.16 decide whether to appeal where a Notice of intention to cancel enrolment letter is issued.

Director, ISP, EQI

2.17 instruct EQI to notify the Commonwealth Government of the cancellation of enrolment where either:

- no appeal is made
- an appeal is withdrawn
- the internal appeal is unsuccessful (EQI is not required to wait for the outcome of an external appeal before notifying)

2.18 notify school principal and school staff.

EQI

2.19 notify the Commonwealth Government via PRISMS, promptly, and within 14 days, that the student’s enrolment is cancelled

2.20 cancel the student’s enrolment record/s in ISMS

2.21 ask the student/parent to complete the EQI refund request form, if eligible for a refund

2.22 review and assess the refund request in line with the Refund policy.

School staff

2.23 refer to the Accommodation and welfare policy to ensure that safe and appropriate arrangements are in place for the student’s departure, if the student is in homestay.

Definitions

Agent	Education agent registered with EQI to recruit students for EQI programs.
Compassionate circumstances	<ul style="list-style-type: none"> • are not in your control or created by you; and • adversely impact on your welfare or course progress (for example, illness, bereavement or traumatic events may qualify).
Compelling circumstances	Are circumstances which, in our opinion, are in your best educational interests.
Course	A course registered on CRICOS offered by Department of Education trading as Education Queensland International.

Enrolment agreement	A written agreement with the overseas student or intending overseas student and their parent, which includes Standard Terms and Conditions, an Initial Invoice and Statement of fees; signed by the overseas student as well as parents or legal custodians.
EQI	Education Queensland International and employees of EQI.
Homestay	Overseas student accommodation arranged by EQI schools; where EQI is responsible for the welfare of the student at all times, including outside school hours.
OneSchool	<p>OneSchool—a comprehensive program to help Queensland State Schools manage key teaching and school administrative activities. Its features cover a wide range of school operations:</p> <ul style="list-style-type: none"> • student management and student analytics • curriculum planning and learning • finance and asset management • resource management • performance • analysis and reporting.
Overseas student	Student in Australia on visa subclass 500 (schools sector).
School	Queensland state schools accredited by EQI to deliver international student programs.
School staff	Employees of EQI schools, for example – International student coordinator, Homestay coordinator, Head of department, Deputy principal, Principal.
Student	Overseas student enrolled in an EQI registered course.

Legislation

- *Education Services for Overseas Students Act 2000*
- *National Code of Practice for Providers of Education and Training to Overseas Students 2018*

Delegations/Authorisations

- Nil.

Related policies

- [Accommodation and welfare policy](#)
- [Attendance policy](#)
- [Behaviour management policy](#)
- [Complaints and appeals policy](#)

- [Course progress policy](#)
- [EQI initiated suspension and cancellation policy](#)
- [Refund policy](#)

Related procedures

- [Accommodation and welfare procedure](#)
- [Attendance procedure](#)
- [Behaviour management procedure](#)
- [Complaints and appeals procedure](#)
- [Course progress procedure](#)

Guidelines

- [PRISMS User Guide](#)

Supporting information/websites

- [Student visa conditions](#)
- [Standard terms and conditions](#)
- Suspension show cause letter template
- Notice of intention to suspend enrolment letter
- Decision not to suspend enrolment letter
- Cancellation show cause letter template
- Notice of intention to cancel enrolment letter
- Decision not to cancel enrolment letter

Contact

International Student Programs

Department of Education International

Phone: 1800 316 540 (inside Australia) +61 7 3513 5301 (outside Australia)

Email: EQInternational@qed.qld.gov.au

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Superseded versions

Nil.

